

Date	Section	Revision
January 29/14	III (11) Income Support to Provide Employment Support	Update to include relevant legislation
February 4/14	III (5)(iii) Comforts Allowance	Addition of Howard House as an approved emergency shelter
April 3/14	III (8)(ii) Hearing Aids	Clarification surrounding applicants with private insurance
April 28/14	III 3(ii)(b) Employment Insurance Benefits	Clarification on procedure when E.I. benefits terminate (when benefits are paid for an odd number of weeks)
May/14	III (5) (iv) Child Benefit Adjustment	Clarification regarding when the CBA is not automatically added to CAPS due exceptions shown on the Canada Revenue Agency file
May 7/14	III (3)(ii)(i) Support Payments (Child and Spousal)	Approval of funds to serve documents changed to Client Services Officer level
June 10/14	III (13)(i) Overpayments	Removal of reference to set up an overpayment when benefits are suspended due to an income tax refund
July 1/14	Appendix B1 - Family and Individual Benefits - Daily Rates for Most Commonly used Periods	Increased rates
July 1/14	Appendix B2 - Family and Individual Benefits - Recurring Pay Rates	Increased rates
July 1/14	Appendix B6 - Child Benefit Adjustment Calculation Table	2014 rates
July 1/14	Appendix B7 - Shared Custody Calculator	2014 rates
July 1/14	III (5)(i) Individual Benefits Under 21	Update to the NLCB threshold
July 1/14	III (10)(i) Canada Child Tax Benefit	2014 rates
July 1/14	III (10)(iii) Newfoundland and Labrador Child Benefit	2014 rates
July 3/14	III (8)(ii) – Prescription Drug Program	Update: The 12 month drug card extension for those who leave Income Support to commence employment

Date	Section	Revision
July 3/14	III(11) – Income Support to Provide Employment Support	Update: The 12 month drug card extension for those who leave Income Support to commence employment
July 15/14	III (3)(ii)(c) Canada Pension Plan Benefits	Clarification on allowable overlap of Income Support benefits and CPP
August 12/14	III (6)(ii) Rent and Mortgage	Clarification on provision of rent/mortgage for singles without dependents
September 29/14	III (6)(v) Cost of Living Allowance for Coastal Labrador	Approval level provided to all Client Services Officers, not solely those in Labrador
October 3/14	III (3) (iii) (a) Partially Exempt Income/Exemptions General	Updated rates used in example
October 28/14	III (2)(i) Application Process, Reporting Requirements and Supporting Documentation	Clarification on requirement for birth certificates
October 29/14	III 2(iv)(c) Children in Joint Custody, Shared Living Arrangements, or the Custody/Care of the Director of Child, Youth and Family Services	Clarification on kinship arrangements
November 6/14	III (9)(ii) Burials and Funerals	Inclusion of mileage rates for cremation transportation
November 6/14	Appendix B4 – Burials	Inclusion of mileage rates for cremation transportation
December 16/14	III 2(iii)(d) Responsibility of Applicant/Recipient	Under Requirement to Pursue All Sources of Income, notation that early retirement benefits available at age 60 are an exception
February 4/15	III 3(ii)(c) Canada Pension Plan Benefits	Inclusion of segment on Post Retirement Benefit and notation that CPP Disability Project is no longer delivered through provincial office
March 4/15	III 3(ii)(f) Old Age Security Benefits	Clarification that clients should apply for OAS as soon as they are eligible

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March 4/15	III 9(iii)(a) Child Care – Licensed	Addition of Department of Education and Early Childhood Development as Department that provides subsidies for child care
March 9/14	III 8(vii) Newfoundland and Labrador Prescription Drug Program	Those who receive the extended drug card due to employment, and return to the caseload before the 12 month covering period ends, should have their extended card cancelled and be provided with a regular monthly Foundation Plan Card.
March 24/15	III 2(iv)(a) Other Circumstance Affecting Eligibility – Residency Requirement	Reference to those “Visiting Another Province” changed to “Absent from Province”
March 24/15	III 8(v) Support Available through Regional Health Authorities	Clarification on who completes financial assessments for non-Income Support recipients: Prosthetics are completed by AES Orthotics by Regional Health Authorities
March 30/15	III 5(iv) Child Benefit Adjustment	Notation that, in shared custody cases, the CBA must be added as a “Special Need – Other Special Needs” in CAPS
April 2/15	III 14(vii)(a) Payment Methods - Overview	Update regarding paystubs for nonrecurring cheques, and clarification surrounding consents/reviews of banking information for direct deposit
April 29/15	III 14(viii) Replacement Cheques	Clarification that whiteout cannot be used on Guarantee of Issue of a Duplicate Cheque or Statutory Declaration of Forgery forms
May 8/15	III 3(iii)(b) Self Employment Income	Wording change from SES to INSPIRE and update on incorporated businesses
May 13/15	III 10(i) Canadian Child Tax Benefit	Increased Universal Child Care Benefit (UCCB)
May 13/15	III 10(iii) Newfoundland and Labrador Child Benefit	Increased Universal Child Care Benefit (UCCB)

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June 16/15	III 14(vii) Payment Methods (a) Overview	Trustees may request direct deposit of a recipient's payments into their own bank account or set up a bank account on their behalf.
June 16/15	III 14(vii) Payment Methods (b) Payment to a Trustee	Trustees may request direct deposit of a recipient's payments into their own bank account or set up a bank account on their behalf.
June 17/15	III 9(iii)(c) Transportation to and from Child Care	Replacement of reference to Dept. of Child, Youth and Family Services with Dept. of Education and Early Childhood Development
June 24/15	III 1(iii) Definitions	Addition of definitions section
July 1/15	III (10)(ii) NLCB	July 2015 rates update
July 1/15	III 10(i) CCTB	July 2015 rates update
July 1/15	III 5(i) Individual Benefits - Under 21	Update to reflect increased NLCB income threshold for 2015
July 1/15	Appendix B6: Child Benefit Adjustment Table	July 2015 rates update
July 23/15	III (iv)(b) Shelter Benefits: Utilities – Heat and Electricity Included	Addition of a utilities table
August 17/15	III 3(iv) Lump Sum	Clarified lump sum/overlap policy and provided updated examples
August 17/15	III 3(ii) Employment Insurance	Clarified requirement to appeal EI decisions and added a link to Service Canada policy
August 17/15	III 4(i) Liquid Assets	Changed RESP policy to allow a recipient's contribution and clarified RRSP policy
August 17/15	III 6(iii) Shelter Benefits – Special Needs Rent/Mortgage for Single Clients	Added link to rent/mortgage policy, provided clarification on shared HCS/RHA clients and added a supportive housing rental chart

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August 17/15	III 6(ii) Shelter Benefits – Rent and Mortgage	Clarified policy on: documentation required for approving rent for singles, special needs approval for bed-sitters, AES not paying rent in lieu of notice for clients who become ineligible, rental/mortgage overlap when clients are only entitled to a supplement, acceptable mortgages, CAPS procedures for adding a second/PHRP mortgage; and added an accommodations chart
August 17/15	III 6(ix) Shelter Benefits - NLHC	Clarified lease amounts for determining eligibility
August 17/15	III 9(v) Emergency Assistance	Added a policy on emergency drug card issuance and provision of emergency assistance for overlap of rent; and clarified that service providers and clients are to be advised of what is covered when clients are placed in commercial establishments
August/15	III 7(i) Transportation - General	Clarification on approval of out of province travel, in extraordinary circumstances, for persons who are not victims of violence or requiring of medical care.
August 20/15	III 6(ix) Shelter Benefits - NLHC	Update to CAPS Rental Breakdown (Recurring Pay) chart
August 26/15	III 8(ii) Health Benefits – Hearing Aid Program	Clarification that Requests for Health Benefits are sent to the appropriate Health Authority, and that these forms do not need to go to the Pay Authorization Unit.
Sept. 10/15	III 6(ii) Shelter Benefits – Rent and Mortgage	Update that deductions made from family/individual benefits for those receiving NLHC rental supplements can be added back to rental requirements (whether heat and light, or just heat or light are included) when the combined amount paid by NLHC and AES is insufficient to cover the rent.

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Sept. 18/15	III 15(i) Integrity Measures Policy and Procedures	Addition of section on prosecutions, updated authority levels, changes to CPP Disability section to denote that work is no longer completed at Provincial Office, and an updated eligibility review process section.
Sept. 21/15	III 3(ii)(a) Overview – Non-exempt Income	Clarification on resources/funds provided to a client as a result of fundraising
Sept. 25/15	III 14: Administration of Income Support (iv) Managing Client Information/Client Confidentiality	Update to reflect contact with MHA's who make inquiries on behalf of constituents.
Sept. 28/15	III 2: Eligibility (ii) Determining Eligibility for Non-Canadians	Changes made to reflect prescription drug card coverage for refugee protection claimants
Sept. 28/15	III 3(ii)(b) Employment Insurance	Clarification on EI overlap when client disentitled
Oct. 1/15	III 6(vii) Security Deposits	Removal of reference that subsequent security deposits can be approved in exceptional circumstances
Oct. 5/15	III 6(i) Shelter Benefits: Board and Lodging	Explanation of criteria for persons with a social disability
Oct. 5/15	III 2 (i) Application and Reporting Requirements – Application Process and Supporting Documentation	Clarification: <ul style="list-style-type: none"> • When RRSP's are below liquid assets, • Further explanation on fixed assets, • Number, not the card, is required for MCP, • Time limit of "Rights, Responsibilities and Client Consent" form • Notation that "where clients have not provided all required documentation within 30 days from the date of the initial application, a new application will be required, unless additional information has been requested by AES" added.

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Oct. 5/15	III 6(vii) Security Deposit	Removal of reference to the need for Agreement to Repay form
Oct. 5/15	III 5 (i) Individual Benefits Under 21	Notation regarding clients transferring from Dept. of Child, Youth and Family Services, clarification on approval for individuals with social barriers to employment, addition of CSM to authority level for consideration of social impairment
Oct. 5/15	III 5 (ii) Family and Single Persons 21 and Over	Clarification on approval for individuals with social barriers to employment and addition of CSM to authority level for consideration of social impairment
Oct. 5/15	III 15(i) Integrity Measures Policy and Procedures	Clarification on how far AES can go back to set up an overpayment when support is improperly paid and the exceptions associated with this policy
Nov. 3/15	III 7(ii) Medical Transportation	Removal of reference to Hope Air
Dec. 22/15	III 2(iii)(e) Support Applications Referral Process	Update to reflect realignment of duties - Family Justice Services and Support Applications Social Workers
Dec. 22/15	III 9(xi) Other Special Needs	Removal of reference to Family Justice Services and replacement with Support Applications Social Worker
Dec. 22/15	III 9 (xii) Victims of Violence	Removal of reference to Family Justice Services and replacement with Support Applications Social Worker
Dec. 22/15	III 3(ii)(i) Support Payments – Child and Spousal	Removal of reference to Family Justice Services and replacement with Support Applications Social Worker

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Dec. 22/15	III (2)(iv)(c) Joint Custody/Shared Living Arrangements with Children and Children in Care of the Director of CYFS	Removal of reference to Family Justice Services and replacement with Support Applications Social Worker
Jan. 21/16	III (14) Administration of Income Support (vii) Payment Methods (a) Overview	Clarification that a banking official's signature or stamp is required if a bank form is being used.
Feb. 17/16	III (3)(ii)(i) Support Payments - Child and Spousal	Clarification on child support payments for those over age 18
Feb. 18/16	III 14 (vii)(a) Payment Methods	Update – direct deposit for non-recurring cases
Feb. 18/16	III 9(viii) High School Incentives Allowance	Update – students who participate in distance education through the Dept. of Education and Early Childhood Development, or who are obtaining high school education through a district school or Brother Tí Murphy Centre can be considered for a HSIA
Feb. 18/16	III 8(iv)(b) Other Special Food Allowances	Update to reflect that Authorizations for Health Benefits for dietary requirements that formerly went to Stores must now be e-mailed/scanned to Materials Support at this e-mail address: clientsupplyorders@easternhealth.ca
Feb. 29/16	III (13) (i) Underpayment/Overpayment and Recovery – Overpayments	Addition of "Rank of Recovery" section
March 9/16	III (6) Shelter Benefits (iv) Utilities (a) NL Hydro and NL Power	Changes to reflect updated NL Power Redirect Agreement
March 28/16	III (6) Shelter Benefits (vi) Municipal Taxes and Fees	Update to reflect new payment process of municipal taxes and fees
March 29/16	III (9) (xiii) Earned Income Supplement (EIS)	New policy reflecting the Earned Income Supplement
March 30/16	III (3) Assessment of Income (iii) Partially Exempt Income/Exemptions (a) General	Update to reflect the Earned Income Supplement

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April 5/16	III 8(iv)(b) Other Special Food Allowances	Clarification that Eastern Health Authority will bill the Department when orders for nutritional supplements have to be re-shipped because of invalid/inaccurate address information.
April 21/16	III 2(iv) Other Circumstances Affecting Eligibility (d) Change in Circumstances	Removal of reference to review cycle process in the Overview section
May 12/16	III 2(ii) Eligibility: Determining Eligibility: Non-Canadians	Update to reflect that refugee protection claimants deemed eligible for Income Support benefits should be referred to Citizenship and Immigration Canada (CIC) for prescription drugs, vision care and dental coverage.
May 25/16	III 3(ii)(i) Support Payments (Child and Spousal)	Change of “three consecutive support payments missed” to “support payments missed for three consecutive months.”
May 26/16	III 6(iv)(c) Fuel Supplement	Update to reflect increase in Fuel Supplement effective June 1/16
May 26/16	Appendix B5	Update to reflect increase in Fuel Supplement effective June 1/16
May 26/16	III 14(viii) Replacement Cheques	Update to reflect increase in Fuel Supplement effective June 1/16
May 26/16	III 3(iv) Lump Sum Payments	Update to reflect increase in Fuel Supplement effective June 1/16
June 1/16	III 14 Administration of Income Support (iv) Managing Client Information/Client Confidentiality	Update to include “Consent to Add a Contact” form
June 1/16	III 7(ii) Medical Transportation	Policy and procedure updates
July 7/16	III 6 Shelter and Benefits: (ii) Rent and Mortgage	Notation added regarding encouraging landlords to avail of direct deposit
July 18/16	III 5 (iv) Child Benefit Adjustment	Introduction of the Canada Child Benefit
July 18/16	III 10 (i) Canada Child Benefit	Introduction of the Canada Child Benefit
July 18/16	III 10 (ii) Mother Baby Nutrition Supplement	Introduction of the Canada Child Benefit

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July 18/16	III 10 (iii) Newfoundland and Labrador Child Benefit	Introduction of the Canada Child Benefit
July 18/16	III 9(viii) High School Incentive Allowance	Introduction of Canada Child Benefit
July 18/16	III 3 (i) Exempt Income	Introduction of Canada Child Benefit
July 21/16	III 14 (vii) Payment Methods (a) Overview	Changes to cheque stub - recurring pay cases with direct deposit
July 27/16	III 3(v) Assessment of Income – Student Aid	Amended wording – changes to loans/grants provided by the Student Loan Program
August 1/16	III Appendix B6 - Child Benefit Adjustment Table	Update to reflect new rates
August 1/16	III Appendix B7 – Shared Custody Calculator	Update to reflect new rates
August 26/16	III 10(ii) Mother Baby Nutrition Supplement	Notation that expectant mothers under the age of 18 can apply for the MBNS in their own right, and no income test is required.
Sept. 12/16	III 6(i) Board and Lodging	Clarification on consideration of higher rate of board and lodging for singles under 30
Sept. 15/16	III 14: Administration of Income Support (vii) Payment Methods (a) Overview	Clarification on direct deposit requests for recurring and non-recurring pay
Sept. 29/16	III 5(iv) Child Benefit Adjustment	Removal of bullet/requirement that staff review August report listing cases receiving the Child Benefit Adjustment to ensure that these cases remain eligible for the benefit.
Oct. 3/16	III 3(i) Exempt Income	Removal of references to Parental Support Benefit and Progressive Family Growth Benefit that ended effective April 2016.
Oct. 12/16	III 2(i) Application Process and Supporting Documentation	Bullet added to highlight that direct deposit is mandatory for all clients, and exceptions can only be made with the approval of a supervisor.
Oct. 20/16	III 2(iv)(c) Children in Joint Custody, Shared Living Arrangements, or the Custody/Care of the Director of Child, Youth and Family Services	Removal of reference to Canadian Child Tax Benefit (CCTB) and replacement with Canada Child Benefit (CCB)

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Oct. 21/16	III 3(i) Exempt Income	Updated to reflect that the "General Compensation Payment" and an "Abuse Compensation Payment" made by the Government of Canada to former students of schools located in St. Anthony, Nain, Makkovik , North West River and Cartwright is considered exempt income.
Nov. 15/16	III 7(ii) Transportation Benefits: Medical Transportation	Updates: -Inclusion of carries as a count towards eight trip minimum -Rounding should not be done in determining total amount to pay for transportation -Authority level update: Client Service Manager approval when transportation costs /year exceed \$3000 -Clarification that 8 trips is within a 30 days period (not necessarily a calendar month) -Clarification that current or previous cancer treatment recipients are exempt from the frequency and distance policy
Dec. 6/16	III 5(i) Individual Benefits Under 21	Confirmation that applicants, who have a physical, intellectual, social or mental barrier or impairment, must provide verification from an approved professional, of an existing condition that limits their pursuit of employment or training
Dec. 6/16	III 6(ii) Shelter Benefits: Rent and Mortgage	Additional bullets denoting: <ul style="list-style-type: none">• There is no provision for payment of disability or life/fire insurance fees or renewal costs for mortgages.• Where recipients are required to pay a closing cost at the end of their mortgage, this can be considered in lieu of the regular monthly mortgage payment.

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February 6/17	III 3(ii) Non-exempt Income (b) Employment Insurance	Update to reflect changes made to the EI Program by the Government of Canada effective Jan. 1/17
February 9/17	III 3: Assessment of Income (iii) Partially Exempt Income (b) Self Employment Income	Notation added that businesses that have been closed or not in operation for the previous four months do not need to be referred to MBO
March 22/17	III 7: Transportation Benefits (ii) Medical Transportation	Clarification that AESL may consider approval of medical transportation costs even if the facility is not the closest to the patient or within the same RHA, as long as the referral adheres to the RHA policies.
March 27/17	III 5: Basic Benefits (i) Individual Benefits Under 21	Change to Department to Children, Seniors and Social Development (CSSD) from CYFS and notation that when a youth transitions from CSSD, applications can be accepted in the month prior to their 18th birthday, but benefits are only provided after 18th birthday and CSSD funding is terminated
March 27/17	III 2: Eligibility (iv) Other Circumstances Affecting Eligibility (c) Children in Joint Custody, Shared Living Arrangements, or the Custody/Care of a Manager of Children, Seniors and Social Development	Update to reflect name change from Dept. of Child, Youth and Family Services to the Dept. of Children, Seniors and Social Development
April 26/17	III 14: Administration of Income Support (iv) Managing Client Information/Client Confidentiality	Addition of policy regarding releasing cheques to clients/third parties
April 26/17	III 2: Other Circumstances Affecting Eligibility (d) Change in Circumstances	EDP referral changed to investigation referral
April 27/17	III 6: Shelter Benefits (ii) Rent and Mortgage	Update to reflect new payment process of municipal taxes and fees

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May 25/17	III 3: Assessment of Income (ii) Non-exempt Income (c) Canada Pension Plan Benefits	Update to include terms “severe” and “prolonged” in the disability section
May 29/17	III 5: Basic Benefits (iii) Comforts Allowance	Clarification on provision of benefits to recipients without dependents
May 29/17	III 6: Shelter Benefits (ii) Rent and Mortgage	Link to letter regarding rent paid directly to landlord added
June 17/17	III 15(i) Integrity Measures	General revision – all sections, except eligibility review, updated
June 17/17	III 8(iv) Special Food Allowances (b) Other Special Food Allowances	Update to Procedural Section regarding ordering supplies from HCS Materials Support
July 26/17	III 5: Basic Benefits (i) Individual Benefits Under 21	Update to reflect new NLCB amounts
July 26/17	III 5: Basic Benefits (iv) Child Benefit Adjustment	Removal of reference to benefit being indexed and reference to Canadian Child Tax Benefit
July 26/17	III 10 (iii) NL Child Benefit	Update to reflect new NLCB amounts
July 26/17	III 10 (i) Canada Child Benefit	Removal of bullet referencing indexing and update to reflect new year of CCB rates
August 3/17	III Appendices: Appendix B6 – Child Benefit Adjustment Table	Update to reflect new rates
August 3/17	III Appendices – Appendix B7 – Shared Custody Calculator	Update to reflect new rates
September 5/17	III 6: Shelter Benefits (ii) Rent and Mortgage	Update to the description for NLHC rent supplements
November 6 /17	III 9(ii) Burials and Funerals	Update to the Regulations, a section added regarding insurance settlements and a change that applications can be accepted up to 60 days after death
November 6/17	III 14(ii) Delegation of Authority	Under Regional Manager of Income and Social Supports – requests for assistance that exceed 30 days from the date of the burial changed to 60 days
November 14/17	III 8 (iv) Special Food Allowances (b) Other Special Food Allowances	Inclusion of dietician as approved professional

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November 14/17	Definitions	Inclusion of dietician as approved professional for special diet and diabetic diet
December 20/17	III 3(ii)(b) Employment Insurance Benefits	Update: new address to return Assignment of Benefit forms
February 28/18	III 9(vi) Furniture and Appliances	Update: Orthopedic mattresses may be approved if medical documentation is provided by a health care professional, other than a specialist, assuming they are involved as a part of the overall care the specialist is providing.
April 18/18	III 2(iv)(d) Change in Circumstances	Update to reflect that Income Support benefits can be provided for 21 days after Employment Insurance Benefit Commencement Date, as identified by Service Canada. *Change came into effect in January 2017, but did not get updated in this policy
May 22/18	III 8(v) Health Benefits: Support Programs Available Through Regional Health Authorities	General re-wording
June 4/18	III 8(iv) Other Special Food Allowances	Clarification on when special diets can be issued and removal of dietary supplements from list
June 4/18	III Special Needs Benefits (vii) Guaranteed Income Supplement Supplement	General re-wording
June 4/18	III 8(iv) Other Special Food Allowances	-Clarification on when special diets can be issued and removal of dietary supplements from list -Clarification on CSM approval of amounts greater than \$60 per month based on nutritional requirements
June 27/18	III 8(iv) Other Special Food Allowances	The individual is usually only seen for oral/enteral nutritional products and infant milk substitutes
June 29/18	III 4(ii) Support Trusts	General re-wording and notation that a sample Support Trust is available as a guide for staff on the intranet

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July 11/18	III 2(iii) Eligibility: Determining Eligibility for Income Support: Overview	General re-wording
July 18/18	III 9(v) Emergency Assistance	Removal of reference to Client Services Officers approving emergency accommodations.
July 23/18	III 3(i) Assessment of Income: Exempt Income	Update to reflect change from Child Tax Benefit to Canada Child Benefit
July 23/18	III 5(i) Basic Benefits: Individuals Under 21	Update to reflect new NLCB threshold.
July 23/18	III Basic Benefits: Child Benefit Adjustment	Update to reflect new appendices B6 and B7 and the associated rates
July 23/18	III 10(i) Canada Child Tax Benefit	Update to reflect new rates
July 23/18	III 10(iii) Newfoundland Labrador Child Benefit	Update to reflect new rates
July 23/18	Appendix B6	New rates: NLCB Adjustment Table
July 23/18	Appendix B7	New rates: CCB Adjustment Table
July 23/18	Appendix B8	New rates: Shared Custody Calculator
August 6/18	III 9(vii) Special Needs: Victims of Violence	Removal of reference to AESL providing any transportation other than emergency transportation or out of province transportation for victims of violence, and removal of role of transition house staff (as this is now responsibility of NL Housing Corporation)
August 13/18	III 6(ii) Shelter Benefits: Rent and Mortgage	Update: Income Support recipients who have a child/children removed from their home by the Department of Children, Seniors and Social Development (CSSD), are entitled to the family rate of rent. Applicants can receive the family rate if there is a reunification plan in place.
August 13/18	III 6(iii) Shelter Benefits: Special Needs Rent/Mortgage for Single Clients	Update: Income Support recipients who have a child/children removed from their home by the Department of Children, Seniors and Social Development (CSSD), are entitled to the family rate of rent. Applicants can receive the family rate if there is a reunification plan in place.

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September 4/18	III 1(i) Income Support Overview	Removal of reference to provision of medical transportation assistance by Department
September 4/18	III 2 Eligibility (iv) Other Circumstances Affecting Eligibility (f) Eligibility for Residents of Personal Care Homes and Nursing Homes	Removal of reference to provision of medical transportation assistance by Department
September 4/18	III 5 Basic Benefits (ii) Families and Singles 21 and Over	Removal of reference to provision of medical transportation assistance by Department
September 4/18	III 6 Shelter Benefits (i) Board and Lodging	Removal of reference to provision of medical transportation assistance and emergency shelter (except for disaster assistance) by Department
September 4/18	III 8 Health Benefits (iii) Medical Equipment and Supplies	General re-wording
September 4/18	III 14 Administration of Income Support (ii) Delegation of Authority	Removal of reference to provision of medical transportation assistance and emergency shelter (except for disaster assistance) by Department
September 4/18	III 2 Eligibility (iii) Determining Eligibility for Basic Income Support (c) Income Support Needs Test	Removal of reference to provision of medical transportation assistance by Department
September 4/18	III 7 Transportation Benefits (i) General	Removal of reference to provision of medical transportation assistance by Department
September 7/18	III 3 Assessment of Income: (i) Exempt Income	Update: General Compensation Payment and an Abuse Compensation Payment made by the Government of Canada to former students of schools located in St. Anthony, Nain, Makkovik ,North West River and Cartwright deemed exempt income
September 7/18	III 3 Assessment of Income: Non-exempt Income	Removal of reference to provision of medical transportation assistance by Department

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September 14/18	III 9 Special Needs Benefits (xi) Other Special Needs	Removal of reference to standing offer for fumigation, and addition of requirement to get three quotes Removal of reference under Summer School that rate for transportation cannot exceed medical transportation rate (given that provision of medical transportation assistance is now provided by Health and Community Services/RHA)
September 18/18	III 15: Integrity Measures (iii) False Pretenses	Update: addition of policy pertaining to those approved to receive their payments through cheque vs. direct deposit, and steps to take if alleged cheque fraud happens.
September 18/18	III 14: Administration of Income Support (vii) Payment Methods (a) Overview	Update: addition of policy pertaining to those approved to receive their payments through cheque vs. direct deposit, and steps to take if alleged cheque fraud happens. Removal of reference to immediate cheques and medical transportation/Agnes Cowan
September 18/18	III 2: Eligibility (i) Application and Reporting Requirements – Application Process and Supporting Documentation	Update: addition of policy pertaining to those approved to receive their payments through cheque vs. direct deposit, and steps to take if alleged cheque fraud happens.
September 24/18	III 1 Introduction (ii) Income Support Program Mandate	Removal of reference to provision of medical transportation assistance by Department
October 31/18	III 2: Eligibility (i) Application and Reporting Requirements	Notation made that rent paid directly to landlady/landlord must be made through direct deposit, unless exception is made by Client Services Manager
October 31/18	III 14: Administration of Income Support (vii) Payment Methods (a) Overview	Notation made that rent paid directly to landlady/landlord must be made through direct deposit, unless exception is made by Client Services Manager

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October 31/18	III 6: Shelter Benefits (ii) Rent and Mortgage	Notation made that rent paid directly to landlady/landlord must be made through direct deposit, unless exception is made by Client Services Manager
November 5/18	III 13: Underpayments/ Overpayments and Recoveries (i) Overpayments	Update to reflect using ROEs to help reduce overpayments
November 6/18	III 3: (iii) Partially Exempt Income (a) General	Update to reflect using ROEs to help reduce overpayments
November 16/18	III 6: Shelter Benefits (v) Cost of Living Allowance in Coastal Labrador	Mud Lake added to list of communities not eligible for Cost of Living Allowance
November 26/18	III 14: Administration of Income Support (ii) Delegation of Authority - Income Support Program	Regional Manager must approve overpayments in excess of \$10,000
November 26/18	III 13: Underpayments, Overpayments and Recovery (i) Overpayments	Regional Manager must approve overpayments in excess of \$10,000
December 17/18	III 6: Shelter Benefits (ix) Newfoundland and Labrador Housing Corporation	Clarification that Provincial Home Repair Program cannot be approved for hot water tank replacement
December 17/18	III 9: Special Needs Benefits (xi) Other Special Needs	Update to remove Newfoundland and Labrador Housing approval for septic tank cleaning
January 21/19	III 3: Assessment of Income (ii) Non-exempt Income (c) Canada Pension Plan Benefits	Update: Effective January 1, 2019, the amount of the CPP death benefit for all eligible contributors is a flat rate of \$2,500.
January 21/19	III 9: Special Needs Benefits (ii) Burials and Funerals	Update: Effective January 1, 2019, the amount of the CPP death benefit for all eligible contributors is a flat rate of \$2500.
February 19/19	III 12: Reviews and Appeals	General re-wording and reference to Trial Division replaced with General Division

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February 21/19	III 2: Eligibility (iv) Other Circumstances Affecting Eligibility (c) Children in Joint Custody, Shared Living Arrangements or the Custody/Care of a Manager of Children, Seniors and Social Development	Addition of section pertaining to Income Support recipients who provide residential care and description of Youth Services Program
March 28/19	III (6) Shelter Benefits (iii) Special Needs Rent/Mortgage for Single Clients	Authority level changed to permit CSO to approve special needs rent for single clients with required documentation
March 28/19	III (14) Administration of Income Support (ii) Delegation of Authority – Income Support	Authority level changed to permit CSO to approve special needs rent for single clients with required documentation
May 3/19	III (6)(iv)(a) NL Hydro and NL Power	Notation that monthly report is added to shared directory and removal of reference that Division sends out monthly report to regions.
May 3/19	III (9) Special Needs Benefits (ii) Burials and Funerals	Clarification on the time-frames before burial payments are issued and notification to contact families for verification if there are questions relating to invoices.
June 1/19	(III) 1(iii) Definitions	Exemption of child support and CPP children's benefits
June 1/19	III 2(iii) Determining Eligibility for Income Support (a) Overview	Exemption of child support and CPP children's benefits
June 1/19	III 2(iii) Determining Eligibility for Income Support (d) Responsibilities of Applicant or Recipient	Exemption of child support and CPP children's benefits
June 1/19	III 2(iii) Determining Eligibility for Income Support (e) Support Application Referral Process	Exemption of child support and CPP children's benefits

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June 1/19	III 2: Other Circumstances Affecting Eligibility (c) Children in Joint Custody, Shared Living Arrangements, or the Custody/Care of a Manager of Children, Seniors and Social Development	Exemption of child support and CPP children's benefits
June 1/19	III 2(iv) Other Circumstances Affecting Eligibility (d) Change in Circumstances	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (i) Exempt Income	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (i) Exempt Income (e) When to Consider Boarder Income Exempt	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (i) Exempt Income (f) Earnings of Dependent Children/Dependent Students	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (ii) Non-exempt Income (a) Overview	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (ii) Non-exempt Income (b) Employment Insurance Benefits	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (ii) Non-exempt Income (c) Canada Pension Plan Benefits	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (ii) Non-exempt Income (f) Income Support and Old Age Security Program	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (ii) Non-exempt Income (g) Pensions from Other Sources	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (ii) Non-exempt Income (i) Spousal Support Payments	Exemption of child support and CPP children's benefits

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June 1/19	III 3: Assessment of Income (ii) Non-exempt Income (j) Income Support and Veterans Allowances	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (ii) Non-exempt Income (k) Income Support Benefits and Workplace, Health and Safety Compensation Benefits	Exemption of child support and CPP children's benefits
June 1/19	III 3: Assessment of Income (iv) Lump Sum Payments	Exemption of child support and CPP children's benefits
June 1/19	III 4: Assets (i) Liquid Assets	Exemption of child support and CPP children's benefits
June 1/19	III 5: Basic Benefits (i) Individual Benefits Under 21	Exemption of child support and CPP children's benefits
June 1/19	III 6: Shelter Benefits (ii) Rent and Mortgage	Exemption of child support and CPP children's benefits
June 1/19	III 7: Transportation Benefits (i) General	Exemption of child support and CPP children's benefits
June 1/19	III 9: Other Special Needs (xi) Other Special Needs	Exemption of child support and CPP children's benefits
June 1/19	III 9: Other Special Needs (xii) Victims of Violence	Exemption of child support and CPP children's benefits
June 1/19	III 9: Other Special Needs (viii) High School Incentives Allowance	Exemption of child support and CPP children's benefits
June 6/19	III 3 Assessment of Income (i) Exempt Income	Clarification that child support and CPP Children's Benefits with a covering period prior to June 1, 2019 are non-exempt income.
June 6/19	III 2(iii) Determining Eligibility for Basic Income Support (e) Support Applications Referral Process	Note that Minister should not be named on court applications for child support, and link to court forms.
June 14/19	III 3 Assessment of Income (ii) Non-exempt Income (d) Income Support and Skills Development Benefits	Clarification that "Reach Back" references those who received EI in the past 60 months or made sufficient contributions to the EI program in five of the previous 10 years.
July 9/19	III 3: Assessment of Income (iv) Lump Sum Payments	Clarification on lump sum payments of CPP Children's Benefits and child support

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July 9/19	III 4: Assets (i) Liquid Assets	Clarification on lump sum payments of CPP Children's Benefits and child support
July 11/19	III 2: Eligibility (i) Application and Reporting Requirements - Application Process and Supporting Documentation	Notation on gender x and CAPS
July 20/19	III 5: Basic Benefits (i) Individual Benefits Under 21	Update to reflect new NLCB threshold.
July 20/19	III 5: Basic Benefits (iv) Child benefit Allowance	Update to reflect new rates
July 20/19	III 10: Information on Other Related Income Support Programs (i) Canada Child Benefit	Update to reflect new rates
July 20/19	III 10: Information on Other Related Income Support Programs (iii) Newfoundland and Labrador Child Benefit	Update to reflect new rates
July 20/19	Appendix B6	Update to reflect new NLCB rates
July 20/19	Appendix B7	Update to reflect new CCB rates
July 20/19	Appendix B8	Shared Custody Calculator – update to reflect new rates
August 12/19	III 5: Basic Benefits (iv) Child Benefit Adjustment	Replaced reference to retroactive Child Benefit payment to Child Benefit Adjustment retroactive benefit
October 7/19	III 2: Eligibility (i) Application and Reporting Requirements – Application Process and Supporting Documentation	Update to reflect that no verification is required when individuals notify of a change of gender
October 9/19	III 2: Eligibility (ii) Determining Eligibility – Non-Canadians	Update to reflect that Refugee Protection Claimants are eligible for a drug card under the Interim Federal Health Program
November 1/19	III 2: Eligibility (iv) Other Circumstances Affecting Eligibility (f) Determining Eligibility for Residents of Personal Care Homes and Nursing Homes	Responsibility for health related requests for Regional Health Authority clients who are not in receipt of Income Support rests with Regional Health Authorities.

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November 1/19	III 8: Health Benefits – Vision Care	Responsibility for vision care requests for Regional Health Authority clients who are not in receipt of Income Support rests with Regional Health Authorities.
November 1/19	III 9: Special Needs Benefits (ii) Burials and Funeral	Subsidized home/community, residential or long-term care Regional Health Authority clients must apply to Income Support for assistance with funeral costs.
December 16/19	III 14: Administration of Income Support (iv) Managing Client Information/Client Confidentiality	Removal of reference to signing Rights, Responsibilities and Client Consent form when completing reviews on recurring pay cases
December 16/19	III 13(i) Overpayments of Income Support Benefits	Clarification that Finance Division will contact clients who have been inactive for approximately 60 days to make payment arrangements on overpayments. Previously noted six months.
February 10/20	III 5: Basic Benefits (iv) Child Benefit Adjustment	Removal of reference to “Retroactive Child Benefit Payment” in the MBNS Adjustment Amount section.
June 23/20	III 2: Eligibility (iii) Determining Eligibility for Basic Income Support (c) Income Support Needs Test	Added intent, example, Regulations and Act
July 10/20	III 5 Basic Benefits (i) Individual Benefits Under 21	Update to reflect new child benefit rates
July 10/20	III 5 Basic Benefits (iv) Child Benefit Adjustment	Update to reflect new child benefit rates
July 10/20	III 10(i) Canada Child Tax Benefit	Update to reflect new child benefit rates
July 10/20	III 10(iii) Newfoundland and Labrador Child Benefit	Update to reflect new child benefit rates
July 10/20	Appendix B6	Update to reflect new child benefit rates
July 10/20	Appendix B7	Update to reflect new child benefit rates
July 10/20	Appendix B8	Update to reflect new child benefit rates
August 24/20	III 13(i) Overpayments	Notation that if an overpayment requires a more detailed explanation, in addition to the letter of

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		overpayment, a separate letter with a break-down of the reasons and time-period for the overpayment must be sent
September 25/20	III 16(i) Liaison Social Worker	Policy changed to reflect departmental social worker
October 7/20	III 3 Assessment of Income (ii) Non-exempt Income (g) Pensions from Other Sources	Addition of reference that civil service pension interface is uploaded to CAPS
October 7/20	III 3 Assessment of Income (ii) Non-exempt Income (e) Insurance Settlements	Addition of policy
October 22/20	III 5 Basic Benefits (i) Individual Benefits Under 21	Adjustment to the high cutoff rate
October 22/20	III 10 (iii) Newfoundland and Labrador Child Benefit	Adjustment to the high cutoff rate
November 6/20	III 3 Assessment of Income (i) Exempt Income	Regulations updated to reflect that payments under the Newfoundland and Labrador Essential Worker Support Program, and payments made by the Government of Canada to persons with disabilities for reasons related to COVID-19 are exempt income
November 30/20	III 6 Shelter Benefits (vi) Municipal Taxes and Fees	Notation that those who were eligible for income support only because of medical transportation prior to the transfer to HCS (2018) have continued eligibility for municipal tax payment. There is no eligibility for new clients.
December 8/20	III 5 Basic Benefits (iv) Child Benefit Adjustment	Clarification on receipt of CBA if family is not receiving MBNS and note that CBA eligibility is based on CCB and NLCB.
December 17/20	III 16 Social Work Services (ii) Services and Supports for Youth Services Clients	Addition of new policy
December 17/20	III 8 Health Benefits (vi) Vision Care	Determining eligibility when a person has private coverage
December 17/20	III 3 Assessment of Income (iv) Lump Sum Payments	Clarification on determining future eligibility when lump sum payment has been made to the Department

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December 17/20	III 3 Assessment of Income (ii) Non-exempt Income (e) Insurance Settlements	Notation added that legal costs to obtain settlements considered exempt when determining lump sum payment amount
December 31/20	III 15 Integrity measures (i) Overview	Removal of bullet that clients are identified for reviews based on predetermined factors that may vary from review to review, and each review group includes a number of randomly generated cases.
January 8/21	III 9 Special Needs Benefits: (v) Emergency Assistance	Bullet added to provide clarification of provision of service to those who have experienced a fire/flood.
January 15/21	III 9 Special Needs Benefits: (vi) Furniture and Appliances	Edits relating to Red Cross and additional examples provided for exceptional circumstances
February 2/21	III 2 Eligibility (iii) Determining Eligibility for Basic Income Support (b) Calculating and Estimating Income	Changes to section 300 clarifying how to assess the last pay from employment
February 2/21	III 2 Eligibility (iv) Other Circumstances Affecting Eligibility (d) Change in Circumstances	Addition to the procedures section - formula of how to properly calculate adjustments
March 8/21	III 3: Assessment of Income (ii) Non-exempt (c) CPP Benefits (Adults)	Update to include Post Retirement Disability Benefits
May 20/21	III 3: Assessment of Income (i) Exempt Income	Addition of new CCB Youth Child Supplement
July 15/21	III 10(ii) Mother Baby Nutrition Supplement	Increase to \$100
July 15/21	III (5) (iv) Child Benefit Adjustment	Increase in MBNS to \$100
July 15/21	III 5 Basic Benefits (i) Individual Benefits Under 21	Update to reflect new child benefit rates
July 15/21	III 10(i) Canada Child Benefit	Update to reflect new child benefit rates
July 15/21	III 10(iii) Newfoundland and Labrador Child Benefit	Update to reflect new child benefit rates
July 15/21	Appendix B6	Update to reflect new child benefit rates
July 16/21	Appendix B7	Update to reflect new child benefit rates

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July 16/21	Appendix B8	Update to reflect new child benefit rates
October 29/21	III 10(ii) Mother Baby Nutrition Supplement	Expanded policy and procedure sections
April 13/22	III 8(ii) Health Benefits: Hearing Aids	General update and addition that those receiving Supportive Services apply through their RHA and all others make application with us
April 14/22	Chapter 5: Basic Benefits (iii) Comforts Allowance	Changes to reflect NLH's responsibility for emergency shelter provision
May 12/22	Chapter 4: Assets (i) Liquid Assets	Removal of reference to Access to Account form 14-716
July 1/22	Chapter 10 (ii) Mother Baby Nutrition Supplement	Changes to reflect new amount (\$150) and new name (Prenatal Infant Nutrition Supplement or PINS)
July 15/22	Appendix B6 – NLCB Adjustment Table	Update to reflect new child benefit rates
July 15/22	Appendix B7 – CCB Adjustment Table	Update to reflect new child benefit rates
July 15/22	Appendix B8 – Shared Custody Calculator	Update to reflect new child benefit rates
July 15/22	Chapter 5: Basic Benefits (i) Individuals Under 21	Update to reflect new child benefit rates
July 15/22	Chapter 5: Basic Benefits (iv) Child Benefit Adjustment	Update to reflect new child benefit rates
July 15/22	Chapter 10: Other Related Income Support (i) Canada Child Benefit	Update to reflect new child benefit rates
July 15/22	Chapter 10: Other Related Income Support (iii) NL Child Benefit	Update to reflect new child benefit rates
July 26/22	Chapter 14: Administration of Income Support (vii) Payment Methods (a) Overview	Update to reflect a stamp or signature from a banking official on Direct Deposit form #14-650 is acceptable
August 22/22	Chapter 2: Eligibility (ii) Determining Eligibility Non-Canadians	Update to include details on Canada-Ukraine Authorization for Emergency Travel (CUAET) Visa
November 1/22	III 3(iv) Lump Sum	5% increase to basic rates effective November 1
November 1/22	III 5 Basic Benefits (ii) Families and Singles 21 and Over	5% increase to basic rates effective November 1

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November 1/22	Appendix B1: Non-Recurring Rates	5% increase to basic rates effective November 1
November 1/22	Appendix B2: Recurring Pay Rates	5% increase to basic rates effective November 1
December 5/22	Chapter 14: Administration of Income Support (vii) Payment Methods (a) Overview	Clarification: Direct Deposit
December 6/22	Chapter 3: Assessment of Income (i) Exempt Income	Addition of Canada Dental Benefit
January 11/23	Chapter 3: Assessment of Income (c) CPP	Update on Survivor's Benefit
March 1/23	Chapter 2: Assessment of Income (i) Exempt Income	Legislation updated to reflect exemption of Canada - Ukraine transitional payments and the Government of Canada Rental Housing Benefit
March 23/23	Chapter 8: Health Benefits (iv) Special Food Allowances (b) Other Special Food Allowances	Update to dietary supplement policy and procedure
May 16/23	Chapter 6: Shelter Benefits (ii) Rent and Mortgage	Update to reflect that more than one occupant can rent a bedsitter room.
May 24/23	Chapter 9: Special Needs Benefits (viii) High School Incentives Allowance	Update to reflect that HSIA can be provided year round(July/August included)
June 15/23	Chapter 9: Special Needs Benefits (viii) High School Incentives Allowance	Update to reflect HSIA can continue until August for students who inform in June that they are not returning to school in the fall.
June 19/23	Chapter 3: Assessment of Income (i) Exempt Income	Addition of Support Trusts
June 19/23	Chapter 4: Assets (i) Liquid Assets	Update to reflect: Increasing the exemption level for RRSPs to \$20,000.
June 19/23	Chapter 2: Eligibility: Application Process and Reporting Requirements – Supporting Documentation	Update to reflect: Doubling liquid asset levels from \$3,000 to \$6,000 for a single individual and from \$5,500 to \$11,000 for a family Increasing the exemption level for RRSPs to \$20,000.

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June 19/23	Chapter 2: Eligibility (iii) Determining Eligibility for Basic Income Support (c) Income Support Needs Test	Update to reflect a financial eligibility assessment of the last 30 days instead of 60 days
June 19/23	Chapter 9. (xii) Victims of Violence	Update to reflect a financial eligibility assessment of the last 30 days instead of 60 days
June 19/23	Chapter 6: Shelter Benefits (ii) Rent and Mortgage	Update to reflect combining Additional Rent/Mortgage with Basic Rent/Mortgage so the full amount can be considered at the point of application
June 19/23	Definitions	Update to reflect policy changes effective June 19/23
June 19/23	Chapter 4: Assets (ii) Support Trusts	Update to reflect the elimination of all limits and requirements related to Support Trusts for people requiring supportive services
June 20/23	Chapter 3: Assessment of Income (iii) Partially Exempt Income (a) General	Deletion of scholarships and bursaries
June 20/23	Chapter 5: Basic Benefits (ii) Families and Single Persons 21 and Over	Update to reflect new 30 day assessment period
June 20/23	Chapter 3: Assessment of Income (v) Student Aid	Removal of reference to scholarships/bursaries
June 20/23	Chapter 3: Assessment of Income (vi) Lump Sum Payments	Removal of reference to scholarships/bursaries
June 20/23	Chapter 6: Shelter Benefits (iii) Special Needs Rent/Mortgage	Update to reflect new rates for rent/mortgage and removal of reference to additional assistance
June 20/23	Chapter 6: Shelter Benefits (vii) Special Needs: Ground Rent and Condo Fees	Changes made to rent/mortgage amounts in examples
June 20/23	Chapter 6: Shelter Benefits (ix) NLHC	Removal of references to RRAP, Rural/Remote Mortgages, and additional assistance
July 20/23	Appendix B6 – NLCB Adjustment Table	Update to reflect new child benefit rates
July 20/23	Appendix B7 – CCB Adjustment Table	Update to reflect new child benefit rates
July 20/23	Appendix B8 – Shared Custody Calculator	Update to reflect new child benefit rates

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July 20/23	Chapter 10: Other Related Income Support (i) Canada Child Benefit	Update to reflect new child benefit rates
July 20/23	Chapter 10: Other Related Income Support (iii) NL Child Benefit	Update to reflect new child benefit rates
July 24/23	Appendix B5	Removal of reference to additional rent
September 27/23	Chapter 6: Shelter Benefits (vii) Security Deposits	Notation that security deposits can be provided to individuals receiving a rental subsidy from Health and Community Services (HCS) or the Canada Housing Benefit (CHB).
October 4/23	Chapter 2: Eligibility (i) Application and Reporting Requirements: Application Process and Supporting Documentation	Update to reflect new 30 day assessment period
October 4/23	Chapter 3: (iii) Determining Eligibility for Basic Income Support: Overview	Update to reflect new 30 day assessment period
October 23/23	Chapter 14: Administration of Income Support (vii) Payment Methods (b) Payment to a Trustee	General update to policy and procedure
October 30/23	3(i)(d) Compensation Payments for Claims of Abuse or Harm Done	New policy to reflect exemption of compensation payments for claims of abuse or harm done
October 31/23	3(i)(a) Exempt Income: Overview	Addition of payments for claims of abuse or harm done
November 10/23	Chapter 8: Health Benefits (vii) Newfoundland and Labrador Prescription Drug Program	Inclusion of two month drug card for persons who are homeless and general rewording.
November 30/23	Continuation Bonus	Addition of policies pertaining to Employment Pilot
November 30/23	Employment Stability Assistance	
November 30/23	Enhanced Earnings Exemptions and Overlap	
November 30/23	Job Start Benefit (Pilot)	
December 11/23	Chapter 5: Basic Benefits (iii) Comfort Allowance	Increased rate of \$175
January 9/24	Chapter 14: Administration of Income Support (vii) Payment Methods	Update to reflect that employees should only assume the role of trustee for close personal

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	(b) Payment to a Trustee	contacts/family and these cases should be managed in a separate office
February 26/24	Chapter 10: Other Related Income Support (ii) Prenatal-Early Childhood Nutrition Supplement	Update to reflect increased maximum eligibility threshold of \$28,500 and expansion/renaming Prenatal - Early Childhood Nutrition Supplement (previously PINS) to children up to age five.
February 26/24	Chapter 10: Other Related Income Support (iii) NL Child Benefit	Update to reflect increased maximum eligibility threshold of \$28,500, increased rates and expansion/renaming Prenatal - Early Childhood Nutrition Supplement (previously PINS) to children up to age five.
February 26/24	Chapter 5: Basic Benefits (iv) Child Benefit Adjustment	Update to reflect program name change from PINS to PECNS
February 27/24	Appendix B6	Updated rates and program name changes from PINS to PECNS
April 4/24	Chapter 9: Special Needs Benefits (v) Emergency Assistance	Removal of reference to "additional" rent
April 9/24	Chapter 9: Special Needs Benefits (xi) Other Special Needs	Clarification regarding authority to approve
April 9/24	Chapter 8 (iv) (b) Other Special Food Allowances	Update to reflect program name change from PINS to PECNS
April 9/24	Chapter 14 (viii) Replacement Cheques	Removal of reference to ICE cheques
April 26/24	Chapter 5: Basic Benefits (i) Individuals Under 21	Inclusion of guardian when parent is referenced in policy
May 7/24	Chapter 3: Assessment of Income (iii) Partially Exempt Income (a) General	Removal of reference to boarder income
May 7/24	Chapter 5: Basic Benefits (i) Individuals Under 21	Removal of reference to single adult < 30 rate including the employable and non-employable rates
May 7/24	Chapter 5: Basic Benefits (ii) Families and Singles 21 and Over	Removal of reference to single adult < 30 rate including the employable and non-employable rates
May 7/24	Chapter 6: Shelter Benefits (i) Board and Lodging	Removal of reference to boarding with relative rate

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May 7/24	Chapter 9: Special Needs Benefits (vii) Seniors Supplement	GISS renamed the Seniors Supplement - amount of \$105 will be provided to each adult on file aged 65 and older – no longer tied to GIS
May 7/24	Chapter 9: Blind Persons Supplement	Removal of reference to GISS
May 7/24	Targeted Basic Income (TBI) Pilot	New policy relating to TBI
May 7/24	Appendix B5	Update to remove GISS and add Seniors Supplement
May 17/24	Appendix B1	Update to reflect new rates
May 17/24	Appendix B2	Update to reflect new rates
July 8/24	Targeted Basic Income (TBI) Pilot	Update to reflect starting TBI on the 16th of the month for participants receiving rent/mortgage benefits instead of 1st of the month.
July 16/24	Appendix B7	Updated rates
July 16/24	Chapter 10: Other Related Income Support (i) Canada Child Benefit	Updated rates
July 29/24	Chapter 9. (ii) Burials and Funerals	Updated Regulations and rates
July 29/24	Appendix B4	Updated burial/funeral rates
September 16/24	Chapter 6: Shelter Benefits (iii) Special Needs Rent and Mortgage for Singles	Addition of Centre of Hope, notation that NLHC in addition to HCS may provide balance of rental costs
September 16/24	Chapter 6: Shelter Benefits (ii) Rent and Mortgage	Notation that special needs rent and mortgage can be provided in addition to subsidies from RHAs and NLHC, addition of Supportive Living Arrangements/Special Needs Rent under rental types
September 17/24	Income Support Pilot: Enhanced Earnings Exemptions and Overlap	Clarification on the 30 day overlap and EI benefits
September 17/24	Chapter 3 Assessment of Income (ii) Non-exempt Income (b) Employment Insurance Benefits	Clarification on the 30 day overlap and EI benefits
December 3/24	Chapter 2: Eligibility (ii) Determining Eligibility – Non Canadians	Additional details on individuals with approved refugee status

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December 11/24	Chapter 6: Shelter Benefits (vi) Municipal Taxes and Fees	Clarification on overpayments
December 12/24	Targetted Basic Income	Clarification on overpayments and rent/mortgage payments
December 12/24	III (6) Shelter Benefits (vi) Municipal Taxes and Fees	Bullet referencing municipal taxes
February 20/25	III (9) Special Needs Benefits(v) Emergency Assistance	Notation that one-time emergency Income Support of \$175 can be issued to individuals released from incarceration
April 24/25	2 (iv) Other Circumstances Affecting Eligibility (d) Change in Circumstances	Notation regarding palliative care
April 24/25	5(iii) Comfort's Allowance	Notation regarding palliative care
April 28/25	Targeted Basic Income	Notation that TBI recipients do not have to apply for funeral benefits and bus passes expanded given St. Anthony and Corner Brook now included
June 3/25	Chapter 9: Special Needs Benefits (v) Emergency Assistance	Clarification that \$175 benefit for individuals released from incarceration without notice or plan, can include those who have not submitted an application prior to release
June 6/25	Chapter 6: Shelter Benefits: (v) Coast of Labrador Allowance	Name change from Cost of Living Allowance for Coastal Labrador to Coast of Labrador Allowance
July 3/25	III 10(i) Canada Child Benefit	Update with new rates
July 3/25	III 10(iii) NLBC	Update with new rates
July 3/25	Appendix B6	Update with new rates
July 3/25	Appendix B7	Update with new rates
July 3/25	Appendix B8	Update with new rates
July 22/25	TBI	General updates
July 24/25	9(xiv) Back to School Benefit	Introduction of New Benefit
September 4/25	B1	Update to reflect new rates
September 4/25	B2	Update to reflect new rates
September 8/25	Chapter 2: Change in Circumstances (iv) Other Circumstances that Affect Eligibility (d) Change in Circumstances	Program Review Enhancements/Regulatory Changes

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September 8/25	Chapter 3: Assessment of Income (i) Exempt Income (a) Overview	Program Review Enhancements/Regulatory Changes
September 8/25	Chapter 3: Assessment of Income (i) Exempt Income (b) Earnings of Dependent Students	Program Review Enhancements/Regulatory Changes
September 8/25	Chapter 5: Basic Benefits (i) Individual Benefits Under 21	Program Review Enhancements/Regulatory Changes
September 8/25	Chapter 5: Basic Benefits (ii) Families and Single Persons 21 and Over	Program Review Enhancements/Regulatory Changes
September 8/25	Chapter 6: Shelter Benefits (i) Board and Lodging	Program Review Enhancements/Regulatory Changes
September 8/25	Chapter 6: Shelter Benefits (ii) Rent and Mortgage	Program Review Enhancements/Regulatory Changes
September 8/25	Chapter 6: Shelter Benefits (vii) Security Deposits	Program Review Enhancements/Regulatory Changes
September 8/25	Chapter 5: Shelter Benefits (viii) Special Needs Ground Rent and Condo Fees	Program Review Enhancements/Regulatory Changes
September 8/25	Chapter 8: Health Benefits (vi) Vision Care	Program Review Enhancements/Regulatory Changes
September 8/25	Chapter 9: Special Needs Benefits (iii) Child Care (b) Private Child Care	Program Review Enhancements/Regulatory Changes
September 8/25	Income Support Employment Stability Pilot Enhanced Earnings Exemptions and Overlap	Program Review Updated to add that income for 18-21, still in High School, is considered exempt
September 18/25	Appendix B5	Removal: High School Incentive Allowance and update – Vision Care
September 18/25	Removal:(III) 6 (iii) Special Needs Rent/Mortgage for Single Clients	Verification no longer required for higher rent/mortgage amounts for single persons
September 18/25	Removal: 9 Special Needs Benefits (viii) High School Inventive Allowance	No longer required as youth can apply for benefits in their own right at age 18
September 22/25	III 3: Assessment of Income (i) Exempt Income (a) Overview	Inclusion of the one time payment of \$500 for volunteer firefighters and ground search and rescue members who responded to the August 2025 Kingston, Holyrood, Paddy's Pond or Martin Lake wildfires as exempt income.

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October 17/25	B1	Updated rates
October 17/25	B2	Updated rates
Oct. 17/25	Chapter 5: Basic Benefits (i) Individual Benefits Under 21	Addition of Single Parent Supplement
Oct. 17/25	Chapter 5: Basic Benefits (ii) Families and Single Persons 21 and Over	Addition of Single Parent Supplement
November 18/25	Chapter 9: Special Needs Benefits (ii) Burials and Funerals	Updated to reflect that applicants for funeral benefits are no longer required to submit rental or mortgage documentation, the last month of income will not be deducted from eligible funeral benefits and former recipients who pass away within 12 months of their last Income Support eligibility period will be assessed for funeral benefits in the same manner as current recipients.
December 1/25	Chapter 2: Eligibility (ii) Determining Eligibility – Non Canadians	Added the local number for Citizenship and Immigration Canada 709-772-5055
December 8/25	Chapter 5: Basic Benefits: (iv) Child Benefit Adjustment	Repayment period of the CBA updated from 2 pay periods to “a reasonable repayment schedule”.
January 8/26	Chapter 3: Assessment of Income (ii) Non-exempt (i) Spousal Support	Removal of reference to SEA Viewer
January 14/26	Chapter 8: Health Benefits (ii) Provincial Hearing Aid Program	Updated to reflect that NL Health Services now completes the financial assessment for hearing aids for applicants.