



Income Assistance Handbook



Government of
Northwest Territories

K'ákshó got'jne xədə k'é hederi ḡedjhl'é yeriniwé ní dé dúle.
DENE KƏDÉ

?eriht'ís Dëne Sułiné yati t'a huts'elkér xa beyáyatı the?pə ?at'e, nuwe ts'ën yólti. *DËNE SUŁINÉ*

Edi gondı dehgáh got'je zhatié k'ée edat'eh enahddhę nide naxets'é edahí.
DENE ZHATIÉ

Jii gwandak izhii ginjik vat'atr'ijahch'uу zhit yinohthan jí', diits'at ginohkhii.
DINJII ZHU' GINJIK

If you would like this information in another official language, call us.
ENGLISH

Si vous voulez ces informations dans une autre langue officielle, contactez-nous.
FRENCH

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqluta. **INUVELIUKTUN**

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.
INUINNAQTUN

kīspin ki nitawihtin ē nīhiyawihk ōma ācimōwin, tipwāsinān. **NĒHIYAWĒWIN**

Tł̄chq̄ yati k'èè. Dı wegodi newq̄ dè, gots'o gonede.
TŁ̄CHO

Indigenous Languages
request Indigenous_languages@gov.nt.ca

French
867-767-9348
866-561-1664 Toll Free

Education, Culture and Employment Service Centres

Beaufort Delta – Inuvik

Kigiaq Centre

106 Veterans Way

Phone: 867-777-7365

Toll free: 1-855-283-9311

Fax: 1-867-777-7218

Sahtu – Norman Wells

Edward G. Hodgson building

106 1A Raven Road

Phone: 867-587-7159

Toll free: 1-866-814-9840

Fax: 1-867-587-2612

Dehcho – Fort Simpson

Chief Baptiste Cazon building

9802 98th Avenue

Phone: 867-695-7338

Toll free: 1-833-995-7338

Fax: 1-867-695-7351

South Slave – Fort Smith

McDougal Square

195 McDougal Road

Phone: 867-872-7425

Toll free: 1-833-936-2110

Fax: 1-867-872-4507

North Slave – Yellowknife

Nova Plaza

5019 52nd Street

Phone: 867-767-9356

Toll free: 1-866-768-8145

Fax: 1-867-873-0423

South Slave – Hay River

Courthouse building

8 Capital Drive

Phone: 867-874-5050

Toll free: 1-833-936-2110

Fax: 1-867-874-5062



LOOKING
FOR YOUR
COMMUNITY
OFFICE?

Call your Regional ECE Service Centre to get
more information. Collect calls will be accepted.

Table of Contents

Applying for Income Assistance Programs

About this Handbook	6
Income Assistance Programs	6
Client Rights and Responsibilities	8
Basic Needs	10
Other Needs	11
Applying for Income Assistance Programs	13
Meeting with a Client Navigator	14
Assessing your Application	15
Making an Appeal	18
Fleeing Family Violence	19
Finding Other Resources	20
Other Income Security Programs	21
Other Supports	22
Federal Programs	24

Income Assistance for Adults

Income Assistance for Adults	29
Understanding Income Assistance	30
Income.....	30
Income Exemptions	32
If You Are 19-21 Years of Age.....	34
Receiving Income Assistance.....	36
Important Dates	38

Income Assistance for Seniors and Persons with Disabilities

Income Assistance for Seniors and Persons with Disabilities	41
Understanding Income Assistance for Seniors and Persons with Disabilities	42
Important Dates	44

About this Handbook

This handbook is for people who may want to apply for Income Assistance. It can help you understand:

- The programs
- Who is eligible
- How to apply or appeal

This handbook gives basic information. The details of your application depend on your situation and where you live. Each application is different and unique.

Income Assistance Programs

There are two Income Assistance programs that can help you when you don't have enough money to pay for your basic needs such as food, shelter and utilities. The programs may also provide money for other needs such as child care and education.

The amount of money you receive depends on your income, community and family size.

The two Income Assistance programs are:

- Income Assistance for Adults (19-59)
- Income Assistance for Seniors and Persons with Disabilities

A Client Navigator can help you understand the programs and help you apply.

OUR PROMISE TO YOU

Our service standards are how we ensure quality services. As our commitment to you, we will:

- See you within ten minutes of your appointment time
- Return phone messages and emails within two business days
- Welcome a friend, family member or advocate that comes to an appointment with you
- Tell you what documents you need to complete your application
- Assess your application fairly, according to the laws and rules of the Income Assistance program
- Let you know if your application is approved within three business days after we receive all documents
- Provide your first payment within two business days after approval

Client Rights and Responsibilities

A client is any person who applies for Income Assistance.

YOU HAVE THE RIGHT TO

- Apply for Income Assistance
- Receive quality service
- Be treated with respect
- Receive service without delays
- Have your application reviewed according to the laws and rules of the Income Assistance program
- Receive money if your application is approved
- Ask for someone to help - a friend, family member, or other advocate
- Appeal a decision if you disagree
- Ask to see your file
- Expect government laws to protect the information in your file

YOU ARE RESPONSIBLE TO

- Always provide complete and true information
- Report changes to your income or living situation
- Provide required documents
- Explore other ways that you or your family can get money; for example, Employment Insurance and Canada Pension Plan
- File your Income Tax Return every year by April 30
- Provide a copy of your Notice of Assessment by June 30
- Repay any money that you were not supposed to receive
- Be respectful to staff



It is a good idea to keep notes of appointments and the names and telephone numbers of people you talk to. There is a space for notes at the end of this handbook.

Basic Needs

Basic needs are shelter, utilities (power, fuel, water), food and clothing. These needs are assessed based on where you live (community, type of housing).



Other Needs

Depending on your situation, you may have other needs included in your application:

- Child care
- Education and training
- Emergencies
- Fees to suspend criminal records
- Security deposits for rent or utilities

These expenses are not included when assessing your need:

- Cable, internet, phone
- Credit card debt
- Funeral costs
- Medical and dental costs
- Loan debt
- Vehicle payments
- Other debts a person has before they apply



Applying for Income Assistance Programs



Applying for Income Assistance Programs

To learn more about the Income Assistance Programs contact your Client Navigator or Regional ECE Service Center to set up an appointment.

More information and application forms can be found:

- Online by visiting www.gov.nt.ca/ISP
- At a Regional ECE Service Centre (see inside cover for contact information).

Documents with the Application

With the application form, you provide documents about yourself, your spouse or partner and your children. The documents are part of your application. For a checklist of documents, please see pages 26-27 of this handbook.

Bring these documents when you meet with the Client Navigator. They need the documents to complete your application.



DID YOU KNOW?

The Client Navigator can help you get a General Identification Card.

Meeting with a Client Navigator

At your appointment, your Client Navigator will meet with you to:

- Explain the Income Assistance programs and answer any of your questions.
- Review your application. If you have not completed it, your Client Navigator will assist you.
- Ensure you have provided all required documentation. If you are missing anything, the Client Navigator will explain what is still needed and will provide you with a list.
- Explain the Statement and Authorization section of the application.

The Statement and Authorization is a part of your application.

It is a legal document that you and your spouse will need to sign so it is important that you understand what it says. When you sign, you agree to:

- Follow the program rules.
- Allow staff to confirm the details of your application.



You can have someone (a friend, family member, or support person) go with you to any appointment.

Assessing your Application

The Client Navigator checks your information and all the documents you provide.

If your application is approved, you will be contacted within three business days. Payments will be issued within two business days after you've been approved. Payments can be a cheque, direct deposit to your bank account or direct payment to a landlord or utility provider.

REMEMBER:
It is okay to ask questions if you don't understand.

If your application is denied, you will get a letter telling you why. You can ask for a copy of the regulation or policy used to make the decision. You can also appeal the decision.



DID YOU KNOW?

You can get your benefits faster when deposited directly into your bank account.

Stopped Payments

You may not receive benefits if you:

- Have enough income to meet your financial needs.
- Don't tell your Client Navigator about your income or relationship status.
- Make false or misleading statements.

If this happens, you may need to wait up to 60 days to re-apply.

Contact a Client Navigator to discuss your options.

Security Deposits and Repayment

You may request a rent or utility security deposit to be paid on your behalf, but you must pay this back. \$25 will be subtracted from your benefits each month, until it is paid back in full. Any outstanding debts will be reviewed along with the Statement and Authorization.



If you stop receiving benefits, you will still need to make arrangements to pay this back.

If you move out of your unit you may get the security deposit back from your landlord and/or utility provider.



Note: It is your responsibility to follow up with your landlord or utility provider when you move.

Overpayments and Repayment

An overpayment is when you receive more money than you're supposed to.

If this happens, you have to pay the money back. Any outstanding debts will be reviewed along with the Statement and Authorization.

\$25 will be subtracted from your benefit amount each month until it is paid back in full. If you stop receiving benefits, you will still need to make arrangements to pay this back.

If you are overpaid, talk to the Client Navigator about how to repay the money you owe.

IMPORTANT REMINDERS

Report all changes in your finances or living situation right away.

Explore all income sources available to you and your family (for example, Employment Insurance or Maintenance Enforcement).

File your Income Tax Return each year. This may provide more income, including a GST refund and/or Canada Child Benefit.

Making an Appeal

If you disagree with a decision, you can appeal it. A Client Navigator can help you with the appeal process.

There are two opportunities to appeal:

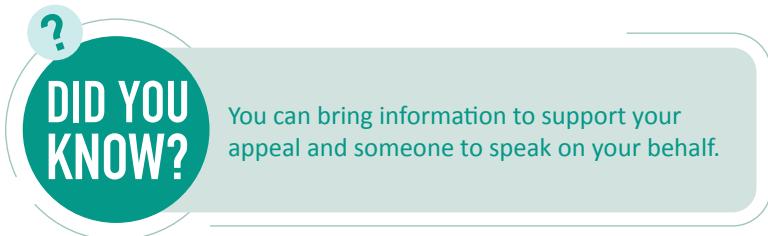
- Appeal Committee
- Appeal Board

Once you file an appeal, the Registrar of Appeals responds within two business days. They also schedule a hearing.

Your appeal hearing takes place within 30 days of when you file. The Appeal Committee makes a decision within 10 business days of the hearing.

If you do not agree with the Appeal Committee's decision, you may choose a second appeal. The Appeal Board hears your appeal within 45 days of when you file. The Appeal Board makes a decision within 10 business days of the hearing.

The Committee or Board sends you their decision in writing.



Fleeing Family Violence

If you are experiencing family violence, and you do not want to share the information with the Client Navigator directly, you can have a trusted third party (e.g., social worker, shelter worker, band council, etc.) to bring the information forward on your behalf.

You will be seen within one business day. You will be able to receive assistance with minimal documentation at your first appointment.

You may be able to access additional funding to financially support you during this time.

Finding Other Resources

Many places can help a person in need. The Client Navigator can guide you to services in your community.

- Community groups
- Federal and territorial government agencies such as:
 - Housing NWT
 - Health Organizations
 - Adult Services
- Indigenous Governments and other Indigenous Organizations (band councils, land corporations)
- Local food banks or community resources

People under 19 years old

To qualify for Income Assistance, a person must be at least 19.

Youth from 16 to 18 may qualify for benefits through the Department of Health and Social Services if:

- Your home is not safe for you to live in.
- You and your parents or guardians have conflicts that keep you away from home.
- You have no parents or guardians.

For more information,
please review:

Standards and Procedures:

www.hss.gov.nt.ca/en/services/child-and-family-services-standards-and-procedures-manual

Section 2.2 – Support Services

Agreements Youth Ages

16-19 years:

www.hss.gov.nt.ca/sites/hss/files/resources/standard_2.2-support-services-agreement-case-plan.pdf

General Inquiries to access Support Services for Youth:

Child and Family Services 24 hour Intake Line: 867-444-1092

Other Income Security Programs

Other Income Security programs can help you meet your needs.

To learn more visit www.gov.nt.ca/ISP

Senior Home Heating Subsidy

This program helps seniors with the cost of home heating. To apply, a person needs to provide documents that show age, net household income, Notice of Assessment for the prior year and homeownership, a lease or rental agreement.

Senior Citizen Supplementary Benefit

This program offers monthly payments to help seniors pay for living costs. Seniors automatically qualify if they get Old Age Security and the Guaranteed Income Supplement from the federal government. It is automatically added to the federal Old Age Security and Guaranteed Income Supplement for those who qualify.

NWT Child Benefit

This program gives low-income families money to help cover the costs of raising children. It is automatically added to the federal Canada Child Benefit for those who qualify.

Student Financial Assistance

This program helps NWT residents pay for post-secondary education. If a person receives Income Assistance and does not qualify for Student Financial Assistance, the Income Assistance program can help.

To learn more, talk to a Client Navigator or call the Student Financial Assistance Office at 1-800-661-0793 to speak with a Student Case Officer.

Other Supports Prescription Medication and Dental Benefits

Income Assistance does not pay for prescriptions or dental needs. People in need have other options through the federal government, the Department of Health and Social Services or your Indigenous Organization.



Mental Health

Mental health issues can affect anyone, regardless of where they live, their age or their occupation. Mental health and wellness are an important part of overall wellness and well-being and it is extremely important to take care of our mental health.

If you or your loved ones need support:

- Talk to a trusted friend or family member.
- Call the local Community Counselling Program. They provide counselling and guide people to other helpful supports. Find the phone number for your community on their website: www.hss.gov.nt.ca/en/contact/community-counsellor
- Call the Help Line.



HELP LINES

NWT Help Line 24/7

1-800-661-0844

Kids Help Phone

1-800-668-6868

Renter Supports

If you rent or lease a home, you should know your rights and responsibilities. If you have questions, contact the Rental Officer.

- **Email:** rentaloffice@gov.nt.ca
- **Toll free phone:** 1-800-661-0760
- **Website:** [www.justice.gov.nt.ca/en/boards-agencies/ rental-office](http://www.justice.gov.nt.ca/en/boards-agencies/rental-office)

Canada-NWT Housing Benefit

The Canada-NWT Housing Benefit is a funding program that provides a benefit to assist with rental costs. This benefit is available to eligible applicants who are paying more than 30% of their gross income toward rent.

- **Toll free phone:** 1-800-698-4663
- **Website:** www.nwthc.gov.nt.ca/en/services/canada-nwt-housing-benefit



Federal Programs

Registered Disability Savings Plan

The federal government's Registered Disability Savings Plans designed to help people with disabilities plan and save for a secure future.

Adults and children with disabilities that open a plan may receive up to \$1,000 per year. The Government of Canada will also match up to \$3 for every \$1 deposited into a plan.

- **Toll free phone:** 1-800-622-6232
- **Website:** www.canada.ca/en/revenue-agency/services/tax/individuals/topics/registered-disability-savings-plan-rdsp.html

Disability Tax Credit

The Disability Tax Credit is a non-refundable tax credit that helps persons with disabilities, or their supporting persons, reduce the amount of income tax they may have to pay. This amount includes a supplement for persons who are under 18 at the end of the year.

- **Toll free phone:** 1-800-387-1193
- **Website:** www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit/about-dtc.html

Canada Pension Plan Disability Benefit

The Canada Pension Plan (CPP) disability pension and the post-retirement disability benefit are taxable monthly payments that are available to people who have made valid contributions to the CPP and are regularly not able to work because of a disability.

- **Toll free phone:** 1-800-277-9914
- **Website:** www.canada.ca/en/employment-social-development/programs/pension-plan-disability-benefits/reports/toolkit.html#h8.0

Old Age Security and Guaranteed Income Supplement

The Old Age Security pension is a monthly payment available to seniors 65 and older who meet the Canadian legal status and residence requirements. If you have low income, the Guaranteed Income Supplement can be added to your Old Age Security pension.

- **Toll free phone:** 1-800-277-9914
- **Website:** www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html

Canada Pension Plan

The Canada Pension Plan provides contributors and their families with some earnings in the case of retirement, disability or death. Almost all individuals who work contribute to the plan.

- **Toll free phone:** 1-800-277-9914
- **Website:** www.canada.ca/en/services/benefits/publicpensions/cpp.html

Canada Child Benefit

The federal government's Canada Child Benefit is a tax-free monthly payment made to eligible families to help them with the cost of raising children under 18. To get the Canada Child Benefit, you and your spouse have to file your tax return every year.

- **Toll free phone:** 1-800-387-1193
- **Website:** www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview.html

Canada Dental Benefit

The Canada Dental Benefit provides assistance to help lower dental costs for eligible families earning less than \$90,000 a year.

- **Toll free phone:** 1-800-715-8836
- **Website:** www.canada.ca/en/revenue-agency/services/child-family-benefits/dental-benefit.html

DOCUMENTS CHECKLIST			
DOCUMENT	EXAMPLES	WHEN TO PROVIDE	
ID – two pieces for each family member; one piece for each child	<ul style="list-style-type: none"> • Social Insurance Number • Birth Certificate • Passport • Status Card • Statutory Declaration • General Identification Card 	The first time that you apply or when you add family members	<input type="checkbox"/>
Proof you are a Canadian Citizen or Permanent Resident	<ul style="list-style-type: none"> • Citizenship card or papers • Immigration form IMM 1000 • Permanent Resident card • Claim for refugee status • Sponsorship papers 	The first time you apply This must be provided for every family member born outside of Canada	<input type="checkbox"/>
Bank statements	<ul style="list-style-type: none"> • A statement from your bank or printed at an ECE Service Centre • A statement from your WE financial account 	Every time you apply You must provide all bank statements, including joint accounts	<input type="checkbox"/>
Any employment income	<ul style="list-style-type: none"> • All pay stubs from any job • Honorarium pay • Identify money you received from babysitting 	Every time you apply	<input type="checkbox"/>
Records for your business	<ul style="list-style-type: none"> • Self-run business • Income from hunting, trapping, babysitting, art and crafts, etc. 	Every time you apply	<input type="checkbox"/>

DOCUMENTS CHECKLIST			
DOCUMENT	EXAMPLES	WHEN TO PROVIDE	
Insurance benefits	<ul style="list-style-type: none"> • Copies of Employment Insurance payments • Copies of Worker's Compensation payments 	Every time you apply	<input type="checkbox"/>
Federal benefits	<ul style="list-style-type: none"> • Notice of Assessment • GST Credit • NWT Cost of Living Offset • Canada Child Benefit • Canada Dental Benefit • Canada-NWT Housing Benefit • Income Tax Refund 	The first time you apply or by June 30th every year after.	<input type="checkbox"/>
Rent Report	<ul style="list-style-type: none"> • Form G – Rent Report (provided by your Client Navigator) • Proof of home ownership 	The first time you apply or when there is a change in rent, location, or number of people living with you	<input type="checkbox"/>
Utility bills	<ul style="list-style-type: none"> • Copies of all utility bills (water, sewer, power and fuel) 	Every time you apply	<input type="checkbox"/>
Details of any money you receive	<ul style="list-style-type: none"> • Loans (including payday) • Bingo winnings • Settlements • Monetary gifts 	Every time you apply	<input type="checkbox"/>

Income Assistance

For Adults (19 - 59)



Income Assistance for Adults

Income Assistance for Adults is for people who are:

- 19 to 59 years of age
- Reside in the NWT

You can complete the application on your own or when you first meet with a Client Navigator.

Income Assistance is a month-to-month program. You will need to apply every month in order to receive Income Assistance.

Monthly Reporting

You must report your income every time you apply. Below is a table that shows what time period you must submit documents for in the month you apply:

MONTH	SUBMIT DOCUMENTS BETWEEN
January	November 25 to December 24
February	December 25 to January 24
March	January 25 to February 24
April	February 25 to March 24
May	March 25 to April 24
June	April 25 to May 24
July	May 25 to June 24
August	June 25 to July 24
September	July 25 to August 24
October	August 25 to September 24
November	September 25 to October 24
December	October 25 to November 24

Understanding Income Assistance

Income Assistance is based on your financial need. You have a financial need when your basic needs are more than your income. This section will explain types of income and how these are used to assess your application.

Basic Needs - Income = Financial Need

Income

Income is money you receive. The program looks at two kinds of income: earned and unearned.

Earned Income is money you get from working:

- An honorarium
- Babysitting
- Employment Insurance and Worker's Compensation
- Hunting, trapping, fishing
- Self-employment
- Selling arts, crafts, music
- Wages or salary



Unearned Income is money you get from other places:

- Canada-NWT Housing Benefit
- Gifts or gambling winnings
- GST and Income Tax refunds
- Investments
- Indigenous Skills and Employment Training
- Loans, including payday loans
- Scholarships or bursaries
- Student Financial Assistance

Excluded Income is money you receive not counted in your application:

- Indigenous Government and Organizations (Agriculture Benefit Claim, Impact Benefit Agreements, Treaty or Land Claim Agreements, Per Capita Distribution payments)
- Medical Travel Benefits
- Money for children (Canada Child Benefit, Child Disability Benefit, Maintenance Order/Child Support payments, payments by Child and Family Services on behalf of a foster child)
- NWT Cost of Living Offset (COLO)
- Value of goods from food banks and hampers



You should always tell your Client Navigator about your income, even if it is excluded income.

Income Exemptions

Earned Income Exemption

The Earned Income Exemption allows you to keep additional income over your monthly Income Assistance payment when you work.

By working, you have an opportunity to build job skills and experience and take advantage of part-time or temporary work.

Each person who earns income will receive the earned income exemption. Up to \$500 is exempt per month plus 25% of the amount over \$500.

Example:

BOBBY WORKED IN JANUARY AND EARNED \$600.	
Bobby's earned income:	\$600
Exempt amount:	\$500
Amount left over:	\$100
Bobby's extra exemption:	$25\% \times \\$100 = \\25
Bobby's total exemption:	$\\$500 + \\$25 = \\$525$
\$525 of Bobby's earned income will not be counted in their assessment	

Unearned Income Exemption

If you receive unearned income, you may receive less Income Assistance the next month. For a description of unearned income, see page 31. Some of this money is not counted in your assessment but must be declared.

Up to \$350 of your unearned income is exempt every month and will not be included in your Income Assistance calculation.

Example:

MARY RECEIVED A GST REBATE OF \$250 AND RECEIVED A MONETARY GIFT OF \$500 FROM THEIR AUNT	
Mary's unearned income:	$\$250 + \$500 = \$750$
Exempt amount:	\$350
Amount left over:	\$400
\$350 of Mary's unearned income will not be counted in their assessment	

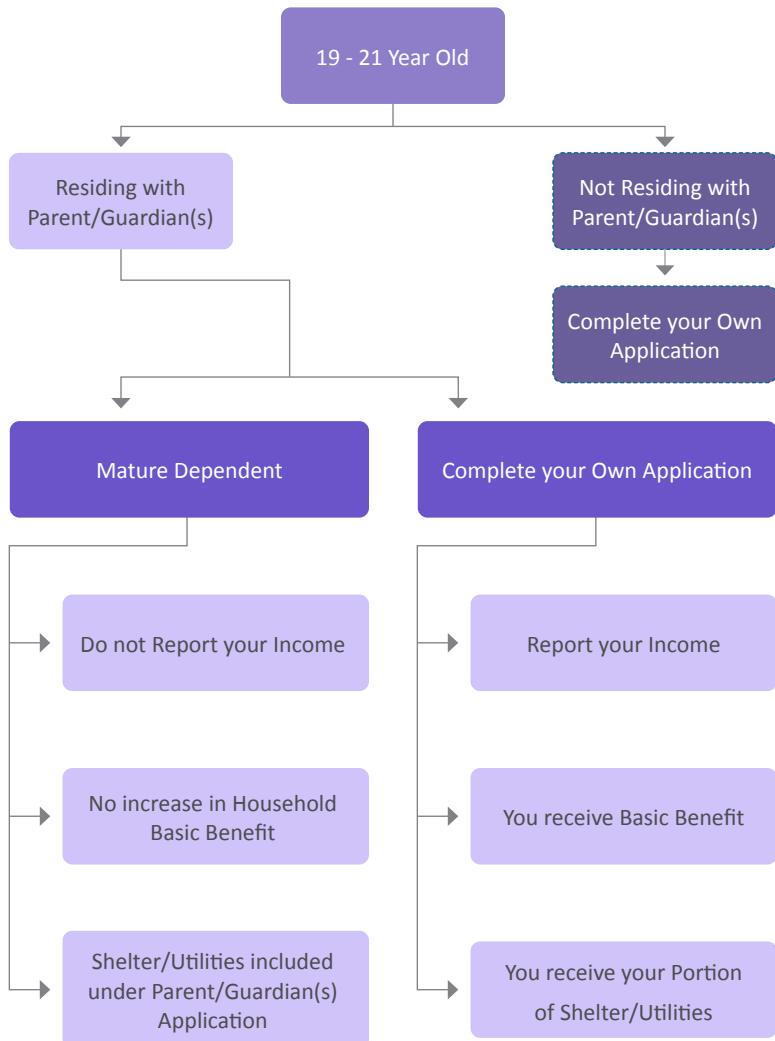
If your unearned income for the month is less than \$350, you will not be able to carry-over any difference to the next month.

Example:

MARY RECEIVED A GST REBATE OF \$250 AND NO OTHER UNEARNED INCOME	
Mary's unearned income:	\$250
Exempt amount:	\$350
Amount left over:	\$0
\$250 of Mary's unearned income will not be counted in their assessment	

If you are 19-21 Years of Age

If you are over the age of 19 and under the age of 22 and residing at home with your parent/guardian(s) you can choose to remain on their Income Assistance application as a mature dependant or you can complete your own Income Assistance application.



Staying on your Parent/Guardian(s) Application

If you decide to remain on your parent/guardian(s) application as a dependant you must complete Form I - Mature Dependant (this will be provided by your Client Navigator).

If you choose to do this, you will not be required to report your income.

Your parent/guardian(s) will receive your portion of shelter/utilities but will not receive an increase in household basic benefits levels.

Completing your own Application

If you reside with your parent/guardian(s) but decide to complete your own application you will be required to report your income and submit all required documents.

You may be eligible for basic benefits and, depending on your family size, a portion of your shelter/utilities will be included in your Income Assistance assessment. Your parent/guardian(s) will receive their portion of shelter/utilities on their application.

You will need to complete a rent report and provide copies of the utility bills.



Receiving Income Assistance

When you receive Income Assistance, you provide information about your needs and income every month. The Client Navigator lets you know what documents you need and when to submit them.

If your situation changes, the amount of Income Assistance you receive may change. Some examples include:

- Your income changes
- Your living situation changes
- Your relationship status changes



To stay eligible, you need to fill out:

- A reporting form each month
- A new application form each year or any time your relationship status changes

If you have questions, talk to a Client Navigator.

If you want to have a family member, friend, or supportive person to communicate on your behalf, you need to complete a Consent form – ask your Client Navigator for this form.

Important Dates!

Below are important dates that you should be aware of as it may impact your benefit amounts. Make sure you provide your Client Navigator the information before the due date to avoid delays in your benefits.

My Client Navigator is: _____

They can be reached at: _____

DOCUMENT TYPE	DEADLINE
Application/Reporting Form	Every month
File your Income Tax	April 30
Provide copy of your Notice of Assessment (NOA)	June 30
Provide your Canada Child Benefit Statement	July 31
Provide your GST Credit Statement	July 31
Provide your NWT Cost of Living Offset (COLO) Statement	July 31
Provide copy of your Power Bill	Every month



For reporting period
please see page 29.

Income Assistance

For Seniors and Persons
with Disabilities



Income Assistance for Seniors and Persons with Disabilities

Income Assistance for Seniors and Persons with Disabilities is an annual program. You will need to apply every year in order to qualify.

To apply for the Income Assistance for Seniors and Persons with Disabilities, you must:

- Be over the age of 60 years old or have a permanent/long-term disability
- Reside in the NWT

Fill out the application on your own or when you first meet with a Client Navigator.

Person with a Permanent or Long-term Disability

For the Income Assistance for Seniors and Persons with Disabilities, to be considered a person with a permanent or long-term disability you:

- Must provide the Disability Assessment Form (you can ask your Client Navigator for this form), completed by a doctor that says you:
 - Have a permanent disability, or
 - Have a long-term disability that is expected to last more than 12 months.
- Are not required to provide Disability Assessment Form, if you:
 - Receive a federal disability pension or benefit,
 - Received a disability benefit through another province or territory in the last 12 months, or
 - You live in a long-term care facility.

Understanding Income Assistance for Seniors and Persons with Disabilities

Income Assistance for Seniors and Persons with Disabilities is based on financial need. You have a financial need when your basic needs are more than your income. This section will explain types of income and eligibility. The types of needs that are used to assess your application can be found on pages 10 and 11 of this handbook.

Basic Needs - Income = Financial Need

Income

Income is money you receive and report to the Canada Revenue Agency.

The Income Assistance for Seniors and Persons with Disabilities looks at the net income you reported on your taxes last year. Let your Client Navigator know if your income this year is different because you:

- Stopped or Started Working
- Receive federal benefits or a pension

You will also need to provide your bank statement when you apply to determine if you have enough savings to meet your needs this year.



Let your Client Navigator know if your income changes in the next year.

Receiving Income Assistance for Seniors and Persons with Disabilities

If you are eligible for Income Assistance for Seniors and Persons with Disabilities, you:

- May receive a monthly payment to help you pay for shelter, property tax, food and other daily living expenses.
- Can submit your utility bills (water, fuel, garbage, sewage) each month for payment in full.
- May be able to request additional support for needs as they arise, such as damage deposit, emergency allowance, or education.

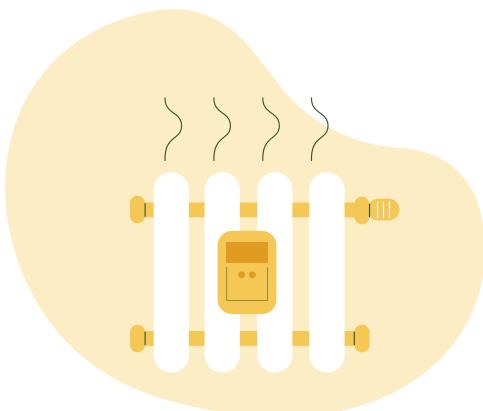
Senior Home Heating Subsidy

If you are over the age of 60 and are not eligible for the Income Assistance for Seniors and Persons with Disabilities, you may receive the Senior Home Heating Subsidy if you:

- Own or rent and live in your home.
- Pay for your heating costs (fuel, wood, pellets, propane, etc.).
- Are below the household income limit.

Learn more about Senior Home Heating Subsidy:

www.ece.gov.nt.ca/SHHS



Important Dates!

Below are important dates that you should be aware of as it may impact your benefit amounts. Make sure you provide your Client Navigators the information before the due date to avoid delays in your benefits.

DOCUMENT TYPE	DEADLINE
Application	July 1 to June 30
File your Income Tax	April 30
Provide copy of your Notice of Assessment (NOA)	June 30
Provide copy of your Power Bill	Every month

My Client Navigator is: _____

They can be reached at: _____

Notes:

Dëneba Nádī

Amíl eghálaeda le síi saámba t'ah gots'agendí

Tseedhoh hah gwits'at tr'iinjii

Income Assistance

Aide au revenu

پوچلیں جے دبڑیں چوچے

Manik Ikayuqtuat

sônîyâw kôcipitihk tahto pîsim

Government of Northwest Territories



Contact us today:

Phone: 867-767-9355 | Toll-free: 1-866-973-7252

www.gov.nt.ca/ISP