Policy Manual Update

Income Support (IS) Program

Subject:	Overpayments due to the Canada Emergency Response Benefit (CERB)
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BACKGROUND:

The Canada Emergency Response Benefit (CERB) is a federal financial support for persons whose employment has been directly affected by COVID-19.

The Income Support (IS) program considers the CERB as partially-exempt income. This means the non-exempt portion of the CERB is counted as financial resource for IS households.

Program staff are required to assess an overpayment for any non-exempt portion of the CERB received by a client who received IS during the same period of assistance. There is no exemption on repayment; and clients must repay the full amount owing.

All levels of delegation (worker, supervisor, manager) have the authority to assess and review overpayments that result from the CERB.

When assessing an overpayment due to the CERB, the standard notification process is abbreviated. One letter is issued to confirm the overpayment and the amount to be repaid.

INTENT:

To temporarily revise decision making authority to assess overpayments that result from the CERB.

POLICY:

The following IS program policies have been updated:

- Authority Level for Exempting Repayment
- Notice of Overpayment
- Overpayments as a Result of Retroactive Payments