



# Income Assistance Programs

## Service Standards



Income Security Programs provide financial resources to Northerners, based on need and capability, to allow them to participate in community life and take part in the opportunities available throughout the Northwest Territories.

### Our Services

The Income Security Programs offers the Income Assistance program that provide funds to help northerners pay for basic needs, such as food, clothing, shelter and utilities. The program may also provide funds for other needs, such as child care and education. The amount of money you receive depends on your income, community and family size.

### Program Service and Service Standards

#### General Communication

- A Client Navigator will see you within 10 minutes of your office appointment.
- We will return all telephone messages and emails within 2 business days.
- We will welcome a friend, family member or advocate attending appointments with you.

#### Applications

- A Client Navigator will inform you of any information that needs to be submitted in order to complete your assessment.
- You will receive a verbal or written response to your application within 3 business days of receiving all required documents.
- If your application is approved, payments will be issued within 2 business days. This does not include the time for the bank to process payment or delivery time in the mail.

#### Appeals

- If you disagree with a decision, you have the right to appeal.
- A Client Navigator can help you with the appeal process.
- You will receive written or verbal communication from the Appeals Office within 2 business days of filing your appeal.
- Your appeal will be scheduled within a maximum of 30 days from the date you filed your appeal.
- The first level of appeal is through an Internal Review and you will be notified of the outcome within 10 business days.
- You will be sent a copy of the written decision within 1 business day of the decision being released by the Social Assistance Appeal Committee or the Social Assistance Appeal Board.