

Subject: Human Services Investigations

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Employment and Financial Program Policy

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Human Services Common Service Access Division:
Common Service Delivery
Tuition-based Public and Private Training Providers
Student Aid Alberta

BACKGROUND:

Income Support workers, through their supervisor, refer instances of potential misuse or abuse of program funds or benefits to the Human Services Investigation Unit (HSIU). The HSIU investigates and provides recommendations to resolve file issues and in cases where there is sufficient substation to lay charges under the Criminal Code of Canada or the Income and Employment Supports Act.

Policy has been updated with further instructions regarding making a request for investigation to the Investigations Unit to ensure that Investigators have as much relevant information as possible. This includes identifying the periods of assistance and potential dollar amount involved.

The HSIU will complete an Investigation Report on all accepted requests for investigation. In cases where charges are not warranted the Investigation Report provides recommendations regarding eligibility however it is the program staff's responsibility, in consultation with their Supervisor, to assess ongoing eligibility, suspend benefits and/or calculate overpayments.

INTENT:

To clarify the role of the Human Services Investigation Unit and the request for investigation process for IS staff.

POLICY:

The following ETW/BFE policy has been updated:

[Investigation](#)

The following learner policy has been updated:

[Investigation](#)