

	Program	Social Programs	
	Subject	Applicant Identification	Policy # 1.1
Effective Date: September 4, 2021		Authorized by:	
Revised Date: September 1, 2022		Deputy Minister Jamie MacDonald	

1.0 PURPOSE

To facilitate the verification of applicant identification, protect against mistaken identify, and ensure confidentiality of applicants receiving social benefits.

2.0 DEFINITIONS

- 2.1 **Applicant:** a person who applies for or on whose behalf an application is made for social benefits.
- 2.2 **Identifier(s):** personal information or documentation used to confirm the identity of an applicant of Social Programs.
- 2.3 **Provincial Health Number (PHN):** a number assigned to a person entitled to receive health and community services that uniquely identifies that person.
- 2.4 **Recipient:** a person who is provided social benefits and includes a person whose social benefits have been suspended but not cancelled.
- 2.5 **Social Benefits:** financial benefits received through the Social Assistance Program, AccessAbility Supports, Child Care Subsidy, and the Seniors Independence Initiative.
- 2.6 **Social Programs:** programs and benefits administered by the Department, including, Social Assistance, AccessAbility Supports, Child Care Subsidy, and the Seniors Independence Initiative.
- 2.7 **Supports Coordinator:** provides direction and case management support in delivering a range of social benefits and services to applicants eligible for Social Programs.

3.0 POLICY STATEMENT

- 3.1 For the purposes of this policy, use of the word applicant is inclusive of recipient.
- 3.2 Social Programs staff are required to identify applicants with two distinct identifiers at each applicant interaction when providing social benefits.
- 3.3 Applicant identifiers may include but are not limited to:
- Applicant's full name;
 - Date of birth;
 - Double witnessing;
 - Facial recognition by a Social Programs staff member;
 - Full mailing address;

- PHN;
- Photo identification.

3.4 Identifying an applicant at the beginning of an interaction is essential to maintain confidentiality in the delivery of Social Programs.

3.5 Verifying personal identifiers can prevent breaches of confidentiality by ensuring the applicant is receiving information and benefits solely intended for the applicant.

4.0 PROCEDURAL STATEMENTS

4.1 Social Programs staff will verify the applicant's identity at each interaction by requesting verification of two applicant identifiers. Identifiers may be confirmed verbally and/or with physical documentation by the applicant, and will be verified against the applicant's electronic file.

4.2 Where there is a first time interaction, the Supports Coordinator will not use facial recognition as an applicant identifier. Facial recognition may be used as an applicant identifier once a relationship has been established between the applicant and Social Programs.

4.3 Where the applicant has no established history with Social Programs, the Supports Coordinator will request the applicant provide physical verification as an identifier. Physical verification may include, but is not limited to:

- Birth certificate;
- Photo identification;
- Provincial Health Card;
- Social Insurance Number.

4.4 Where the applicant is completing a review by mail, the Supports Coordinator will verify the applicant's signature against previously documented signatures on file.

HISTORY:

September 1, 2022 – Deputy Minister has been updated. Policy number updated from 2.4 to 1.1.