

FAMILY SERVICES AND CONSUMER AFFAIRS CIRCULAR

Date: February 17, 2011

CIRCULAR NUMBER: EIA #2011-13

Alternate Program(s):

To: Community Social Service Supervisors / Program Managers

Subject: Client Action Plans

Reference: Section 6.9 Signing the Application Form and
Section 6.5 Employment Expectations (6.5.2: Developing an Action Plan)
Circular 09-36

Type:

Policy

Replaces:

Procedure

Rate

Information Only

Effective Date: Immediate

As part of the Ombudsman's Report, it was identified that all participants should receive a copy of their signed client action plan, regardless of the participant's personal circumstances. The purpose of this circular is to remind staff of the importance of ensuring participant Client Action Plans are current, signed and a copy provided to participants.

A Client Action Plan outlines the participant's responsibilities to the Program while in receipt of assistance and needs to be updated as required. Plans can range from simply ensuring that the Program is informed of all changes in the circumstances of the participant to more specific requirements, such as obtaining childcare, pursuing child support payments through the courts or guiding an individual towards obtaining employment or social/health activities.

Client Action Plans are to be signed by both the case coordinator/counselor and the participant and should be updated as the participant works towards mutually agreed upon goals. A copy of the signed Client Action Plan is to be given to the participant and the original one placed in the participant's file. If one or both signatures are missing, it could be interpreted as though the action plan has not been agreed to by both parties.

If the case coordinator/counselor is unable to come to agreement with the participant in the development of a Client Action Plan and the participant is unwilling to sign a plan, the participant must be advised that benefits may be reduced or cancelled dependant on the category of enrolment. It is anticipated that this would happen rarely and any instances should be reviewed with the Community Social Services Supervisor/Program Manager.