

<b>Manitoulin-Sudbury District Services Board POLICY &amp; PROCEDURES MANUAL</b>	
Section: H. Ontario Works	Effective Date: July 1, 2009
Topic: 9. Monitoring Eligibility	Replaces: November 2004
Subject: 9.3. Overpayment Letter Inquiries	
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<b>POLICY</b>
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When an overpayment occurs, the participant is notified by letter and advised of the reason for the overpayment and the amount. The participant is further advised to contact the appropriate Case Manager (or ERO if it is the result of a fraud investigation) if they require further clarification of their overpayment.

**Note:** Under Sec 21(1) of the ACT if notice is not given in writing the participant may be able to appeal an O/P decision beyond the thirty (30) day internal appeal and 30 day SBT appeal time limits.

The time limits regarding the O/P appeal notice are the same as the Notice of Decision letters.

The following are examples of typical responses to overpayment letters:

<b>PROCEDURE</b>
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**Example “A”**

Overpayment letter from Case Manager upon case termination, (within 30 days).

1. Participant calls for information only regarding the overpayment - Case Manager informs.
2. Participant calls wanting to make repayment in full or in part.

In full: Intake clerk or Finance clerk records same in SDMT notes.

In part: Intake clerk or Finance clerk asks what the monthly amount will be (Minimum of 5% of outstanding balance). Records same in SDMT notes.

**Example “B”**

Overpayment letter from an ERO. - outcome of Fraud Investigation.

1. Participant calls for information only regarding the overpayment - E.R.O. informs them.
2. Participant calls wanting to make repayment in full or in part.

In full: E.R.O. records conversation in SDMT notes and refers client to

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Intake clerk for repayment.

In part: E.R.O. asks what the monthly amount will be (Minimum of 5% outstanding balance). Records same in SDMT notes and refers to Intake clerk.

**Note:** In extraordinary circumstances, less than 5% may be recommended but the monthly amount is not to be under \$20 monthly. The amount must be approved by the supervisor.

**CROSS REFERENCE: SECTION 9.2 - Internal Reviews**