

Information for Applicants 2003-2004

# NWT Income Support Programs

# Adults

Supporting independence  
Encouraging self-reliance

**Use this guide to**

- Apply for Income Assistance
- Find information on other resources

Visit our website at [www.ece.gov.nt.ca/IncomeSupport/](http://www.ece.gov.nt.ca/IncomeSupport/) for more information on our programs and services.

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## Our service guarantee



### Our mandate

To provide financial support to people when they are in need in ways that encourage them to live with dignity and to be as independent as possible.

### Our programs and services

We provide financial support to parents with children, students, adults and seniors through the following Income Support Programs: Income Assistance, Student Financial Assistance, the Childcare Subsidy, the NWT Child Benefit, the Senior Home Heating Subsidy, and the Senior Citizen Supplementary Benefit Program.

### As a client you have a right to:

- apply for the assistance you believe you need;
- the information and assistance you need to complete your application;
- ask for and receive copies of documents you sign, at the time of signing;
- be informed of your responsibilities as an applicant or client;
- have access to relevant copies of Acts and Regulations;
- have your personal information protected as defined in the Access to Information and Protection of Privacy Act;
- be treated without discrimination with respect to race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability;
- receive courteous, respectful, efficient and fair service;
- have your eligibility determined on the basis of verified information;
- make a complaint if you believe your personal information is not collected, used or disclosed appropriately;

- appeal if you believe your benefits have been denied, reduced or discontinued unfairly; and
- receive the benefits and services to which you are entitled and access to programs that will help you towards independence.

### **You can expect us to:**

- provide courteous, quality service;
- conduct periodic client surveys; and
- welcome your feedback.

### **You can help us improve our service by:**

- reading this guide to learn about the benefits available to you;
- asking questions when you don't understand something;
- bringing the required information to your first appointment; and
- letting us know when we have not met your service expectations.

So that we may continually improve on the quality of our programs and services, we welcome your feedback on the survey form at the back of this guide.

## How to use this guide



This guide is designed to make it easy for you to:

- understand what Income Support Programs are available;
- figure out if you qualify;
- apply for assistance;
- get answers to commonly-asked questions; and
- find out what other sources of information and help exist.

This guide is not intended to be a legal document, or to provide all the information about all aspects of Income Assistance. If you need further information or clarification regarding anything in this guide, please contact the Department of Education, Culture and Employment.

There are nine sections in this guide:

***In section 1...***

...you will find **basic information about Income Assistance**: what it is, who is eligible, how to apply, what information you will need to supply, categories of benefits, and how the benefits you receive are figured out.

***In section 2...***

...you will find information on **Productive Choices** – opportunities to increase your confidence as you move from dependence to independence.

***In section 3...***

...you will find information on what Income Assistance you can receive while on **medical travel**.

***In section 4...***

...you will find information on your responsibility to seek **child support** payments from the parents of any of your children if they are not living with you.

***In section 5...***

...you will find information on how to access **help for young people** aged 16 to 18, who do not qualify for Income Assistance.

**Productive Choices are opportunities to increase your confidence as you move from dependence to independence.**

***In section 6...***

...you will find information on the enhanced assistance available for ***persons with disabilities***.

***In section 7...***

...you will find other ***resources you can contact to get help*** with a number of financial, employment, family, and personal problems.

***In section 8...***

...you will find information on ***how to appeal*** if you think the Income Assistance Program criteria have not been applied fairly.

***In section 9...***

...you will find ***definitions*** for terms used in this guide

***In section 10...***

... you will find ***copies of forms*** referred to in this guide that you will need to apply for Income Assistance, or to appeal a decision.

**You can appeal if you think the program criteria have not been applied fairly.**

## Section 1 - Income Assistance



### What is Income Assistance?

Income Assistance is a program that helps you when you do not have enough money each month to pay for your basic food, shelter, and utilities. The amount of money that may be available to you takes into account your needs, where you live, how big your family, is, and your ability to earn an income.

### How does Income Assistance work?

Once you contact your local Education Culture and Employment office, an Income Support Officer will meet with you to discuss your situation. Your Income Support Officer will:

- answer your questions;
- help you get the financial assistance you need; and
- refer you to other professionals in your community such as career development staff, health and social services staff, community organization and local housing staff to help you with any issues that you may have about your career, health, and housing needs.

Your Income Support Officer will also determine how much money you can receive each month. That amount is based on:

- the amount of money you have to meet your basic needs;
- the amount of money you need to pay your rent and feed your family.

Amounts are determined at set program rates and are based on:

- where you live;
- whether you are single or have a family;
- the size of your family if you have one;
- your age; and
- whether you are disabled.

While you are receiving assistance, you are expected to use whatever resources you have available to help you meet your basic needs.

Since your Income Support Officer needs to know what your income and expenses are each month, you will need to bring some documents to your first appointment. Those documents are listed below under the heading *Meeting with your Income Support Officer*.

The information in the section that follows will answer more of the questions you may have about income assistance, how it works, and how the amount of assistance is determined. This section provides information on:

- eligibility;
- how to apply; and
- information to bring when applying.

### Eligibility

#### ***How do I know if I am eligible?***

At your first appointment, your Income Support Officer will determine if you are eligible to apply. To be eligible you must:

- be at least 19 years old;
- live in the Northwest Territories; and
- have a financial need.

#### ***Can I earn money while receiving Income Assistance?***

Yes, you can earn up to the following limits without it affecting the benefits you receive under Income Assistance:

- \$200 each month if you are single; or
- \$400 each month if you have a family.

#### **To be eligible you must:**

- **be at least 19 years old;**
- **live in the NWT; and**
- **have a financial need.**



### Applying

#### *Where do I apply for Income Assistance?*

Contact the Income Support Officer in your community, or contact one of the regional Education, Culture and Employment offices listed below:

Fort Simpson	695-7335
Inuvik	777-7365
Norman Wells	587-2455
Fort Smith	872-7217
Hay River	874-9200
Yellowknife	766-5100

**Read all the sections of this guide that apply to you.**

#### *What are my responsibilities?*

It is your responsibility to:

- read the sections of this guide that apply to you before your first appointment;
- get the required information together and bring it to your first meeting; and
- come to your appointment on time.

#### *Meeting with your Income Support Officer*

To determine how much and what type of assistance you will need, your Income Support Officer will need information about your:

- income from all sources;
- assets (cash, vehicles, RRSPs, winnings, etc);
- monthly shelter and utility expenses;
- personal information about you and your family;
- employment history; and
- medical history if you have a disability.

***Who needs to come to the first meeting?***

Every family member who is at least 19 years old needs to attend the first meeting.

***What information should I bring to my meeting?***

You will need to bring several different types of information:

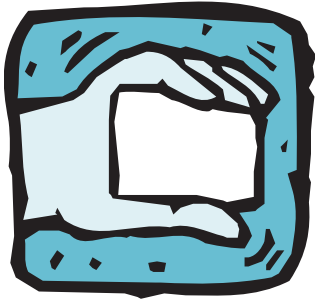
- identification;
- information about your financial situation and assets;
- employment information; and
- information about any disability you may have.

The checklist below will help you to prepare to meet with your Income Support Officer. Being well prepared, by gathering and bringing the information detailed below, will make it easier for your Income Support Officer to evaluate your situation and provide you with support. Here's how you can use the chart:

- look at the question in column 1 of the chart (Does this apply to you?);
- place a check mark in column 2 if your answer is “yes” to the question in column 1;
- if you have a check in column 2, you will need to bring with you the information in column 3; and
- column 4 provides examples of further information to help you decide what information to bring.

For example, if you or any other family member in your household is over 19 years old, you place a check mark in column 2. This check mark indicates that you must bring three pieces of identification for yourself and each other adult. The types of identification that you can choose from are listed as examples.

**Make it easier for you and your Income Support Officer – come prepared.**



## Income Assistance appointment checklist

Column 1	Column 2	Column 3	Column 4
Does this apply to you?	✓ if "yes"	Please bring	Examples
Are there any family members (including yourself) who are 19 years old or older living in your household?		<ul style="list-style-type: none"> <li>• 3 pieces of identification for each one</li> </ul>	<ul style="list-style-type: none"> <li>• Social Insurance Number</li> <li>• NWT Health Care card</li> <li>• Birth Certificate</li> <li>• Passport</li> <li>• Treaty Card</li> </ul>
Do you have children?		<ul style="list-style-type: none"> <li>• 2 pieces of identification for each one</li> </ul>	<ul style="list-style-type: none"> <li>• NWT Health Care card</li> <li>• Birth Certificate</li> <li>• Treaty Card</li> </ul>
Were you born outside Canada?		<ul style="list-style-type: none"> <li>• Proof of Canadian residency</li> </ul>	<ul style="list-style-type: none"> <li>• Citizenship card or papers</li> <li>• Immigration form IMM 1000</li> <li>• Permanent Resident card</li> <li>• Claim for refugee status</li> <li>• Sponsorship papers</li> </ul>
Do you have a bank account?		<ul style="list-style-type: none"> <li>• Bank statements for last 30 days</li> </ul>	
Are you employed now, or have you been employed in the last 30 days?		<ul style="list-style-type: none"> <li>• All pay stubs</li> </ul>	
Are you self-employed?		<ul style="list-style-type: none"> <li>• Business records</li> </ul>	
Have you recently ended your employment?		<ul style="list-style-type: none"> <li>• Record of Employment form</li> <li>• Written confirmation that you have applied for Employment Insurance (EI)</li> </ul>	
Are you receiving Employment Insurance (EI)?		<ul style="list-style-type: none"> <li>• Copies of benefit payment information</li> </ul>	
Are you unemployed because of a medical disability?		<ul style="list-style-type: none"> <li>• Disability Assessment Form (see forms section of this guide)</li> </ul>	<ul style="list-style-type: none"> <li>• Short-term disability (less than one year)</li> <li>• Long-term disability (one year or more)</li> <li>• Permanent disability</li> </ul>

Does this apply to you?	✓ if “yes”	Please bring	Examples
Are you receiving Workers’ Compensation payments?		<ul style="list-style-type: none"> <li>• Copies of benefit payment information</li> </ul>	
Are you receiving federal Child Benefits?		<ul style="list-style-type: none"> <li>• Most recent Child Benefit statement (issued in July each year)</li> </ul>	
Are you receiving spousal or child support from a former spouse?		<ul style="list-style-type: none"> <li>• Copy of the Maintenance Order</li> </ul>	
Have you received any other money in the last 30 days?		<ul style="list-style-type: none"> <li>• Details of money received</li> </ul>	<ul style="list-style-type: none"> <li>• Babysitting money</li> <li>• Bingo winnings</li> <li>• Gifts</li> </ul> <p>Foster care payments are NOT considered to be income</p>
Do you own a home?		<ul style="list-style-type: none"> <li>• Copy of mortgage papers</li> <li>• Mortgage receipts</li> </ul>	
Do you pay rent?		<ul style="list-style-type: none"> <li>• Rent Report (see form section of this guide)</li> <li>• Rent receipts</li> </ul>	
Do you pay for utilities?		<ul style="list-style-type: none"> <li>• Copies of current utility bills</li> </ul>	<ul style="list-style-type: none"> <li>• Power bill</li> <li>• Water bill</li> <li>• Fuel oil bill</li> </ul>
Do you have assets (valuable property)?		<ul style="list-style-type: none"> <li>• List of assets and their values</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicles, such as a car, truck, or snowmobile</li> <li>• Land, houses or buildings</li> <li>• Personal property such as jewellery or art</li> <li>• Money in the bank or another institution</li> <li>• Money owed to you</li> <li>• Stocks, bonds, other investments and life insurance policies</li> </ul>

### Benefit categories

#### *What types of assistance are available?*

There are four different categories of benefits. The benefit you receive will depend on how long you have been receiving Income Assistance, your age, whether you need short-term or longer-term assistance, and whether you can move toward greater independence through productive choices. The benefit categories are:

- Transitional
- Youth Educational
- Adult
- Community Living



**The Transitional Benefit can provide help for up to two months.**

#### **Transitional Benefit**

If you need assistance for only a month or two (for example, if you are between jobs), the Transitional Benefit can provide help. This benefit is available for up to two months, and provides support for basic necessities: food, shelter, and utilities.

#### **Youth Educational Benefit**

If you are between 19 and 24 years old and are in school, you may qualify for the Youth Educational Benefit. This type of benefit helps you to be successful while you are in school, and provides support for basic necessities: food, shelter, and utilities.

In addition, you may also qualify for:

- clothing;
- furnishings;
- postsecondary school expenses for yourself;
- school expenses for dependant children in grades k - 12;
- tuition;
- textbooks;
- seasonal clothing; or
- security deposit.

You must be involved in a Productive Choice (see page 23 of this guide) to be eligible for Youth Educational Benefit.

### Adult Benefit

If you are between 25 and 59 years old, you may be eligible for the Adult Benefit. This will allow you to participate in career and training opportunities. The Adult Benefit provides support for basic necessities: food, shelter, and utilities.

Additional support may be provided for:

- clothing;
- furnishings;
- school expenses for dependent children in grades k-12;
- tuition;
- textbooks;
- seasonal clothing; or
- security deposit.

You must be involved in a Productive Choice (see page 23 of this guide) to be eligible for the Adult Benefit.

### Community Living Benefit

If you are 60 years of age or older, or have a long-term disability (one year or longer), you may be eligible for the Community Living Benefit. This benefit helps people who may need income assistance for a longer period due to their age or disability. The Community Living Benefit provides support for basic necessities: food, shelter, and utilities.

Additional benefits may be provided for:

- clothing;
- furnishings;
- school expenses for dependent children in grades k-12
- tuition;
- textbooks;
- seasonal clothing;
- security deposit; or
- Aged/Disabled Allowance.

**The Community Living Benefit helps people who may need income assistance for a longer period.**



### Assistance by Benefit Category

Benefit	Transitional	Youth Educational	Adult	Community Living
Basic benefits: • Food • Shelter • Utilities	x	x	x	x
Additional benefits: • Clothing • Furnishings • School expenses for k-12 • Tuition • Textbooks • Seasonal clothing • Security deposit		x	x	x
Enhanced: • Aged/Disabled				x

### Benefits

#### ***How much money can I expect to receive under each benefit?***

The amount of money you will receive depends on your financial need. Income Assistance is designed to supplement:

- any income that you earn each month;
- any income that you receive from the federal and territorial government that is available to low-income families. (Refer to the Income Benefits for Children - Applicant Guide for more details);
- any other income from other sources, such as Workers' Compensation and Employment Insurance.

The amount of your own money that you can put towards meeting your expenses is taken into consideration when your Income Support Officer calculates your benefits.

### **Basic benefits**

#### ***Food***

The maximum amount of money that you will receive for food depends on your income, whether you are single or have a family, the size of your family, and where you live in the NWT.

The Income Assistance food scale outlines what the food benefit is by community and family size. You can get the most up-to-date food scale from your local Income Support office.

#### ***Shelter***

If you are single you can receive up to \$750 per month for your shelter expenses. If you are single and live in Yellowknife, you may be provided with accommodation at one of the local shelters instead of money for food and shelter.

If you have a family and are not living in public housing, you may receive up to the total monthly cost of rent. To be eligible for this shelter benefit, you must apply for public housing and be on the approved waiting list, if there is one. You may be asked to move into public housing while you are receiving Income Assistance. Income Assistance does not generally pay rent to relatives of Income Assistance clients.

#### ***Utilities***

You can receive up to the total cost of your utilities for light, water and sewage services and for heating. Income Assistance only pays current utility costs, and not past utility bills.

Note: Your utility benefit may be reduced if there are other adults living in the home that are not on your Income Assistance file. Benefits will be reduced by the amount that the other adults are expected to pay toward the household utilities.

### **Additional benefits**

#### ***Clothing***

You can receive up to \$25 for each person each month to help you buy clothing for yourself and your family.



**You can get the most up-to-date food scale from your local Income Support office.**



**You may also be able to receive a textbook allowance.**

### ***Furnishings***

The furnishings benefit helps you buy household furnishings. The amount of the benefit is the same as your monthly food allowance. It is paid only once a year. To be eligible for this benefit you have to:

- run a household; and
- have received assistance for at least six of the 12 months before your request for furnishings allowance.

### ***School expenses***

This benefit is for expenses for your children's primary or secondary schooling (kindergarten to grade 12). Expenses that can be covered are:

- transportation;
- textbooks and supplies;
- special clothing;
- school fees; and
- tuition.

### ***Tuition***

You may be eligible for a tuition allowance of up to \$1750 each semester if you or your dependants are:

- enrolled as full-time students in an approved postsecondary program at an approved postsecondary institution; and
- not eligible because you do not meet the residency requirement.

### ***Textbooks***

If you or your dependents are eligible to receive the postsecondary tuition allowance, you may also be able to receive a textbook allowance. The textbook allowance provides a maximum of \$300 for textbooks each semester.

### ***Seasonal clothing***

You may be eligible for a seasonal clothing allowance to purchase clothing for you and your dependants up to \$250 for each person each year if you have received assistance for at least six of the 12 months before you ask for this allowance.

This allowance is in addition to the monthly clothing allowance.

### ***Security deposit***

The Income Assistance Program will provide you with a security deposit if:

- you qualify for a shelter benefit; and
- you have to pay a deposit for shelter or utilities.

You must repay the total amount you receive as a security deposit when:

- the landlord or utility provider refunds the security deposit or a part of the security deposit to you; or
- the security deposit is lost under the terms of the agreement between the landlord or utility provider.

### ***Aged/Disabled Allowance***

If you are receiving the Community Living benefit, you are eligible to receive an additional allowance of \$300 each month.



Summary of maximum benefit payments



Benefit		Single	Family
Basic	Food	Food scale, which takes into account-family size and community of residence	Food scale, which takes into account-family size and community of residence
	Shelter	Up to \$750 per month	Up to total actual cost of rent
	Utilities	Up to total actual cost of light, water, heating and sewage	Up to total actual cost of light, water, heating and sewage
Additional	Clothing	\$25 per month	\$25 per person per month
	Furnishings	One month's food allowance	One month's food allowance
	Tuition	Up to \$1,750 per semester	Up to \$1,750 per semester
	Textbooks	Up to \$300 per semester	Up to \$300 per semester
	Seasonal clothing	Up to \$250 per year	Up to \$250 per person per year
	Security deposit	Up to total actual cost of security deposit	Up to total actual cost of security deposit
	Aged/Disabled Allowance	Up to \$300	Up to \$300

Examples

The following illustrations show how Income Assistance might be calculated in different situations.

**Example 1**

***A single female living in Yellowknife is applying for Income Assistance for the first time. At her part-time job, she earns \$350 per month. She has no other assets or income. Her monthly rent is \$600 and utility expenses are \$200 each month. How much money can she expect to receive?***

Since she is allowed to earn \$200 as a single person before it affects her Income Assistance benefit, her Income Support Officer would only include \$150 of the \$350 that she earns each month when calculating her benefits. Based on this information, she could expect to receive \$820 this month.

Monthly income and expenses		Total
Shelter	600	
Utilities	200	
Food	170	
Total expenses		\$970
Employment income	(350)	
Earned income exemption	200	
Total income		(\$150)
Income Assistance		\$820

**Example 2**

**A single father of four children, living in Inuvik, is applying for Income Assistance for the first time. He earns \$500 per month working at the local Northern store and does not have any other assets. His monthly rent is \$1600 and his utility expenses are \$400 each month. How much money can he expect to receive?**

Since he is allowed to earn \$400 as a family before it affects his Income Assistance benefits, his Income Support Officer will only include \$100 of the \$500 that he earns each month when calculating his benefits. Based on this information, he can expect to receive \$2,788 this month.

Monthly income and expenses		Total
Shelter	1600	
Utilities	400	
Food	888	
Total expenses		\$2,888
Employment income	(500)	
Earned income exemption	400	
Total income		(\$100)
Income Assistance		\$2,788

### ***Will Income Assistance pay my debts?***

No, Income Assistance cannot pay past debts to your landlord, utility companies, and credit card companies or pay your personal loans. The Income Assistance Program provides financial support to help you with your current monthly food, shelter, and utility expenses.

### **Getting your cheque**

#### ***How soon will I get my cheque?***

After you have met with your Income Support Officer, provided all of the information requested, and are eligible, you should be issued a cheque within 48 hours. This time is needed to confirm the information you provide and calculate how much your benefits are.

#### ***What is the quickest way to get my regular monthly cheque?***

Direct deposit is the quickest way to get your monthly assistance. Payment by mail is possible but direct deposit is better because:

- your deposit will be on time;
- your payment can never be lost, stolen or damaged; and
- your cheque will be automatically deposited into your account if you are ill or traveling.

**Payment by mail is possible but direct deposit is better.**

## Section 2 - Income Assistance and Productive Choices

### What are Productive Choices?

Productive Choices are activities you become involved in while you are receiving Youth Educational or Adult Benefits.

Productive Choices will help you become involved in your community and help build your confidence as you move from a life of dependence to one of independence. You can choose to be involved in activities in any of the following areas:

- employment;
- education;
- training;
- hunting, trapping and fishing;
- wellness;
- community work; or
- parenting.

### ***What are some examples of Productive Choices that I could make?***

- If you want to improve your education, you may want to choose education, training, upgrading, or trades as your Productive Choice.
- If you have health problems, you may want to choose treatment with the support of a health professional as your Productive Choice.
- If you have an addiction or substance abuse problem, you may want to choose treatment and counselling as your Productive Choice.

### ***What do I have to do after I have selected a Productive Choice?***

By the end of the second month that you are receiving Income Assistance, you will need to develop a Productive Choice Action Plan with help from your Income Support Officer. You must develop this Action Plan in order to continue receiving benefits under the Youth Educational or Adult Benefits categories.



**Improving your education can be a Productive Choice.**

The Productive Choice Action Plan is a written agreement that describes the activities you will be involved in and how many hours a month you will do them. If you do not follow your Action Plan, your benefits may be stopped.

### **Examples**

#### ***Example 1***

**Phil is 45, lives in Tulita, and works seasonally as a firefighter. He also sometimes works construction. He is currently unemployed and receiving Adult Benefits from the Income Assistance Program.**

Phil entered into a Productive Choice Agreement to work 20 hours per week at the local fire hall as a volunteer fireman.

#### ***Example 2***

**Angela is a 22-year old single mom, living in Inuvik. She has two children under the age of 4.**

Angela's Productive Choice is parenting until her children are in school.

## Section 3 - Income Assistance and medical travel

***Will Income Assistance continue to pay for shelter and utility expenses in my home community?***

Yes. Income Assistance will pay your shelter and utility expenses in your home community.

***Will Income Assistance pay for shelter and utility expenses in the community where I am receiving treatment?***

Your shelter and living expenses where you are receiving treatment will be paid for by the Regional Health and Social Services Authority under its medical travel benefit.

***What about help to maintain my household in my home community?***

Income Assistance will pay the benefits you need to maintain your household in your home community while you are away. These are your shelter and utility benefits for your household.

If your medical travel lasts longer than 1 month, you may need to apply for your next monthly Income Assistance shelter and utility benefit before you leave. This will ensure you continue to receive benefits to maintain your household in your home community while you are away.

The Income Support office in the community where you are receiving treatment will help you with your Income Assistance assessment while you are away by:

- putting you in contact with your Income Support Officer in your home community;
- helping you with telephone and fax services; and
- helping you complete the assessment with your home community over the telephone.



### ***Who will cover my medical travel expenses?***

The Regional Health and Social Services Authority will pay the cost of your transportation while you are away. For more information about medical travel expenses, please contact the Regional Health and Social Services Health Authority based in your home community:

Stanton Territorial Health Authority	Dettah Enterprise Fort Liard	Lutsel K'e Nahanni Butte Rae Edzo
Yellowknife, NT Box 10 X1A 2N5	Fort Providence Fort Resolution Fort Simpson Hay River Jean Marie River Kakisa	Rae Lakes Trout Lake Wekweti Wha Ti Wrigley Yellowknife
Inuvik Regional Health & Social Services Authority Bag Service #2 Inuvik, NT X0E 0T0	Aklavik Colville Lake Deline Fort Good Hope Fort McPherson Holman Inuvik	Norman Wells Paulatuk Sachs Harbour Tsiigehtchic Tuktoyaktuk Tulita
Fort Smith Health & Social Services Authority Box 1080 Fort Smith, NT X0E 0P0	Fort Smith	

## Section 4 - Income Assistance and child support

### ***Do I have to apply for child support if I am a single parent?***

Yes. All single parents or parents in blended families who receive Income Assistance must apply for, or be receiving, child support.

### ***What questions will my Income Support Officer ask me?***

Your Income Support Officer will ask you questions such as:

- What is the other parent's name?
- Have you talked to a lawyer about child support?
- Do you already have a maintenance agreement or order?
- Would the other parent volunteer to give money each month?

### ***What documents should I bring to my meeting with my Income Support Officer?***

When you meet with your Income Support Officer, you should bring as many of the following documents as you have:

- Marriage Certificate (if you were married);
- Divorce Judgment or Minutes of Settlement (if you are divorced);
- Birth Certificates of your children;
- Maintenance Order or Agreement;
- Paternity Order or Agreement.

### ***What if I do not want support from the other parent?***

In order to receive Income Assistance you are required to use all resources available to you to help you with your expenses. Child support is one of these resources.

The government has the right to expect the other parent to provide support for the children. In the Northwest Territories, parents are legally responsible to support their children until they reach the age 19. Children also have a right to expect support from their parents.



**Use all resources available to you to help you with your expenses.**

***What happens to my Income Assistance benefits if I receive child support?***

The amount of any child support you receive is deducted from your benefits.

***If the child support that I receive is going to be deducted, why should I bother with child support?***

Income Assistance is a program of last resort. One of your responsibilities is to use all resources available to you. Child support is one of these resources. Also, it will be available to you even when you are not receiving Income Assistance.

***If the other parent pays child support, do I have to allow access or visits with my children?***

Custody and access agreements or orders are separate from child support payments.

## Section 5 - Income Assistance and youth aged 16 to 18

### *Can I get Income Assistance if I'm younger than 19?*

Income Assistance is only provided for you if you are at least 19 years old. However, an Income Support officer can refer you to community resources that can help you if you are under 19. Program staff will direct you to community resources that will help you deal with any of the following concerns and issues:

- family problems;
- sexual assault;
- family violence;
- child abuse;
- pregnancy;
- problems with other youth;
- alcohol and drug abuse;
- school problems;
- HIV/AIDS information;
- suicide; or
- eating disorders.

If you are 16 to 18 years of age and are having problems at school, work or with friends, you should first turn to your parents. If you cannot turn to your parents, talk to a school counselor or local Health Centre staff. These people are trained to help you with your problems and can often suggest options that you may not have thought about to resolve the problem. Contact your local social worker or the Regional Health and Social Services office.

Your local social worker will want to talk with you to understand the family problem. You may then be provided with financial help through a support services agreement while you are resolving the problem.



### ***But what if I need financial help? What if I have a child, or need public housing?***

Your family is financially responsible to care for you until you reach the age of 19. This is true even if you have a family of your own.

You must be 19 years old in order to get public housing.

If your family is unable to care for you or provide housing for you, contact your local social worker or your Regional Health and Social Services Health Authority for help.

Health Centre staff will want to understand the family problem, and may give you financial and housing support through a support services agreement while you are resolving the problem at home.

### ***What is a support services agreement?***

A support services agreement is an agreement between you and your Regional Health and Social Services Health Authority that describes the type of support given to you and what you will be expected to do while you are getting this support.

### ***What other help is out there?***

#### **Kids Help Phone**

Toll-Free: 1-800-668-6868

Provides telephone counseling by professional counselors to children and teenagers experiencing a wide variety of problems, issues and concerns. Bilingual service. Operates 24 hours a day, 7 days a week.

#### **Parent Help Line**

Toll-Free: 1-888-603-9100

Provides telephone counseling for parents and caregivers. 24 hour, bilingual service. Parent Help line is the only phone counseling service for parents in Canada.

#### **Help Line and HIV/AIDS Info Line**

Phone: 920-2121 in Yellowknife, N'Dilo or Dettah

Toll-free: 1-800-661-0844

The line is operated every evening from 7 to 11 pm.

**Crisis Telephone Line - Tawow Society**

Crisis Line: (867) 872-4133

Operation of a crisis line which accepts collect calls from anywhere in the NWT from persons in crisis.

**Law Line - Legal Services Board, GNWT, Department of Justice**

920-2360 Yellowknife only, or collect at: (867) 873-3130. Operates every Tuesday and Thursday evening, from 6:00 to 8:30 pm.

**Native Women's Association of the NWT**

Phone: (867) 873-5509 Fax: (867) 873-3152

Work Activity Program - upgrading, life skills, healing, computer skills, work placement, counseling support. Victim Services Program provides assistance to victims of crime in Yellowknife areas.

**Office of the Public Guardian**

GNWT Department of Health and Social Services

Phone: (867) 920-8029 Fax: (867) 873-0248

Facilitates the court appointment of a family member, friend or the Public Guardian to make decisions for individuals who are unable to, including the appointment of a temporary guardian in situations of physical or mental abuse where the individual cannot protect himself or herself.

**Office of the Public Trustee**

GNWT Department of Justice

Toll-free: 866-535-0423

Administration, if required, of the estates of deceased persons either with or without a will. Can hold money in trust for children under the age of 19. Handling financial affairs of a person deemed incapable by a doctor under the Mental Health Act, or by the Supreme Court under the Guardianship and Trusteeship Act.

**Salvation Army NWT Resource Centre**

Phone: (867) 920-4673 Fax: (867) 920-4096

Social Programs: Thrift store - clothes, shoes, winter clothes and safety gear. Soup line - operates for lunch and dinner. Income support and assessment - helps find employment, and offers career development. Emergency Programs: Shelter - includes a place for laundry and showers. Food hampers - also available for Christmas season.



## Section 6 - Income Assistance and persons with disabilities



The Department of Education, Culture and Employment offers a variety of benefits specifically for persons with disabilities. These benefits are designed:

- to help you fully participate in training, education and the workforce;
- to help you to make choices;
- to reflect the cost of living with a disability;
- in ways so that you will not lose your permanent disability status after a break in assistance; and
- in ways that limit the need for you to justify and explain your circumstances.

### ***What benefits are available specifically for persons with disabilities?***

#### **Income Assistance**

If you are a person with a long-term disability (12 months or longer) you may be able to receive a disability allowance of up to \$300 each month. This is on top of Income Assistance Program benefits available to all clients. For more information, refer to the Income Assistance section of this Applicant Program Guide under the Community Living Benefit Category.

#### **Student Financial Assistance**

If you are a student with a disability, you may be eligible for a grant of up to \$8,000 each year. This grant is to help you with your disability-related education expenses to attend approved postsecondary programs. For more information about the *NWT Study Grant for Students with Disabilities*, please contact the NWT Student Financial Assistance Program Office at 1(800) 661-0793.

### **Non-postsecondary education**

If you are a student with a disability you may be eligible for funding to attend non-postsecondary programs. The Department of Education, Culture and Employment provides funding through the Council for Persons with Disabilities. For more information about this funding, please contact the NWT Council for Persons with Disabilities directly.

NWT Council for Persons with Disabilities  
Phone: (867) 873-8230 Fax: (867) 873-4124  
TTY: (867) 920-2674  
TOLL FREE: 1-800-491-8885

## Section 7 - Other resources



When you are in need, there are many places to turn for help. Your Income Support Officer can provide you with a list of the ones that are available in your community. They may include:

- federal and territorial governments;
- community organizations;
- health authorities;
- band councils;
- local government;
- churches;
- women's organizations; or
- youth organizations.

The best place to turn for help will depend on the type of help you need. Life is full of many problems, such as:

- financial problems (not being able to pay bills);
- problems with your landlord;
- problems related to disabilities;
- finding and keeping a job;
- problems with addictions or substance abuse;
- family problems;
- family violence;
- child and spousal support; or
- literacy.

In the pages that follow, you'll find helpful information on where to turn to get help with these problems.

### Financial problems

Financial problems can range from minor budgeting difficulties to major concerns that threaten your family's financial health. These problems can start from a sudden loss of a job, unexpected expenses or uncontrolled spending. Financial difficulties usually make other problems worse and may create new ones. These problems can affect everything from your mental and emotional health to personal

and work relationships. That's why they should be dealt with as soon as possible.

### ***How do I know if I am in trouble?***

Frequent calls from debt collectors and credit card companies or garnishes from your paycheque or from your bank account are telling you that your finances are out of control.

### ***What should I do?***

#### **Get help**

The first step you need to take is to sit down and work out exactly how much you owe:

- make a list of all your store and credit card account balances, car, truck, boat or skidoo payments, student and personal loans;
- on the same list mark down how much you are supposed to pay each month and when the next payment is due; and
- make sure to list any debts that you still owe but have stopped paying.

#### **Contact your creditors**

You should contact each creditor and tell them that you are trying to get out of debt. If you think you will be on short-term Income Assistance and are between jobs, creditors may be willing to wait for payments until you get a new job. If your problems are longer-term, this may not be possible. The only way you will know is if you talk to them and try to work out a payment plan.

#### **Phone and utility bills**

If you are behind in payments to the telephone company, the power company or your fuel supplier, your services may be disconnected. If you cannot pay these bills on time, talk to the individual companies and see if you can make a smaller payment until you can start making the whole payment again. It is important to remember that Income Assistance does not pay past due utility bills, penalties for late payment, disconnect or reconnect fees.



**Contact each creditor and tell them that you are trying to get out of debt.**



**No matter where you live in the Northwest Territories, you can get help.**

### **Rent**

It is important that you pay your landlord on time. Both the landlord and tenant have rights and responsibilities that are covered by the *NWT Residential Tenancies Act*. If you are going to be late paying your rent, it is important for you to talk to your landlord. For information on your rights, you can contact the NWT Rental Office at 920-8047 in Yellowknife and 1-800-661-0760 in other communities.

No matter how difficult your situation, it is always better to talk to those you owe money to than to try to hide. The strain of difficult financial circumstances can have serious effects on your health and that of your family. Always be polite and patient in talking with creditors.

### **Develop a budget**

Develop a budget for your family and try to start balancing your income and expenses. Budget planning help may be available from community organizations, your church or others in your community. Ask for referrals to others who may be able to help you.

### **Get help**

No matter where you live in the Northwest Territories, you can get help. The Yellow Pages list several services under the heading Bankruptcies. There is a fee for these services. Some companies are willing to consider flexible payment plans to help you get out of debt. If your debts are large, you may need professional help.

### **Assistance for persons with disabilities**

The NWT Council of Persons with Disabilities provides advice and support to clients across the Northwest Territories. The Council also works on behalf of persons with disabilities. The Council can be contacted in Yellowknife at 873-8230 or toll free at 1-800-491-8885.

### **Job search**

Job search assistance is available through the Department of Education, Culture and Employment, and the offices of Human Resources Development Canada. Check the Blue Pages of the telephone directory and look for listings under "Employment."

### Addictions

Drug and alcohol counseling support services are available in most communities. Withdrawal from heavy use of alcohol and drugs may require detoxification services.

Alcoholics Anonymous (AA) has groups in many communities and welcomes persons who want to stop drinking. In larger communities there are AA telephone lines that give information on meeting locations.

Gambling addiction services are less common. Talk to the drug and alcohol counselor in your community or ask your Health Centre or a community service organization to refer you for help.

An action plan to start treatment for addictions is considered a Productive Choice.

### Family issues

#### Family counselling

Counselling is available in most communities through your local Health Centre. In some communities, you will need to be referred by a doctor or other health professional. You can also find counselling services through non-government organizations, churches or other community service organizations.

#### Family violence

Safety of those being abused is the first concern when there is family violence. The RCMP will respond to a call of family violence to ensure the safety of those at risk and to lay charges when necessary.

Women and children who experience abuse should contact women's community service organizations. Men who experience abuse should seek help from community health professionals.

#### Child and spousal support

The Government of the Northwest Territories wants to ensure that both parents financially contribute to the home and raising children. Income Support staff will help you to complete the application for

Maintenance Support Orders. The Maintenance Enforcement Program is offered through the GNWT Department of Justice. For more information, contact the department at 920-3378 in Yellowknife or 1-800-661-0798 across the NWT.

Here is a brief list of the resources that are available across the NWT:

Family Support Centre (Hay River)	874-6626
Inuvik Transition House (Inuvik)	777-3877
Native Women's Association of the NWT (Yellowknife)	873-5509
Salvation Army (Yellowknife)	920-4673
Sutherland House (Fort Smith)	872-4133
Tree of Peace Friendship Centre (Yellowknife)	873-2864
Centre for Northern Families (Yellowknife)	873-2566
YWCA of Yellowknife (Yellowknife)	920-2777
NWT Council of Persons with Disabilities (Yellowknife)	873-8230
	1-800-491-8885
Turning Point Homeless/Addictions Shelter Inuvik	777-2726

## Section 8 - Appeals

### ***Can I appeal decisions made by my Income Support Officer?***

Yes. While your Income Support Officer will make every effort to apply the program guidelines fairly, there may be times when you feel the rules have not been applied properly. If you feel that you meet the requirements of the legislation, you can appeal.

### ***How do I appeal?***

To appeal you must complete the Appeal form at the back of this guide and drop it off at your local Income Support Programs office within 7 days from the time you are denied Income Assistance. A copy of this form and instructions about how to appeal will also be included with the Notice of Denial that you receive from your Income Support Officer.

The Secretary of the *Community Appeal Committee* will let you know the date of appeal and will invite you to attend. At the appeal, the committee will want to know how you think the rules were not followed. To let the committee know the reasons you are appealing, you can do one of the following at the appeal:

- speak for yourself; or
- bring someone to speak for you.

If you decide not to attend, the information that you provided on the appeal form acts as the basis of your appeal.

You will be notified as soon as a decision has been made about your appeal.

### ***If my appeal is denied is there anything else I can do?***

Yes. If your appeal is denied you may appeal the Community Appeal Committee's decision to the *Territorial Social Assistance Appeal Board*. Information about how to prepare for this appeal is included at the back of this guide and will also be included with the Committee's decision.



**You will be notified as soon as a decision has been made about your appeal.**

***If the Income Support Officer followed the rules and program guidelines correctly in my situation, but I'm still not satisfied, can the appeal committee or board change the rules or guidelines?***

The appeal committee and board only look at whether the program rules and guidelines have been followed correctly. The committee and board cannot change policies or make decisions that go against the approved legislation. An appeal will only be successful if it can be shown that the program guidelines and rules were not followed correctly.

## Section 10 - Glossary of Terms

### ***Action Plan***

A plan developed under the Productive Choice component of the Income Assistance Program intended to help people achieve independence and become involved in the community. The plan describes the activities and number of hours per month that a person will be involved in a Productive Choice activity.

### ***Adult Benefit***

This benefit is for people 25 to 59 years old. Benefits in this category cover basic needs: food, shelter and utility expenses. Enhanced benefits may also be covered. People receiving this category of assistance must be involved in a Productive Choice.

### ***Appeal Committee***

The appeal committee decides whether the program guidelines and rules have been followed correctly when someone appeals the Income Support Officer's decision.

### ***Assets***

Real property, cash on hand, money in the bank, registered retirement savings plans (RRSPs), mortgages or any other things of value that can readily be converted into cash.

### ***Basic Needs***

Basic needs are considered to be food, shelter and utilities.

### ***Community Living Benefits***

This benefit is for those who are 60 years of age or older or disabled. This category of benefits provides basic needs: food, shelter and utility expenses. Additional benefits may also be covered.

### ***Community Resources***

Community resources are people and programs that help people to improve their lives.

### ***Earned Income Exemption***

The amount of money that people can earn while they are on Income Assistance before benefits are reduced.





### ***Additional Benefits***

Enhanced benefits may be provided depending on need and the length of time a client has been receiving Income Assistance. Additional benefits include support for expenses related to clothing, furnishings, educational expenses, tuition, textbooks, seasonal clothing and security deposits. Additional benefits are in addition to money received to cover basic needs.

### ***Food scale***

The food scale accounts for differences in the cost of buying food in each individual community. The scale is updated regularly by community specific surveys.

### ***Income Assistance***

Income Assistance is the monthly benefit paid to an individual or family that has a financial need. Income Assistance provides money for basic and enhanced needs. It is considered as a program of last resort.

### ***Income Support Officer***

An employee with the Department of Education, Culture and Employment authorized to deliver Income Support Programs.

### ***Needs assessment***

A calculation to determine how much financial assistance an individual or family can receive.

### ***NGO***

NGOs are non-governmental organizations that provide services to program clients. NGOs include seniors' groups, women's groups, religious organizations, community service organizations, persons with disabilities organizations and Aboriginal organizations.

### ***Productive Choices***

Productive Choices are activities people become involved in while they are receiving Youth Educational or Adult Benefits. Productive Choices will help clients become involved in their community and help build confidence as clients move from a life of dependence to one of independence.

***Transitional Benefit***

The transitional benefit is a benefit provided for up to two months to people who have just started receiving assistance and who are not yet involved in a Productive Choice.

***Youth Educational Benefit***

This benefit is available to people 19 to 24 years of age who are in school. This provides for basic needs: food, shelter and utility expenses. Enhanced benefits may also be covered.

## Section 10 - Contact Us

To apply for Income Support, please contact the Income Support Officer in your community. In regional centers, please contact the Education, Culture and Employment office nearest you:

Fort Simpson	695-7335
Inuvik	777-7365
Norman Wells	587-2455
Fort Smith	872-7217
Hay River	874-9200
Yellowknife	766-5100

## Section 11 - Forms

### Applications and Forms

*This section contains the applications and forms for the Income Assistance Program. Below is a complete list of the forms found in this section:*

- **Disability Assessment**
- **Employment Insurance Application Confirmation**
- **Productive Choice Agreement**
- **Refund of Security Deposit Agreement**
- **Request for Appeal to the Appeal Committee or Student Financial Assistance Internal Review**
- **Request for Appeal to Appeal Board of NWT**
- **Residential and Mailing Address**
- **Client General Survey**

**1 CLIENT INFORMATION**

Last Name

First Name

Address

Community

PID

Telephone

The purpose of this assessment is to assist the Income Support Officer in determining client's eligibility for benefits. I hereby agree to release the following information to Income Support:

Signature

Year / Month / Day  
 Date

**2 TO BE COMPLETED BY A HEALTH PROFESSIONAL**

Name and address of patient

As above OR

**For permanent disabilities and those expected to last 12 months or more in duration please complete questions 1-5:**

Yes  No

1. Is this a **long-term disability** that impairs his/her ability to earn a living for 12 months or more?

Yes  No

2. Is the disability the main factor, not age, lack of education or available jobs affecting his/her ability to earn a living?

Yes  No

3. Has an application for other income benefits that he/she may qualify for, such as Canada Pension Plan-Disability, been completed?

If yes, program applied for: \_\_\_\_\_

\_\_\_\_\_

Year / Month / Day

Date application completed and mailed

If no, why not? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Yes  No

4. Will treatment for the condition improve his/her ability to work?

If yes, what treatment is recommended? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

For what period of time? \_\_\_\_\_

**3 FOR DISABILITIES EXPECTED TO LAST 12 MONTHS IN DURATION**

Please complete the following questions:

Is client able to:

- Yes     No    1. Work? \_\_\_\_\_  
\_\_\_\_\_
- Yes     No    2. Attend school? \_\_\_\_\_  
\_\_\_\_\_
- Yes     No    3. Attend a skill workshop? \_\_\_\_\_  
\_\_\_\_\_
- Yes     No    4. Perform community work? \_\_\_\_\_  
\_\_\_\_\_
- Yes     No    5. Will there be limits to the above? \_\_\_\_\_  
If so, what limitations? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For what period of time will the client be unable to work or participate in the above activities? \_\_\_\_\_

Signature of health practitioner

Health practitioner's name (please print)

Occupation

Telephone

# Employment Insurance Application Confirmation

## 1 CLIENT INFORMATION

Last Name

First Name

Address

Community

SIN

This is to inform you that the above named person applied for Employment Insurance Benefits on

Year / Month / Day

Date of application

Signature of HRDC employee

Year / Month / Day

Date

**1 CLIENT INFORMATION**

Last Name

First Name

Address

Community

SIN

**2 PRODUCTIVE CHOICE**

I, \_\_\_\_\_ agree to carry out the following Productive Choice:

Activity: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Hours per week/month:

Year / Month / Day

From Date

Year / Month / Day

To Date

I understand that if I do not follow through on this Action Plan I will not be eligible for financial assistance from the Income Assistance Program as prescribed by the Social Assistance Act, Regulations and Policies.

Applicant's signature

Year / Month / Day

Date

Information verified by

Year / Month / Day

Date

Income Support Officer signature

Year / Month / Day

Date

# Refund of Security Deposit Agreement

## 1 CLIENT INFORMATION

Last Name  First Name

Address

Community  PID

Telephone

## 2 TYPE OF SECURITY DEPOSIT

\$  
Damage

\$  
Power

\$  
Other (specify) \_\_\_\_\_

\$  
Total

Cheque number RB

Year / Month / Day  
Date cheque issued

This cheque is being provided to you as the security deposit(s) for the address:

By this Agreement, I acknowledge that upon my vacating the above noted address I will return the full value of the security deposit(s) provided to me, plus earned interest on this deposit(s), to the Department of Education, Culture and Employment within 30 calendar days.

If the full value of this deposit(s) is not returned, the Department will recover the payment from my future Income Assistance or by invoicing me.

Client signature

Year / Month / Day  
Date

Witnessed by

Income Support Officer signature

Year / Month / Day  
Date



# Income Support Programs Request for Appeal to the Income Support Programs Community Appeal Committee or Student Financial Assistance Internal Review

## 1 CLIENT INFORMATION

Last Name  First Name

Address

Community  PID

Telephone

## 2 REGARDING INCOME SUPPORT OFFICER'S DECISION

NOTE: An Appeal must be made within seven (7) seven days of the ruling of the Social Assistance Appeal Committee or within (30) thirty days of the ruling by the Student Financial Assistance Administrative Review Group.

/  /   
Year Month Day  
Date of decision  
(Please attach a copy of the decision)

To: Secretary, Income Support Programs Appeal Committee  
Department of Education, Culture and Employment  
Government of the Northwest Territories  
BOX 1320  
Yellowknife, NT X1A 2L9

/  /   
Year Month Day  
Date

This will notify you of my intention to appeal a ruling of the (please check appropriate circle);

- Income Support Officer (Income Assistance, Childcare Subsidy, Senior Home Heating Subsidy)
- Student Case Officer - Student Financial Assistance

I am appealing the decision for the following reasons:  
(attach additional sheets if necessary).

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Action requested of the Community Appeal Committee or Internal SFA Review:

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Signature of appellant

Appellant's name (please print)

Appellant's address

Appellant's telephone

# Request for Appeal to Appeal Board of NWT

## 1 CLIENT INFORMATION

Last Name

First Name

Address

Community PID

Telephone

## 2 REGARDING SOCIAL APPEAL COMMITTEE DECISION

*NOTE: An Appeal must be made within seven (7) seven days of the ruling of the Income Support Programs Appeal Board or within (30) thirty days of the ruling by the Student Financial Assistance Administrative Review.*

To: Secretary, Income Support Programs Appeal Board  
 Department of Education, Culture and Employment  
 Government of the Northwest Territories  
 BOX 1320  
 Yellowknife, NT X1A 2L9

Year / Month / Day

Date of decision  
*(Please attach a copy of the decision)*

Year / Month / Day

Date

This will notify you of my intention to appeal a ruling of the *(please check appropriate circle)*;

- Social Assistance Appeal Committee
- Student Financial Assistance Administrative Review

I am appealing the decision for the following reasons:  
*(attach additional sheets if necessary).*

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Action requested of the Appeal Board:

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Signature of appellant

Appellant's name *(please print)*

Appellant's address

Appellant's telephone

# Residential and Mailing Address

## 1 CLIENT INFORMATION

Last Name

First Name

Residential address:

Community

Name of apartment building

Postal Code

Telephone

## 2 MAILING ADDRESS

As above OR

Mailing address:

Community

Name of apartment building

Postal Code

Telephone

Telephone (messages)

Client signature

Year / Month / Day

Date

**WE APPRECIATE YOUR FEEDBACK**

We welcome your comments and feedback about the Income Support Programs and services offered by the Department of Education, Culture and Employment. Take a few moments to fill out this survey. Through surveys such as this, our office continues to improve its programs and services to serve you better.

**RETURN TO:**

Income Support Programs  
Department of Education, Culture and Employment  
Government of the Northwest Territories  
Box 1320, Yellowknife, NT, X1A 2L9  
Fax: 1-(800)-661-0893 / 1-(867)-873-0336

**I APPLIED FOR...**

- Income Assistance  
  Student Financial Assistance  
  Childcare Subsidy  
  Seniors Home Heating Subsidy

I visited the office in:  (Community)

**THIS IS WHAT I THOUGHT...**

	EXCEEDED EXPECTATIONS!	MET EXPECTATIONS	NEED FOR IMPROVEMENT
<b>Customer Service:</b>			
Did you receive a prompt greeting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were staff courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Staff Knowledge:</b>			
Were staff knowledgeable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Program Materials:</b>			
Were program materials readily available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did these publications answer your basic questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Office Appearance:</b>			
Was the office neat and clean?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Program Benefits:</b>			
Did you understand your benefit entitlement?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you feel the financial assistance helped you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Overall Satisfaction:</b>			
What was your overall experience with our office?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**COMMENTS**

**OPTIONAL**

Last Name       Given Names  
 Address:       Telephone