

Policy Manual Update

Subject: **Administrative Procedures/ Income Support File Transfers**

Number: IS-ETW/BFE-2011-016

Date Issued: September 28, 2011

Effective Date: Immediately

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Distribution: E&I Delivery Services
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BACKGROUND:

A principle of the Alberta Works Enterprise Solutions initiative and the Alberta Supports initiative is for government programs and services to be delivered in a client centered way. To this extent clients should be able to access services at a new location without having to contact their previous office before relocating – while still addressing the need for clients to meet their service plan goals. Clients should receive services at the office which is most convenient and best meets their needs.

The ETW/BFE file transfer policy has been changed removing pre-arranged transfers as the preferred method of file transfer policy still allows for the large urban regions (i.e., Calgary and Edmonton) to use the pre-arranged transfer process to manage service management within their regions.

INTENT:

To clarify and simplify the file transfer policy.

POLICY:

The following ETW/BFE policies have been updated:

[File Transfers Introduction](#)

[File Transfer Procedures](#)