



Rights and Responsibilities of Applicants and Recipients

General Principle

Every person applying for or receiving social assistance has certain rights and responsibilities.

Rights

Applicants and recipients have the following rights:

- To make an application when they are in need
- To be given the information and assistance needed for them to make proper applications for the program
- To have all personal information treated as private and confidential
- To be free of any consideration of race, gender, color, creed, or political affiliation in the administration of this program
- To receive prompt, courteous, efficient, and fair treatment
- To have their eligibility determined on the basis of objective evidence as required by program policy
- To have their eligibility determined on the basis of objective evidence as required by program policy
- To receive all assistance and benefits for which they qualify for under the policy and procedures
- To be informed of eligibility entitlement in writing if they so request
- To appeal decisions concerning an application for, or provision of a benefit
- To be informed of their responsibilities regarding initial and continuing eligibility

Responsibilities

The responsibilities of applicants and recipients are:

- To disclose any information that is required under the policy and procedures
- To complete all required eligibility forms in a proper manner
- To take maximum personal responsibility for achieving increased or complete independence
- To, if required by policy, seek work at all times, and to be available for all work for which they are qualified
- To, if employable, participate in employability programs that may be available
- To use all available resources and income to support themselves as the preferred alternative to social assistance
- To inform the administering authority promptly of changes in their circumstances that may affect eligibility