

Subject: File Review Policy

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**BACKGROUND:**

File reviews are part of the case-management process to confirm that a client continues to meet eligibility requirements for the Income Support (IS) program. By completing a review, staff verify that the client has provided adequate documentation to substantiate their situation and is receiving all the benefits they are entitled to receive.

Staff are encouraged to add file review reminders to client files at intake and as they access them, to ensure all clients have their files reviewed on a regular basis.

New IS policy and procedures have been developed to identify consistent timelines and practices for conducting client file reviews. A File Review Checklist has also been created to help support this process for program staff.

**INTENT:**

To ensure regular time intervals and consistent practices are in place for conducting IS client file reviews.

**POLICY:**

The following new policies have been created:

- [File Review](#)
- [File Review Completion Instructions](#)

The following policy has been updated:

- [Administrative Procedures](#)

The following document has been created to support staff:

- [File Review Checklist](#)