

Subject: Human Services Delivery Model for Alberta Works Learners

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**MESSAGE:**

On April 1, 2016, the Ministry of Human Services (HS) will be implementing a new delivery model for Alberta Works tuition-based learners who are planning to attend a former AFA provider or a public post-secondary institution.

All former AFA providers and public post-secondary institutions will be contacted by an HS representative to further discuss these changes.

To support the implementation of this model, HS completed a review of existing policies and business processes and adjusted them as required. Highlights of the most significant changes are listed and summarized below.

**LEARNER PROCESS:****1. Service Need Determination/Employability Assessment (former AFA providers and other public post-secondary institutions)**

Human Services will accept the training providers existing processes to determine if the learner meets HS non-financial criteria. A Service Need Determination or an Employability Assessment will not be required except in specific situations (see Referrals to Human Services).

Once the learner has been conditionally accepted by the training provider a Training Provider Information form (or a copy of the school's acceptance letter) will need to be completed by the training provider and given to the learner to submit with their funding application.

**Note:** Non-AFA training providers will also complete the new Training Provider Information form but upon completion of this form they will direct learners to an HS Authorized Official as they have done in the past.

## **2. Applications and Forms**

An Alberta Works Learner Income Support application or a Skills Investment Bursary application along with other applicable schedules and forms must be completed and submitted by the learner to determine funding eligibility. Learners have the choice of completing either an online or paper application.

Apply online at: <https://myalbertasupports.humanservices.alberta.ca/CitizenPortal/application.do#>

An additional Supplementary Information Request form (attached) must be completed if a learner applies online. This is a temporary measure until these questions are included in the online application.

Paper application available at: <http://humanservices.alberta.ca/AWonline/ETS/3849.html>

The application can be populated online, printed and signed and mailed to LISO:

Alberta Human Services  
Learner Income Support Office  
P.O. Box 17000, STN. Main  
Edmonton, Alberta, Canada T5J 4R4

**Note:** A Training Provider Information form (draft attached) or school acceptance letter must be submitted with the learner funding application. A learner's funding application will not be processed without written confirmation from the training provider verifying the program information, training session dates and a breakdown of costs. Payments will be made based on the information contained in the Training Provider Information form. The Training Provider Information form will be available online April 1, 2016.

<http://humanservices.alberta.ca/AWonline/ETS/3849.html>

## **3. Application Support**

If a learner is having difficulty completing the funding application, they can contact Alberta Supports at 1-877-644-9992 or 780-644-9992 for assistance. Alberta Supports has translation services in many languages to assist learners as needed. A learner also has the choice to visit an Alberta Supports office for in-person services. Every attempt will be made to provide services in a timely manner.

A training provider can also choose to assist learner(s) with completing the funding application; however this is the training provider's decision.

## **4. Funding Inquiries**

To inquire about the status of a funding application, learners can contact the Learner Income Support Office in Edmonton at 780-427-3722 or toll-free at 1-800-222-6485. Training providers can also inquire on behalf of the learner by calling the training provider priority line.

It takes approximately 4-6 weeks to process a funding application. After the learner's application is processed a Funding Decision letter will be mailed to the learner advising the following:

- amount of money they will receive, or the reasons they are not receiving funding,
- where and when they can expect to receive funding,
- notification of their right to appeal a decision.

## **POLICY CHANGES**

### **1. Duration (Draft attached)**

Learners will continue to be able to access up to 30 months of duration across program streams. Learners requiring more than 30 months will be contacted by HS to determine if the limit should be extended.

In addition, the Applying for Further Benefits policy has been deleted and relevant content has been included in the new Maximum Duration of Training Service Plans policy.

Internal processes to interact with learners in the above two situations have been developed.

### **2. Acceptable Progress / Repeat Learners (Draft attached)**

Learners are expected to maintain acceptable progress. In some cases a learner may be required to repeat a course. If the training provider has completed the Training Provider Information form and continues to allow the learner to remain in full time studies, HS will accept this as the determination of acceptable progress.

### **3. Never Attended and Withdrawals (Draft attached)**

It continues to be the responsibility of the training provider to notify HS immediately if a learner is no longer attending training. Training providers are also required to have an attendance policy. The only change that has occurred in relation to this policy is former AFA providers and public post-secondary institutions will email HS at: [WDNOSHOW@gov.ab.ca](mailto:WDNOSHOW@gov.ab.ca) to advise HS of a no show or withdrawal.

**Note:** Non-AFA training providers will continue to notify their HS Authorized Official.

### **4. Roles and Responsibilities (Draft attached)**

This policy has been updated to reflect the new model. Certain responsibilities remain unchanged as some responsibilities come with simply accepting an Alberta Works learner into your institution and are unrelated to the work associated with an AFA.

### **5. Referrals to Human Services**

The intent of this change is to streamline processes for Alberta Works learners. There are 2 situations where a training provider is required to send a potential Alberta Works learner to HS for an Employability Assessment. They are:

- Counsel to Leave
- Reduced Course Load

Effective April 1, 2016, all policy, application and form changes will be updated in the Alberta Works online policy manual. Further communication will come out at that time.