

Practitioners' Guide to the Public Assistance Scheme



Ministry of Human Development,
Social Transformation and Poverty Alleviation

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List of Acronyms and Abbreviations

FSS	Family Support Services
HH	Household
MHDSTPA	Ministry of Human Development Social Transformation and Poverty Alleviation
PMT	Proxy Means Test
SSP	Social Services Practitioner

1 Overview

The *Public Assistance Scheme* is a key component of the wider family of social safety net schemes managed by the Ministry of Human Development, Social Transformation and Poverty Alleviation. The national scheme is administered by the Department of Human Services', Family Support Services and offers emergency, medium- and long-term in-kind benefits to eligible individuals and/or families.

Even though administered by the Department of Human Services', the public Assistance Scheme may be accessed by the other Departments of the Ministry, i.e. Women's Department and Community Rehabilitation Department.

The *Public Assistance Scheme* is opened to all Belizeans who find themselves in crises/unfavourable circumstances caused by the onset of a personal shock and who require emergency and/or longer-term assistance to stabilize, prevent further crisis and re-establish normalcy. In-kind assistance includes: Burial/Pauper Burial; Education; Fire; Food; Medical; Housing; and Legal.

2 Objective

Provide emergency assistance to individuals and/or families who present with the need for immediate and one-off assistance to offset a personal crisis and who otherwise have little or no means of income and family support; and

Provide medium- to longer-term assistance to individuals and/or families which in combination with other social assistance benefits provide the necessary and sufficient conditions to stabilize and off-set the crisis; these individuals and/or families must also otherwise have little or no means of income and family support.

Reduce the risk vulnerability of families, especially after natural disasters and macroeconomic shocks, and other personal crisis that may have occurred, by offering various benefits.

3 Categories of Assistance



- I. *Emergency Assistance* is considered to be one-time assistance to families in crisis. One year is the time limit to reapply for any type of emergency assistance.
- II. *Medium Term Assistance* is within the context of a case management framework (care plan) and clients are eligible for assistance for three months in the first instance with a review at Supervisor/ Human Development Coordinator level to determine continuity. After six months another review occurs at the director level.

Note: Assistance provided beyond a year requires a review at the level of the CEO and is considered Long Term Assistance.

- III. *Long Term Assistance*: is assistance which may extend for three years or beyond after special consideration and is provided to persons who are in need of long term care. Where the need for “Long Term Care” is established at initial care planning, a formal request can be sent to CEO for approval.

4 Target Population

The *Public Assistance Scheme* is opened to all individuals who find themselves in crises/unfavourable circumstances caused by the onset of a personal shock and who require emergency and/or longer-term assistance to stabilize, prevent further crisis and re-establish normalcy.

Targeting Mechanisms/ Methods:

- a. Subjective Targeting- Left to the discretion of the Social Services Practitioner and the approval of supervisors.
- b. A combination of means (for households in formal sector prior to shock) and proxy means testing (PMT).

5 Eligibility Criteria (cut-off levels)

In order to qualify for public assistance, individuals must show that there is a need. Assessment includes income, family size, and crisis situations such as medical issues, pregnancy, homelessness, or unemployment.

All information is kept confidential.

Individuals may apply for one type or multiple types of assistance for themselves and their household members.

Proof of the following is requested but will not deter emergency assistance:

- Identity (Social Security Card)
- Income
- Household expenses

Clients are advised that the process is necessary to determine the types and amount of assistance for which they qualify. Also, it helps to ensure that the right assistance is afforded based on their situation.

In accordance with the Department's Policy and Procedures, all adults, children, young people and their families must be provided with equal opportunities of access to non-discriminatory services, that are appropriate to their cultural and linguistic background, whatever their race, gender, ability, religion, health or sexuality.

The process to apply includes:

- (1) Completion of an Intake which highlights the individual and household's demographic information including family composition, income sources and reasons for requesting services.
- (2) Intake Officer will search the database to document any prior assistance for further investigation /assessment for medium term assistance.
- (3) Client then completes a screening interview with an assigned Social Services Practitioner (SSP)
- (4) Guiding questions for the SSP is determinant on the type of assistance being requested but may include:
 - i. What is occurring in client's life that triggered the application for public assistance? (assessing for current shocks/crisis)
 - ii. What are the client's and all household members' sources and frequency of income (from employment and/or other sources)?
 - iii. What are client's resources? (Home/ property ownership, vehicle, savings accounts, insurance policies,)
 - iv. What the client ate the said morning or the night before?
 - v. How many meals is family eating per day?
 - vi. Are the meals nutritious?

- vii. Are children in the school's feeding program?
- viii. Does the household have access to utilities – water / electricity
- ix. What type of family support they have?
- x. Number of dependents – vulnerabilities such as special needs, elderly, number of persons attending school etc.
- xi. How has the client been surviving before coming for the assistance?
- xii. What are the client's current household expenses – housing, utilities, food, child care, education, gas, other?
- xiii. If the assistance is not approved, do they have a back-up plan?
- xiv. Explore how client will be able to sustain self/family after emergency assistance has been issued /exhausted.
- xv. During conversation find out if the client has gotten assistance from anywhere else and if yes what type of assistance. (Hand-in-Hand ministry, etc.)
- xvi. What is the highest education level attained by each member of the household?
- xvii. What are skills, talents, special interest of each adult member of household? (assessing capacities for entrepreneurship)

General Assessment Considerations:

- a. Are basic needs of food and shelter being provided?
- b. What is the frequency and quality of food being provided?
- c. How is family managing current income/resources in consideration of expenditure needs and family size and number of dependents?
- d. Frequency of income into the household
- e. Client's strengths and resiliency
- f. Client's motivation and efforts towards stabilization
- g. Calculate if weekly income is below the \$40 per person for the week ($\$40 \times \#$ of persons in household)

6 Benefits (Types and Size)

The following are the various types of benefits available through the Public Assistance Scheme. It details exactly what sort of benefits may be accessed along with the cap value for each (note: benefits are approved by household). While it details such information, social services practitioners may appeal on behalf of their clients for services outside the general frame for assistance outlined above. A formal request can be made to the Chief Executive Officer of the MHDSTPA where Social Services Practitioners can make a case for exceptional circumstances.

Additionally, persons authorising funds for assistance are allowed to extend 10% over the cap value and this can occur at any level.

6.1 Food Assistance:

This is given using a standardised food basket (listed in Appendix 4). If the client suffers from a specific medical condition, a modified basket is provided to appropriately suit the client's needs. The MHDSTPA supports MOH's National Breastfeed policy and therefore no infant formula/formula milk should be provided unless there is a certified medical issue as to why the mother cannot breastfeed.

- I. *Standard Food Basket*- \$300 – The food basket is designed to cater for a family of 5 per week.

6.2 Sundries Assistance:

This is given using a standardized sundries package (listed in Appendix 7).

- I. *Standard Sundries Package* - \$200

6.3 Housing Assistance:

Under this provision clients are able to receive aid for materials such as zinc, plywood etc. for housing repairs or other items to meet basic needs (eg. Mattress, stove, vat for drinking water, gas tank, etc.). The only two utility bills this form of assistance covers are electricity and water. Clients may also receive assistance with rent which can be paid up to 6 months depending on the case management situation.

- i. *Basic Housing Repairs*- \$500
- ii. *Rent Assistance* - \$300
- iii. *Utility connection and Re-connection" [electricity and water] - \$200*pending approval from the Ministry of Finance*
- iv. *Basic Household Items*- \$400

6.4 Burial Assistance

Clients can also apply for burial assistance which varies depending on the type of burial needed.

- i. *Regular Burial* - \$500
- ii. *Pauper Burial* -\$600 in Belize City and \$700 in other districts

**If deceased person is eligible for SSB funeral grant the family is unable to access the Ministry's burial assistance*

6.5 Fire Victim Assistance

Assistance offered to fire victims is immediate. This assistance is offered to Belizeans who find themselves in crisis/unfavourable circumstances as a result of a fire. Fire victim assistance is a temporary assistance to bridge this crisis, which is given in the form of financial as well as food and a referral to the Belize Red Cross.

Special consideration is given in instances whereby an area of the house is burnt such as the kitchen which is a source of income; in this case the breadwinner may access housing assistance (i.e. housing repairs or basic household items). In instances whereby a house is partially burnt the head of household may access housing repairs.

Fire Victim Assistance - \$200 per person

6.6 Education Assistance

Educational Assistance is provided for very specific needs and extends beyond just the provision of school fees.

- I. *High School Fees (3rd and 4th formers)- \$300*
- II. *Uniform and Footwear - \$150*
- III. *Textbook Fees-\$ 300*
- IV. *Primary School Fees- \$100*
- V. *Pre-School fees - \$100 (within framework of case management)*
- VI. *School supplies - \$100*
- VII. *External examination fee - \$300 (CXC, CSEC)*
- VIII. *Tutoring - \$300/month*
- IX. *Training/Course Fees - \$300 (include fees payable for courses/training for adults or minors)*
- X. *Feeding Program fees(may include school cafeteria)*

* High school students if 1st and 2nd can be assisted with uniform, footwear, textbooks, and school supplies

*High School students if 3rd & 4th can be assisted with uniform, footwear, textbooks, and school supplies along with fees

* Adult learners can be assisted with school fees no matter what form level at school

*Overall, any student can be assisted within a ceiling of \$400 utilizing a combination of education assistance

* More than one child per family can be assisted with education assistance

* Where individuals are attending a vocational institution that does not recognize form levels, the standard assistance of \$300 equivalent to high school fees can be approved

6.7 Medical Assistance

Medical assistance covers a wide range of services and cash assistance may be provided as direct payments to clients (for Foreign Medical) Assistance.

- I. *Test and diagnostics- \$700*
- II. *Specialists, consultation, medication and medical equipment- \$300*
- III. *Regular Medical Treatment(to include hospital stay)- \$300*

- IV. *Chronic and Terminal Illness*- (to include Cancer treatment and dialysis)- \$700
- V. *Cash for Foreign Medical*- \$700 (Required Documents: letter from medical institution, SS card, bank/ credit union account)
- VI. *Dental & Vision* - \$300
- VII. *Family Planning* - \$700

**Payment can be made for the above (I-IV) directly to a medical institution in cases whereby the service has already been performed and individual has not made payment*

Note: Cash for Foreign Medical assistance must be provided only with the assurance that the assistance will realistically contribute towards actual access of medical services and is accompanied by a recommendation from a medical practitioner.

6.8 Legal Assistance

This type of assistance allows clients to access legal services through legal aid.

- i. Legal Assistance - \$300*

6.9 Child/Day Care

This form of assistance is provided within the framework of case management, providing child care services for mothers/fathers whose child(ren) may require child care whilst they pursue employment, training, etc. In addition, this assistance may be utilized within the concept of early stimulation for children 0-3yrs. Child/Day Care assistance is to be paid to formal day care/child care providers only.

Households may be approved for a maximum of 3 months by supervisor within case management (medium term asst.) and may be approved for a maximum of two children per Household.

- i. Child/Day Care - \$55/week per child*

6.10 Independent Living

This form of assistance is provided for persons (adults) with limited or without familial support. These may include those turning 18 yrs. and living on their own, homeless persons being re-integrated in society, and or adults in special circumstances needing independent living. They may access benefits such as housing assistance, food, but lack the ability to provide personal items or payment for personal care until they can find a job.

- i. Care package - \$300 (Care package: deodorant, undergarments, toiletries, towels, hair accessories, etc.) can be provided under this line.*
- ii. Clothing/footwear - \$300 (Clothing and footwear is treated as a one-time assistance)*
- ii. Independent living allowance - \$100/mth. (Allowance/stipend to afford individuals the opportunity to make payment for food (in the event whereby landlords do not allow cooking in room). This may be approved for a maximum of 3 months by supervisor within case management (medium term asst.)*

6.11 Support to Special Population (Older/Homeless persons/ children or adults requiring special consideration)

Caregiving for Older/Homeless Persons (under long term it is paid under ward of state but can be short or medium term which may be paid from public assistance). This form of assistance is provided for care of older/homeless persons and paid directly to a caregiver.

i. Payment to Caregiver - \$400/month (for a period of three months within the framework of case management)

ii. Pampers(adult/children)/gloves/wipes – \$150 ea.

iii. Ensure - \$200

iv. Clothing/footwear - \$300(Clothing and footwear is treated as a one-time assistance)

6.12 Entrepreneurship/employment

This form of assistance is provided for persons who need assistance with replacing a social security card, obtaining a police record, payment of trade license for business or tour guide license within the framework of case management. Additionally this form of assistance is provided for the purchase of small equipment needed for entrepreneurship.

i. Equipment - \$500

ii. Police Record – \$12

iii. Social Security Card - \$25

iv. Trade license -\$200

v. Tour guide license - \$75

6.13 Transportation

This form of assistance is provided for persons needing assistance with transportation within case management

i. Boat - \$60

ii. Bus - \$48

6.14 Other

A “other” category that may be approved by director within case management with a ceiling of \$300. This may cover any peculiar item/supplies not listed in this document approved within case management.

7. Programme Implementation: Process

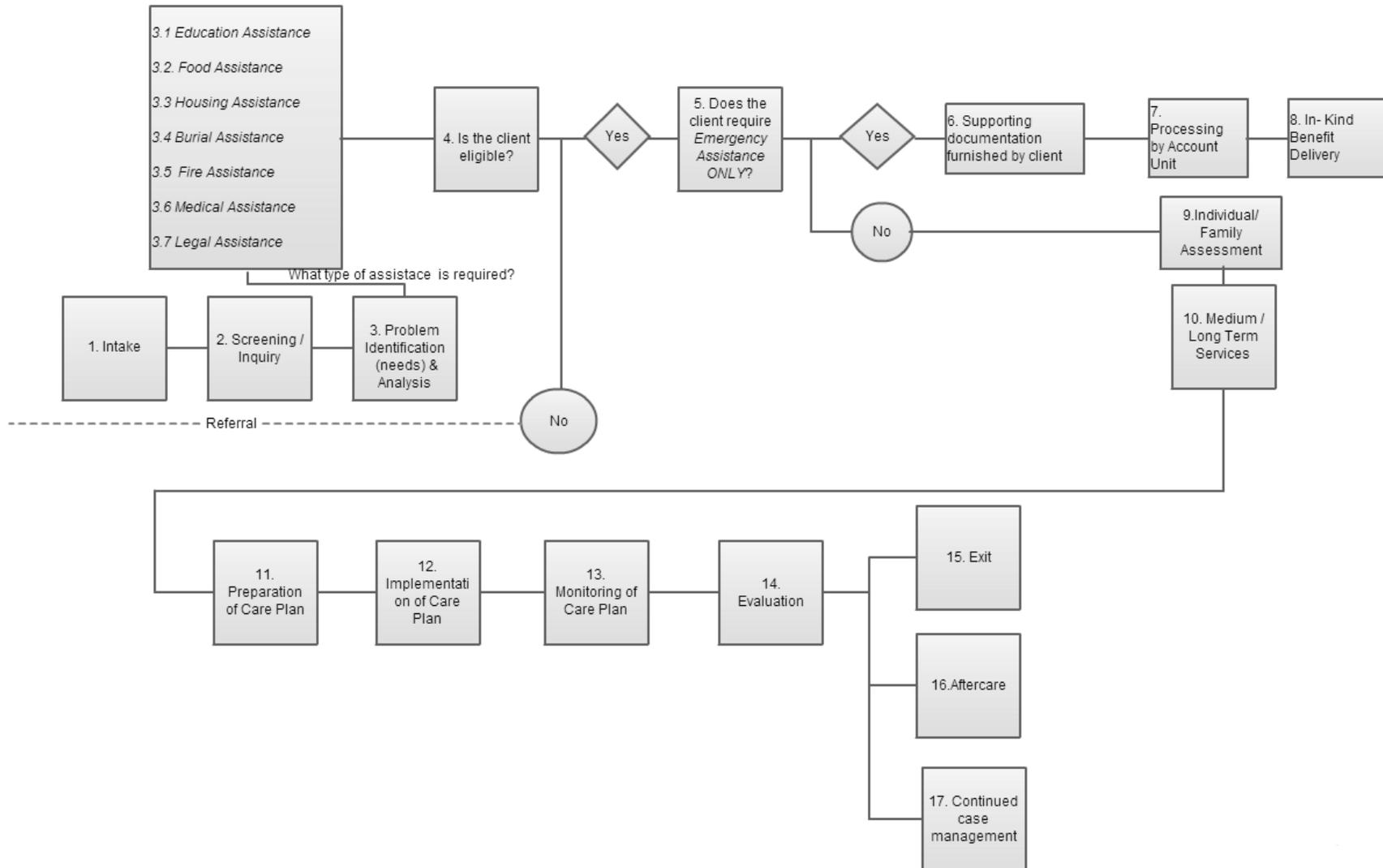


Figure 1 Adapted from DHS

Table 1 Public Assistance Sub-Process Flow “3. Programme Implementation”

Type of assistance				Requirement for Accounts Processing	
6.1 Food Assistance	Application	Assessment	Approval/Disapproval	Requisition to accounts (*Appendix 1)	*Client takes food order to Store *Supplier submits invoice to DHS main office
6.2 Sundries Assistance	Application	Assessment	Approval/Disapproval	Requisition to accounts	*Client takes order for sundries to Store *Supplier submits invoice to DHS main office
6.3 Housing Assistance	Application	Assessment	*Approval/Disapproval *Commitment letter to Landlord	*Rent - Assistance sheet to Accounts along with copy of SS card of landlord, copy of landlord's savings account, documentation of landlord address (*Appendix 2) *HH items /repairs – Requisition to accounts *Utility- Copy of bill to accounts	*Direct Deposit to landlord account for rent assistance *Order to be processed for housing repairs and household items *Direct payment to utility company Client To Submit : <ul style="list-style-type: none"> • Letter from Landlord signed by JP • Address of landlord <i>Dept. to obtain:</i> <ul style="list-style-type: none"> • Copy of Social Security Card of Landlord • Copy of bank /credit union account of landlord • Information as to if account is active/inactive <i>Client to Submit: for HH items/repairs:</i> <ul style="list-style-type: none"> • Performa invoice <i>Client to submit for utility</i> <ul style="list-style-type: none"> • Copy of utility bill
6.4 Regular Burial/ Pauper Burial Assistance	Application	Assessment	Approval/Disapproval	Requisition to accounts along with approved bill/ invoice from undertaker	Direct deposit to Undertaker's account Client To Submit(Regular Burial) <ul style="list-style-type: none"> • Original bill /invoice from Undertaker or certified copy • Copy of Death Certificate • Copy of social security card of deceased (if possible) • In the case of children, copy of social security of parents Pauper burial: <ul style="list-style-type: none"> • Pauper burial request form from hospital/police/family member (Annex ?) • Copy of Death Certificate FSS does: <ul style="list-style-type: none"> • Verification with Social Security prior to <u>any</u> approval • Letter to Hospital for morgue fee waiver and to City Council for burial space waiver(pauper burial) (Hospital does registering of death of person)
6.5 Fire Assistance	Application	*Assessment *Review of Letter from Fire Department/Village	Approval/Disapproval	*Assistance Sheet to Accounts along with copy of SS card for whom payment is to be	*Direct deposit to fire victim's account or authorized person's account Client To Submit: <ul style="list-style-type: none"> • Letter from Fire Department/Village Chairperson/Council • Copy of Social Security Card of whom to receive payment/authorized person(note all adults need to

		Chairperson/Council		made whether client or authorized person, copy of person's banking information for financial payment (Treasury is followed) * Requisition as per normal for other		<ul style="list-style-type: none"> collect on own or submit authorization letter Letter from Social Security (if lost card) Authorization Letter as to who payment is to be made to signed by JP Address of authorized person Copy of bank account for whom payment is to be made to Include branch Establish whether home was insured
6.6 Education Assistance	Application	*Assessment *Verification with MOE's assistance listing for fees and or examinations	*Approval/Disapproval *Commitment Letter to School/learning institution/ agency for fees and or exams	*Assistance sheet to accounts along with bill/letter from school for fees/exams (*Appendix 3) * Requisition to accounts for other assistance under education with exception of tutoring whereby an invoice must be submitted to accounts	*Direct deposit to school's/agency account	Client To Submit: <ul style="list-style-type: none"> Bill/ letter from school or agency Booklist along with proof of child attending the reported school for whom school books is requested for Invoice from tutor for tutoring
6.7 Medical Assistance	Application	Assessment	Approval/Disapproval	*Requisition to accounts(I,II, III,IV) * <i>Payment can be made for the above (I-IV) directly to a medical institution in cases whereby the service has already been performed and individual has not made payment(hence payment is made toward an invoice)</i> *Assistance Sheet to accounts for Foreign medical along with copy of SS card and banking information		Client To submit: (I,II, III, IV,VI) (V) <ul style="list-style-type: none"> Copy of medical needs/documentation Costing/place of medical needs Copy of medical needs/documentation Costing/place of medical needs Copy of social security card Copy of savings account
6.8 Legal Assistance	Application	Assessment	Approval/Disapproval	Requisition to Accounts	Direct payment to institution (legal Aid)	Client to submit:
6.9 Child Care	Application	Assessment	Approval/Disapproval	Assistance Sheet to Accounts along with copy of SS card, banking information, invoice from day-care	Direct payment to Day- Care	Client to submit: <ul style="list-style-type: none"> Invoice from Day -Care Dept. to obtain: <ul style="list-style-type: none"> Day-care's banking information

6.10 Independent Living	Application	Assessment	Approval/Disapproval	Requisition to Accounts		
6.11 Support to Special Population	Application	Assessment	Approval/Disapproval	*Payment to Caregiver - Assistance Sheet to Accounts along with copy of SS card, banking information, invoice *Other – Requisition to accounts	Direct payment to Caregiver	Client to submit: <ul style="list-style-type: none"> • Invoice from Caregiver Dept. to obtain: <ul style="list-style-type: none"> • Copy of caregiver Social security card • Copy of caregiver/s banking account *Client takes order to Store *Supplier submits invoice to DHS main office
6.12 Entrepreneurship/employment	Application	Assessment	Approval/Disapproval	*Equipment- Requisition to accounts * Others- Invoice with running sheet to accounts	Client to submit: <ul style="list-style-type: none"> • Performa Invoice for equipment and actual invoice for payment for others 	
6.13 Transportation	Application	Assessment	Approval/Disapproval	Requisition to accounts	*Client takes order to Supplier *Supplier submits invoice to DHS main office	
6.14 Other	Application	Assessment	Approval/Disapproval	*Requisition if required to accounts * Invoice and running sheet if required	*Client takes order to Store *Supplier submits invoice to DHS main office * Direct payment to supplier	

NB: all savings accounts should include branch code

8. Benefit Payments

- i. **Food/Medical/Sundries/Independent Living/Support to special population (pampers, gloves, wipes, clothing, ensure)/Education (uniform/footwear/books/school supplies)/Housing Assistance/Support to special population/ Transportation/ Entrepreneurship (equipment)**

Approval of assistance → Requisition generated → Processed to accounts → Accounts generate purchase order → Client picks up purchase order and take to supplier → Supplier returns invoice for services → Invoice processed to accounts for payment

- ii. **Foreign Medical /Fire Assistance**

Approval of assistance → Assistance Sheet generated → Processed to accounts → Accounts makes direct payment to beneficiary/Authorized person savings account

- iii. **Burial/Pauper Burial Assistance**

FSS check with SSB → Approval of assistance → Requisition generated → Processed to accounts → Accounts generate purchase order → FSS Clerk delivers order to undertaker → Undertaker returns invoice for services → Invoice processed to accounts for payment

* This applies for walk-in/open case burial assistance (which applies to CRD & WD). For Ward of State, each unit processes their own burial under their own cost centre.

- iv. **Education Assistance (fees)**

FSS check with MOE → Approval of assistance → Commitment letter generated and sent to educational Institution → Assistance Sheet generated → Processed to accounts → Accounts makes direct payment to educational Institution

- v. **Rent Assistance**

Approval of assistance → Approval letter generated and sent to Landlord → Assistance Sheet generated → Processed to accounts → Accounts makes direct payment to landlord's savings account

- vi. **Caregiving assistance**

Approval of assistance → Assistance Sheet generated → Processed to accounts → Accounts makes direct payment to caregiver's savings account

vii. Entrepreneurship/Legal assistance/ Education (tutoring) / Childcare/ Medical (payment for services already tendered)

Approval of assistance → Assistance Sheet generated → Assistance sheet and invoice processed to accounts → Accounts makes direct payment to supplier

Account Processing in all of the above must include:

- Vouchers must only include the first initial and last name of the clients to uphold confidentiality. [If by law the entire name must be included the MOHDSTPA will seek approval for MOEDF.]
- In Emergency cases a “Committal Letter” may be submitted in lieu of a requisition form, however, the social services practitioner should always go back to complete the Requisition Form.

*Full names should be used on requisitions but when put on SMARTSTREAM, only the 1st initial and last name is used.

9. Benefit Delivery

Clients finally receive services as follows:

- i. Food – purchase order (client picks up purchase order and takes to supplier)
- ii. Medical – purchase order (client picks up purchase order and takes to supplier) or direct payment made to institution based on invoice
- iii. Fire – purchase order (client picks up purchase order and takes to supplier), Red Cross referral is sent from office), cash payment is paid direct to fire victim account or authorized person account
- iv. Rent – cash payment made directly to landlord account, letter of approval sent to landlord, clients are verbally told of approval
- v. Education- cash payment paid directly to school/institution, client is verbally told of approval
 - Footwear /uniform – purchase order (client picks up purchase order and take to supplier)
 - School Supplies - purchase order (client picks up purchase order and take to supplier)
- vi. Burial – purchase order given directly to undertaker, client verbally told of approval
- vii. Household Items/Household repairs – Purchase order (client picks up purchase order and take to supplier)
- viii. Utilities – cash payment made directly to utility company
- ix. Care Package- purchase order (client picks up purchase order and take to supplier)
- x. Independent living allowance – cash payment made directly to client’s account

- xi. Payment to Caregiver - cash payment made directly to caregiver account
- xii. Adult pampers/gloves/wipes/clothing – purchase order (client picks up purchase order and take to supplier)
- xiii. Day Care - cash payment made directly to day care provider
- xiv. Legal Assistance – cash payment made directly to legal aid

10. Monitoring and Reporting

The Ministry of Human Development, Social Transformation & Poverty Alleviation compiles its' annual report which highlights data under the public assistance scheme.

11. Programme Administration

Is coordinated centrally under FSS but administration of this scheme is decentralised at the district level. So while client applications are approved centrally they may access services locally within their respective districts.

I. Staff (numbers/ and roles)

a. Central level – DHS

- 1 Human Development Coordinator ; 2 FSS staff members
- Additionally, at DHS central level the Child Protection Services team can respond to family support demands of their respective open cases utilizing public assistance

b. District level -

- District has 1 Department of Human Services officer each who does generally Child Protection Services and would respond to FSS cases
- Additionally, the district level has a team of 1 Community Rehabilitation Department officer, 1 Women's Department officer, 1 Child Placement and Specialized Services officer, and 1 Community and Parent Empowerment Program officer who normally responds to family support demands of their respective cases

c. Community Rehabilitation Department

- Community Rehabilitation Department responds to Community Rehabilitation Department open cases and approves public assistance in the realm of case management at the Belize City and district level

d. Women's Department

- Women's Department responds to Women's Department open cases and approves public assistance in the realm of case management at the Belize City and district level
- II. At fiscal year 2013/2014 the available budget for the Public Assistance Scheme stood at approximately 0.5million BZD funded from GOB's recurrent expenditures.

Appendix 3: Codes

SmartStream Internal Accounting Codes

To support program based budgeting in the Ministry (which is a pilot Ministry for program based budgeting in the Government system), the Policy and Planning Unit have designed the following coding scheme to keep track of public assistance, and to properly account for the spending under this line. The idea is to be able to track expenditure by the different public assistance types, and to link back expenditures to applications (households). Whilst the focus presently is public assistance, the scheme can be extended in the future to cover other schemes and services.

To this end, we have devised the following coding scheme for the different departments (called programmes), sub-programmes (for example Family Support Services), schemes (such as Public Assistance), the services provided (e.g. education assistance) and the type of client being assisted (ward of the state, an open case, or emergency).

# Programmes			
1	Community Rehabilitation Department	3	Office of Strategic Management and Administration
2	Human Services Department	4	Women's Department

#	Sub Programmes
27061	Family Support Services (FSS)

#	Schemes
01	Public Assistance

#	Concrete Services	Unit	#	Concrete Services	Unit
01	Burial	Person	09	Independent Living	Person
02	Pauper Burial	Person	10	Transportation	Person
03	Education	Person	11	Legal Assistance	Person
04	Fire	Person	12	Housing Assistance	HH
05	Food Assistance	HH	13	Sundries	HH
06	Medical Assistance	Person	14	Entrepreneurship	Person
07	Child/Day Care	Person	99	Other	Person
08	Support to Special Population	Person			

#	Status of Client (2 letter code)		
W	Ward of the State	E	Emergency public assistance
O	Open case (under current case management)	S	Non-Emergency
S	Walk In		

*Assistance is coded by status of client (W,O,S) and whether or not emergency

Example 1: This HH (ref# 7584852) is receiving food assistance, and is getting rice on line 1, flour on line 2, and beans on line 3. Note the code needs only be

Field Names on SmartStream Invoice Screen

	Project ID	Component
1st line:	7584852	2-27061-01-05-[1]-SE

entered on line 1. Notice that although there are 4 people in the HH, the number of beneficiaries in square brackets is 1, since food assistance is measured at the HH Level. This is a walk-in case (emergency public assistance).

2nd line:		
3rd line:		

Example 2: This is an example of education assistance being paid to 3 households with ref #s 7086946, 7086944 and 8644121. Each household is receiving monies for 2, 4 and 5 students respectively. The HHs are open cases, and so have the code O (letter O) and are to be treated as non-emergency , so have the code S as the last character.

Field Names on SmartStream Invoice Screen

	Project ID	Component
1st line:	7086946	2-27061-01-03-[2]-OS
2nd line:	7086944	2-27061-01-03-[4]-OS
3rd line:	8644121	2-27061-01-03-[5]-OS

Appendix 4: Standard Items

Item	Quantity	Unit
beans	5	lbs
rice	5	lbs
flour	5	lbs
sugar	5	lbs
oats	1	pk
custard	1	pk
vegetable shortening	2	lbs
cheese	1	lb
peanut butter	1	bt
eggs	2	doz
jam	1	bt
Powdered Milk	1	tins
chicken	12	lbs
baking powder	1	tins
macaroni	3	pks
bread	2	pks
chicken sausage	12	tins
corned beef	2	tins
vegetable soup	3	tins
Choco Choco	1	pk
salt	2	lb
cooking oil	1	bt
corn flakes	1	bx
condensed milk	5	tins
garlic	1	bg
orange	1	bg
lettuce	1	lb
tomatoe	1	lb
sweet pepper	1	lb
onion	1	lb
potatoe	1	lb
carrots	1	lb
cabbage	1	lb

Items for persons with health conditions

Client with High Blood Pressure			
Item	Brand	Quantity	Unit
skimmed or low fat milk	La La	5	pk
Client with HIV/AIDS			
Item	Brand	Quantity	Unit
Purified water(Pouches)	Crystal	1	bg
soda biscuit	Soda Real	3	pk
low fat or skimmed milk	La La	5	pk
Diabetic Client			
Item	Brand	Quantity	Unit
low fat or skimmed milk	La La	5	pk
substitute sugar	Equal	1	pk
whole wheat bread	Pg Whole Wheat	1	pk
tuna	Grace	3	tins
wheat flour		1	pk
Client with Cholesterol			
Item	Brand	Quantity	Unit
low fat or skimmed milk	La La	5	pk
*No can foods			

DEPARTMENT OF HUMAN SERVICES

P.O. BOX 41
#40 REGENT STREET
BELIZE CITY
BELIZE



TEL: 011-501-227-7451
011-501-227-2057
FAX: 011-501-227-1276

DOROTHY MENZIES CHILD
CARE CENTER
BELIZE CITY
203-5225

FAMILY SERVICES DIVISION
BELIZE CITY
227-2037

HUMAN
SERVICES
DEPARTMENT
BRANCH IN:

COROZAL
402-2120

DANGRIGA
502-0038

ORANGE WALK
302-2038

PUNTA GORDA
702-2021

SAN IGNACIO
804-2098

BELMOPAN
822-2161

GOLDEN HAVEN
REST HOME
HATTIVILLE
205-6079

Ref: WSD/001/13 Vol XII (45)

May 13, 2013

Dr. Alba Mendez Sosa
Belize Healthcare Partners Ltd.
Cor. Blue Marlin and Chancellor Partner
Belize City
Belize

Ref: _____ - Ref Case # _____

Dear Sir / Madam:

By a copy of this letter the Department of Human Services hereby informs you that the Department has approved a total of Two hundred and thirty dollars (\$230.00) as medical assistance for the above-mentioned individual being cost of Obstetric Ultrasound \$115 and Lab Test \$115.

A cheque for the said amount (\$230.00) will be made out Belize Healthcare Partners Ltd., Belize City. Payment will be made upon receipt of an invoice.

Sincerely,

Georgia Oshon,
For Lliani Arthurs, MSc
Ag. DIRECTOR

"Service with dedication"

MINISTRY OF HUMAN DEVELOPMENT AND SOCIAL TRANSFORMATION

DEPARTMENT OF HUMAN SERVICES

P.O. BOX 41
1st 2nd FLOOR
40 REGENT STREET
BELIZE CITY



TEL: 011-501-227-7451
011-501-227-2057
FAX: 011-501-227-1276

Email: director.hsd@humandev.gov.bz

DEPARTMENT OF HUMAN
SERVICES
BRANCH IN:

COROZAL
402-2120

ORANGE WALK
302-2058

BELMOPAN
822-2161

SAN IGNACIO
904-2098

SAN PEDRO
631-0718

DANGRIGA
5 02-0038

PUNTA GORDA
702-2021

DOROTHY MENZIES CHILD
CARE CENTER
BELIZE CITY
203-5225

GOLDEN HAVEN
REST HOME
HATTVILLE
225-6079

Ref: WSD/001/14 Vol. XIII ()

February 26, 2014

Principal
Y.W.C.A
Cor. Freetown & St. Thomas
Belize City,
Belize

Ref: 6511462

Dear Sir/ Madam:

By a copy of this letter the Department of Human Services informs you that the Department has approved a total Three Hundred and ten dollars (\$310.00) as educational assistance for the above mentioned individual being payment for school fee for school year 2014/15 (Adult Class)

A cheque for the said amount of (\$310.00) will be made payable to Y.W.C.A Account.

Sincerely,

Anna Williams, MSW
Jocelyn Arthurs, MSc.
DIRECTOR

"Service with dedication"

Appendix 7

Sundries:

Item	Quantity	Unit
Flash	1	Bt
Soap powder	1	bg
Clorox	1	Gal
Dishwashing liquid	1	Bt
Clothes pin	1	pk
Fly spray	1	tin
Broom	1	
Mop	1	