

**Reasons for Decision:**

**Order # AP1920-0716**

On <date removed>, <name removed> filed an appeal of the Director's decision to close their income assistance file. The date of the decision was <date removed>.

The decision letter sent to <name removed> stated the reason for their file being closed was that they did not comply with their work expectations.

At the hearing, the Department told the Board that <name removed> began job search programming on <date removed>. The Department received information from the job search program that there were concerns with <name removed>'s previously being unsuccessful at other job search endeavors. There were also concerns about <name removed>'s ability to successfully gain employment, due to the way in which they presented. Despite these concerns, the job search program was willing to work with <name removed> to find employment.

The Department later received information from the job search program that <name removed> was not participating in it's programming, nor did they apply for any of the jobs which they were referred. The Department send <name removed> a letter, indicating that they were required to participate in their job search programming daily, or their file would be closed.

The Department indicated it received information that confirmed <name removed>'s file was closed with the job search program for not participating or attending interviews. As a result, the Department closed their assistance file for not meeting their work expectations.

<name removed> stated during the first week of their job search programming, they did not complete the entire week of programming. Starting in the second week, they attended all of their job search requirements.

<name removed> indicated they received information from the job search program that the workshops were suspended, and this was why they did not attend them. The appellant then received a letter which stated their assistance file was closed.

<name removed> stated they did not receive any letters from the Department advising them to participate in the job search programming each day. <name removed> stated they had not received any letters or emails from their job search programming coordinator. The appellant did not make any attempts to contact the coordinator after not hearing from them.

In response to questions from the Board, <name removed> stated they applied for work in the customer service sector. The appellant had been employed once in the past at an inventory firm. Their employment there lasted approximately three months.

In response to a question from the Board, <name removed> indicated they attended the job interview on <date removed>.

The Board asked <name removed> if they understood the information presented in the action plan they signed with the Department. <name removed> responded in the affirmative.

The Board notes that <name removed> acknowledges they were aware of the requirements to participate in the job search programming. The Board further notes that despite this knowledge, <name removed> does not appear to have maintained contact with the program.

Based on a careful review of the written and verbal evidence, the Board determines the Department's closure of <name removed>'s file was consistent with the legislation and regulations. The Board confirms the Director's decision to close <name removed>'s assistance file.

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