

Expected to Work/Barriers to Full Employment

Glossary of Terms

AAAND — Alberta Aboriginal Affairs and Northern Development

AADAC — Alberta Alcohol and Drug Abuse Commission

AADL — Alberta Aids to Daily Living

AAHB — Alberta Adult Health Benefit

AAO — Alberta Association of Optometrists

AAT — AISH Application Tracking System

ABC — Alberta Blue Cross

ACE — Alberta Community Employment

ACHB — Alberta Child Health Benefit

ACHBC — Alberta Child Health Benefit Card

ACS — Alberta Children's Services

ADA — Alberta Dental Association

ADM — Assistant Deputy Minister

ADSC — Alberta Dental Service Corporation

AFA — Accountability Framework Agreement

AFETC — Alberta Family Employment Tax Credit

AFSA — Alberta Funeral Service Association

AHB — Alberta Health Benefit

AHCIP — Alberta Health Care Insurance Plan

AHRDA — Aboriginal Human Resources Development Agreement

AHW — Alberta Health and Wellness

AIMS — Appeals Information Management System

AIP — Adult Interdependent Partnership

AIRA — Adult Interdependent Relationships Act

AISH — Assured Income for the Severely Handicapped

AIT — Apprenticeship And Industry Training

AJC — Alberta Job Corp

AL — Alberta Learning

Alberta Human Services — The ministry strives to ensure that Albertans are supported - that they have the resources and skills to optimize their quality of life, that they are protected and safe in their homes and communities, and that they are enabled and empowered to be successful.

Alberta Works — An initiative to help Albertans find and keep jobs, help low-income Albertans cover their basic costs of living, and help employers meet their need for skilled workers.

Alert — A critical message that staff must review before dealing with a client.

ALIS — Alberta Learning Information System — An internet website mandated to provide information to help Albertans with career planning, post-secondary education and training, educational funding, job search, labour market trends and workplace help.

Allocation — Tuition allocations are annual amounts Human Services sets aside for tuition-based training providers.

AOB — Assignment of Benefits

Appeal — A process that allows a dissatisfied client to receive a citizens' assessment of their situation and a decision.

Applicant — A person who has submitted an application for a Human Services program or service.

AR — Action Request

ARCD — Alberta Rehabilitation Council for the Disabled

AS — Administrative Support

ASBP — Alberta Seniors Benefit Program

ASC — Alberta Service Centre

ATM — Automated Teller Machine

Audit — A process used to follow-up on and verify information about either a client or a training provider.

Autonomy — self-determination.

BF — Bring Forward

BFE — Not Expected To Work — A client who is not able to sustain regular employment in a competitive labour market because of a permanent or chronic medical condition, or because of multiple barriers beyond the client's control.

Benefits — Monies paid directly to, or on behalf of, a client eligible for assistance through the Human Services program.

CAD — College of Alberta Denturists

CAIS — Career Assistance Information System

CASC — Canada Alberta Service Centre

CCD — Central Client Directory (system)

CCP — Central Cheque Processing (Cheque)

CDA — Canadian Dental Association

CDAS — Client Direction Administrative Support

CDB — Child Disability Benefit

CDB — Child Disability Benefit

CDD — Central Direct Deposits

CDOC — Central District Office Cheque

CEC — Career And Employment Consultant

CFS — Child Financial Support

CFSA — Child and Family Service Authority

CIC — Citizenship and Immigration Canada
CIS — Certificate of Indian Status Card
CNIB — Canadian National Institute for the Blind
CPP — Canada Pension Plan
CPP-D — Canada Pension Plan Disability
CPP-R — Canada Pension Plan Retirement
CRA — Canada Revenue Agency
CRC — Client Reporting Card
CSC — Corrections Service Canada
CSC — Contract Service Coordinators
CT — Client Type
CTB — Child Tax Benefit
CUP — Children of Unwed Parents
CWA — Child Welfare Act

Canada Child Tax Benefit (CCTB) — The Canada Child Tax Benefit is comprised of:

- Child Disability Benefit (CDB)
- Child Tax Benefit (CTB)
- National Child Benefit Supplement (NCBS)

Case management — Monitoring and supporting clients as they progress through their Client Investment (or Employment/Training) Plans. For learners, case management begins when a Client Investment (Employment/Training) Plan has been prepared and agreed to between the learner and the assessor. It ends 180 days after successful completion of training or on dissolution of the learner/training provider relationship.

There are two types of case management:

1. Financial Case Management, which involves activities to determine the client's continuing eligibility for ongoing or subsequent income support.
2. Career: Work/Life Case Management, which involves supporting individuals during implementation and progression through their Client Investment (Employment/Training) Plan.

Common Service Delivery — Ministry area responsible for the delivery of centralized services, including:

- Joint processing of funding applications with Alberta Learning
- Student Funding Contact Centre
- Career Information Hotline
- Income Support Contact Centre

Client — A person or organization accessing Human Services programs and services.

Client Investment Plan — A Client Investment Plan (or Employment/Training Plan) describes and records the mutual agreement between Alberta Human Resources and a learner about the specific steps the learner will take to attain their identified employment goal.

Cohabiting partner — “Cohabiting partners” are two adults in a relationship of interdependence where they: share one another’s lives, are emotionally committed to one another, and function as an economic and domestic unit.

This includes relationships where:

- Two adults live together and have a child by birth or adoption
- Two adults live together and have entered into an adult interdependent partner agreement
- Two adults living together in a committed relationship including relationships formerly described as common-law
- Two adults are cohabiting partners but do not reside together (e.g., one partner is working out of town)

Cohesive — linking together

Comply — act in accordance with

Contravene — Violate, overturn

DATS — Disabled Adult Transportation System

DBL — Drug Benefit List

DBS — Drug Benefit Supplement

DC — Disaster Services Cheque

DM — Deputy Minister or District Manager

DO — District Office

DOB — Date of Birth

DOC — District Office Cheque

DRES — Disability Related Employment Supports

DS — Delivery Services

DV — Disaster Services Voucher

Department — The department of Human Resources and Employment

Dependant — Dependants can be claimed if they are:

- Under the age of 18, or
- 18-19 years old and attending an education program under the School Act

Disability — World Health Organization Definition — Any restriction or lack of ability to perform an activity in a manner or within the range which is considered normal.

Disability Related Employment Supports (DRES) — Disability related employment supports provide assistance to Albertans in overcoming the barriers to employment created by their disability. Types of support include workplace supports, job search supports, educational supports, assistive technology.

Duplicate Funding — A situation in which a person applying for funding already has equivalent funding from another source.

EA — Employability Assessment

ED — Eligibility Determination

EDCI — Error Detection and Continuous Improvement (Full Verification Program)

EE — Earnings Exemption

EI — Employment Insurance

EISA — Employment & Income Support Advisor

EP — Employment Plan

EPS — Employment Programs System

ERO — Eligibility Review Officer

ESL — English As A Second Language

ESP — Employment Skills Program

ETW — Expected to Work — A client who is able to be employed and available for employment in the competitive labour market, able to participate in an educational or training program leading to employment, employed and able to sustain full-time employment in the competitive labour market, or able to be employed but temporarily unavailable for work because of health problems of six months duration or less, responsibility for care of a child under six months of age, or other circumstances that result in a person being unavailable for work.

Employability — Level of skill, education or job preparedness of the individual

Employability assessment — To determine if an individual is labour market destined, and if so, determine whether training is required in order for the individual to enter and remain in the labour market. An employability assessment includes:

- Reviewing the client's occupational goal, as presented
- Reviewing the client's employment and training history
- Identifying the client's academic knowledge, skills and needs
- Identifying the client's occupational skills, strengths and barriers
- Identifying personal management factors in a client's life that may impact a client's career, work or life goals

Employability skills — A broad concept based on material published by the Conference Board of Canada and adopted by Alberta Human Services. Employability Skills are attitudes and behaviors a client needs to enter, stay in and progress in the workplace. Employability skills may include communication, managing information, using numbers, problem solving, demonstrating positive attitudes and behaviors, being responsible, work safety, working with others, and Canadian work culture.

Employed — Following completion of an Approved Program of Studies, a learner:

- Has continuous full-time employment consisting of an average of at least 30 hours per week, including self employment; or in the case of AISH clients, 15 to 29 hours per week; or
- Has continuous part-time employment of at least 20 hours per week; and
- Is receiving at least the minimum wage as defined in the Alberta Employment Standards Code

ESDC — Employment and Social Development Canada

Entitlements — benefits

Equitable — fair

Evaluate — To systematically collect information about the activities, characteristics, and outcomes of programs to make judgments about the program, improve program effectiveness, and/or inform decisions about future program development.

Exceptional circumstances — A youth is considered under exceptional consideration if their safety is in jeopardy if forced to remain in the care of the parent(s). The risk may include sexual, physical, or psychological abuse by one or both parents. The family breakdown must be beyond the normal disagreement between parent and children.

Exempt income — Amount of income that is not counted when calculating the Income Support benefit.

F/T — Full Time

FM — Family Maintenance, now known as Child Support Services

FNTEP — First Nations Training To Employment Program

FOIP — Freedom of Information and Protection of Privacy Act

FOP — Fine Option Program

FP — Financial Processing

FV — Full Verification

Forfeit — surrender

Fraud — Anyone who by deceit, falsehood, or other deliberate means defrauds the public of any property, money, or other valuable security, is guilty of an offense under the Criminal Code of Canada.

GIC — Guaranteed Investment Certificate

GIS — Guaranteed Income Supplement

GST — Goods and Services Tax

Goal — A type of planned activity recorded on an investment or partnership plan.

HBC — Health Benefits Card

HBRC — Health Benefits Review Committee

HD — Handwritten District Office Cheque

HH — Head of Household

HIV — Human Immunodeficiency Virus

HPT — Home Parenteral Therapy Program

HQ — Headquarters

HT — Household Unit Sub-Type

Handicap — World Health Organization Definition — A disadvantage for a given individual resulting from an impairment or a disability that limits or prevents the fulfillment of a role that is normal for that individual (depending on age, sex, social and cultural factors).

Handicap Benefit — A benefit of \$175.00 authorized under the *Income and Employment Supports Act* for persons eligible for the Income Support BFE—Severe Handicap subtype.

Household unit — A person and that person's cohabiting partner or dependant children or both; or if a person is single and without a cohabiting partner and dependant children, that person is considered to be a 'household'.

ID — Identification

IESA — Income and Employment Supports Act

IFDAA — Independent Funeral Director's Association of Alberta

IMAGIS — Integrated Management Alberta Government Information System

INAC — Indian and Northern Affairs Canada

IPOC — Insurance Payment Operational Centre

IRB — Immigration and Refugee Board

IRPA — Immigration and Refugee Protection Act

IS — Income Support

ISCC — Income Support Contact Centre

ISHTB — Income Supports, Health and Training Benefits Regulation

ISP — Income Support Program — a program that provides financial benefits to support ETW/BFE or Non-EI Learner clients who meet the eligibility criteria for the program.

ISS — Income Support Supervisor

IT — Information Technology

Impairment — World Health Organization Definition — Any loss or abnormality of psychological, physiological, or anatomical structure or function.

Informed choice — Describes a client who can:

- demonstrate that they have researched, obtained, and considered the information necessary for making an informed decision about their career, training and employment goals
- describe how they are ready, willing and able to pursue their goals, as agreed to by the client and service provider, and benefit from full-time training

Informed choice is exercised when clients demonstrate they have researched, obtained, and considered information to establish a realistic employment goal, and are informed of the training and support options available to them to assist them in achieving their employment goal. Clients must be able to describe why training is needed and how they are ready, willing and able to pursue and benefit from full-time training, as agreed to by the client and client assessor, to reach their defined employment goal.

Investment Plan — Collaborative agreement between an individual client and an assessor that is the result of an assessment, which consists of the client's employment goal, the mutual agreement between Human Services and the client about the specific steps the client will take to attain their identified employment goal, the program and services required by the client and supported by Human Services, and agreed upon activities and outcomes, including the specific steps necessary towards the attainment of the client's goals.

JOBS — Job Order Bank Service — a free job bank service for Alberta employers and job seekers provided under the Canada — Alberta Labour Market Development Agreement.

Job placement services — Services that match eligible Albertans seeking work directly with prospective employers able to provide them with viable employment.

LAN — Local Area Network

LDOC — Local District Office Cheque

LIRA — Locked in Retirement Account

LISA — Local Income Support Application (system)

LISC — Learner Income Support Centre

LMDA — Labour Market Development Agreement

LMIC — Labour Market Information Centre — located within Alberta Services Centres and provide Albertans with access to career and employment assistance services.

Learner — A person receiving training benefits

Learner (full—time) — A full-time student who has been accepted into and starts an Approved Program of Studies and who receives funding for living allowance pursuant to the Grants, Donations and Loans Regulation or the *Income and Employment Supports Act* or is funded as an EI Learner Under the LMDA.

MC — Main Payment (processed before cut-off and printed centrally)

MD — Main Payment (Processed after cut-off and printed centrally or at the Human Services Office)

MEP — Maintenance Enforcement Program

MIMS — Maintenance Information Management System

MLA — Member of the Legislature of Alberta

MOU — Memorandum of Understanding

MP — Member of Parliament

Marginally employed — Individuals are marginally employed when they are unable to obtain and maintain employment to sustain themselves and their families and have worked less than an average of 20 hours per week during the past 12 months (52 weeks).

NAJC — Northern Alberta Job Corp

NCB — National Child Benefit — A federal/provincial/territorial strategy which is designed to reduce the depth of child poverty, encourages families to participate in the workforce and reduce overlap between similar government programs.

NCBS — National Child Benefit Supplement — The payment made by the federal government to low income qualifying families part of the CCTB

NIHB — Non-Insured Health Benefits

OAS — Old Age Security (pension)

OPG — Office of the Public Guardian

Ordinarily a resident on Reserve — a person is considered to ordinarily live on reserve if they have left the reserve for the primary purpose of accessing services that are not available on reserve.

Ordinarily a resident of Alberta — The applicant or recipient maintains a residence in which he resides at a given address or is known to reside within the boundaries of the Province of Alberta.

Other Albertans — An Albertan who: is not actively receiving EI benefits, and does not have Reachback status, and is not receiving income support for ETW/BFE.

P/T — Part Time

PAA — Pharmacists Association of Alberta

PDD — Persons with Developmental Disabilities

PGO — Permanent Guardianship Order

PHC — Personal Health Card

PHN — Personal Health Number

PID — Personal Identification Number (code)

POA — Period of Assistance

PSI — People and Skills Investment

PV — Partial Verification

Parity — a concept of equality of status or functional equivalence

Personal information — Personal information as defined in the *Freedom of Information and Protection of Privacy Act*.

QIP — Quality Improvement Program

QPP — Quebec Pension Plan

RAPAR — Recovery, Administrative Penalties and Appeals Regulation

RCD — Resources for Children with Disabilities

RESP — Registered Education Savings Plan

RGE — Restructuring and Government Efficiency

RRAP — Residential Rehabilitation Assistance Program

RRIF — Registered Retirement Income Funds

RRSP — Registered Retirement Savings Plan

RWA — Ready Willing and Able

Realize — To exchange holdings or goods for money.

Reasonable wages — At least minimum wage or the training allowance provided in training or rehabilitation facilities.

Recipient — The person to whom or on whose behalf assistance is provided.

Referral — A formal protocol for moving a client to another service delivery center or provider.

Residence — A property that is owned or rented in which the client resides, including room and board situations

Resource — a source of supply or support.

S/D — Separated/Divorced

S/P — Spouse/Partner

SAR — Social Allowance Regulations

SC — Service Centres

SDA — Social Development Act

SDG — Skills Development Grant

SDP — Skills Development Program

SF — Student Finance

SFCC — Student Funding Contact Centre

SFSC — Supports and Financial Services Coordinator

SIN — Social Insurance Number

SIS — Skills Investment Strategy

SMART — Specific, Measurable, Attainable, Relevant and Timely (Investment Plan)

SND — Service Needs Determination

SPD — Services to Persons With Disabilities

STEP — Summer Temporary Employment Program

SU — Supplement Payment

Skills Investment programs (SIP) — Human Services programs that provide training to Albertans to increase their competitiveness in the labour market.

Social Housing — a housing unit that is operated and maintained by a management body under the Alberta Housing Act.

Spouse — A legally married person.

Straight AISH — Client Category 91 — Recipients who are eligible for AISH benefits and who are residing in an independent living situation.

Support Agreement — A written agreement or part of an agreement that requires the payment of support, maintenance or alimony to another person.

Support Order — A court order that has a provision that requires the payment of support; or a support agreement that has been filed or may be filed under the *Maintenance Enforcement Act*.

Supports for Independence (SFI) — The former financial program replaced by Income Support for ETW/BFE under Alberta Works.

TGO — Temporary Guardianship Order

TOJ — Training on the Job

TRP — Temporary Resident Permit

TVP — Transitional Vocational Program

Tax assessment — A summary from Canada Revenue Agency that is mailed to the individual once tax documents are processed. It lists total income, total tax credits, and amount of tax refund or amount of taxes owing for a particular year. This form does not show a breakdown of sources of income or a breakdown of tax credits.

VC — Contract Voucher

VH — Handwritten Voucher

VR — Regular Voucher

WCB — Worker's Compensation Board

WP — Widow's Pension

Workplace training — Worksite training that assists clients to acquire the employment skills needed to find and maintain employment and increase their income from employment.

Youth — Albertans aged 16 to 24