



# Income Assistance Program

The Income Assistance (IA) Program provides funds for food, shelter and utilities; and depending on household income, family size and community, may provide additional funding for incidentals, clothing, childcare, furniture and educational assistance. Allowances for seniors and persons with disabilities may also be provided.

## Our Services

IA is part of the Income Security Program which is designed to assist northerners to become as self-reliant as individual capacity allows, to participate fully in community life and to share in the opportunities available to them.



## Program Services and Service Standards

### General Communication

- A Client Services Officer (CSO) 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 CSO 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 2 business days of receiving all required documents.
- If your application is approved, payments will be issued within 2 business days.

### Appeals

- If you disagree with a decision, you have the right to appeal.
- A CSO can help you with the appeal process.
- You will receive a written or verbal communication from the Appeals Office within two business days of filing your appeal.
- Your appeal will be scheduled within a maximum of 30 days of 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 one business day of the decision being released by the Social Assistance Appeal Committee or the Social Assistance Appeal Board.