



Memorandum

Date: May 4, 1999

To: Directors
Employment and Income Assistance

From: Gerry Schmidt
Executive Director
Client Services
Employment and Income
Assistance
305 - 114 Garry Street

Telephone:

Subject: **Winnipeg Offices – Transferring Files to and from Offices Outside Winnipeg**

Transferring Files From Rural Offices to Winnipeg

Effective immediately all Employment and Income Assistance (EIA) cases being transferred to Winnipeg from EIA offices outside of Winnipeg must be transferred to the Central Intake Office located on the Main Floor – 111 Rorie Street, Winnipeg MB, R3B 1A1. The district office code is “TC”.

Clients who will continue to require income assistance after their move to Winnipeg should be directed to call 948-4000 to arrange to attend a Pre-Intake Orientation and an Intake appointment. Please note, cases enrolled in the disabled category do not need to attend Pre-Intake Orientation sessions and may immediately arrange an intake appointment.

The Central Intake Office will meet with the client to review the case for employment expectations. The client will be referred to the appropriate Pre-Intake Orientation session where they will be provided with information that is unique to Winnipeg on many topics, including the following:

- Job leads
- Job search techniques
- EIA’s application and case management process
- Other financial and community resources.

The client will be required to complete/update their Personal Job Plan based on their skills, training and work experience in light of the Winnipeg labour market.

The case will be assessed based on the client’s service needs, a FEMS code will be assigned and the file will be transferred to the office appropriate to the client’s service needs.

Transferring Files from Winnipeg to Rural Offices

EIA cases being transferred from Winnipeg to Rural Offices will continue to use the following procedure:

- Client contacts worker in Winnipeg advising of their plans to move to the rural area.
- Winnipeg worker contacts worker in rural office to advise of move and situation.
- If move is approved, rural worker will request file through SAMIN E-mail.
- Winnipeg worker will remove information from Generate Needs Screen.
- Letters will be sent to utility companies to cancel utilities that were paid directly as appropriate.
- If rent was sent directly to the landlord, the Budget Disbursement Screen screen must be adjusted to cancel rent direct.
- Benefit calculation method will be changed from Flexible Benefits to Monthly Benefits on the Change Calculation Method Screen as applicable.
- File may be transferred to rural office (electronically & hard copy).

Please note, all EIA cases, without liens or overpayments, that were closed in Winnipeg offices prior to January 1, 1999 have been sent to archives. Rural offices may request these hard copy files directly from archives by faxing a request to Bev Frey at 945-2760.

Cases where the Client "Shows Up" Either in Winnipeg or the Rural Offices:

- Cases "showing up" in Winnipeg offices should be dealt with appropriately and directed to the Central Intake office as noted above.
- Worker in new office will contact the original district office to advise.
- The Address, Generate Needs Screen, Need and Budget Disbursement screens must be adjusted by original office.
- Receiving office will request file through SAMIN E-mail.
- Case may be transferred to new office (electronically & hard copy).