

Income Support Program

Description

The Department of Children, Seniors and Social Development (CSSD) provides financial benefits and other services to eligible low income individuals and families to assist in meeting daily living expenses.

What are Income Support Benefits?

Income Support Benefits include basic and non-basic financial supports such as:

Basic Benefits

- Family and Individual Benefit (to assist with expenses of food, clothing, personal care, household maintenance and utilities); and
- Shelter (Including rent and mortgage).

Non-Basic Benefits (eligibility may vary according to personal circumstances):

- Municipal Tax Payments
- Eye Exams and Prescription Glasses
- Housekeeper's Allowance
- Transportation
- Private Childcare
- Expenses for Burials

Income Support recipients may also obtain benefits and services offered by other government departments and agencies. CSSD may determine financial eligibility; however, other departments determine the extent of benefits and services. Examples include:

- A prescription drug card offered by the NL Prescription Drug Program;
- Medical supplies and equipment offered by the Special Assistance Program of the Department of Health and Community Services; and
- Medical transportation provided by the Department of Labrador Affairs.

Who may qualify for Income Support Benefits?

To qualify for income support a person must:

- Be 18 years of age;
- Be a resident of Newfoundland and Labrador;
- Submit an application for benefits; and
- Be determined eligible according to a financial assessment.

How do I apply for Income Support Benefits?

You must complete a telephone application by contacting the toll free number, 1-877-729-7888. An alternate application format can be made available if necessary.

To complete your application you will need to provide personal information and copies of required documentation such as:

- Names, MCP numbers and birth information for you, your spouse and children living with you (if applicable);
- Social Insurance Numbers for you and your spouse;
- Financial information regarding assets such as your bank savings and RRSPs;
- Information about your family's living accommodations;
- All sources of income for you and your family for the past 30 days;
- All sources of income to which you believe you and your family are entitled; and
- Any special needs for you or your family.

If I am eligible, how much money will I receive?

There are basic rates for benefits; however, the amount families and individuals may receive is determined by a variety of factors such as:

- Your family income and other family resources;
- The number of adults and children in your family and your living arrangements;
- The types of benefits you may need according to your specific circumstances; and

- Employment related expenses you or your spouse may have such as transportation and childcare.

When and how will I receive my benefits?

Normally, your application will only be assessed when you (and your spouse, if applicable) submit a signed, completed application including all required documentation. Your continued benefits will likely be issued twice a month; however, this may vary according to your individual circumstances. You will receive your benefits by direct deposit.

What income do I need to report?

You must report **all** sources of income for you, your spouse and dependent children.

Can I receive Income Support if I am working?

You may be eligible for an income support supplement while you are working. This will be assessed when you apply. Most people have expenses associated with working, such as transportation and childcare. These will be considered in assessing your eligibility for benefits.

CSSD also applies an earnings exemption in the financial assessment to support people who are working or who begin work while receiving income support benefits. This means that a portion of your earnings will not be considered when assessing your eligibility for benefits.

If you are no longer eligible for income support benefits due to an increase in your employment earnings, you and your family will continue to receive your drug card for 12 months under the Extended Drug Card Program.