BC REFUGEE HUB WEBINAR

November 1st, 2018

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Employment & Assistance Worker

Integration & Outreach

Ministry of Social Development and Poverty Reduction (MSDPR)

Who is Eligible for Income Assistance

People who are:

- out of work or earning very little
- waiting for other income
- unable to work (including refugee Claimants), or
- in immediate need of food, shelter or urgent medical attention
- Parents carry the primary responsibility for their dependent children. The age of majority in British Columbia is 19.

How is Eligibility Determined?

Eligibility is Income and assets tested. Some areas that the ministry will verify are:

- Identification (For Refugee Claimants the Immigration document issued by IRCC)
- Other Immigration documents, if applicable
- Bank statements if applicable
- All types of income (such as confirmation of federal funding and employment income ie GAR's) or IA outside of BC as applicable
- Assets and property (Inside and outside Canada)
- Rental Information

*Workers may ask for additional documentation if required

Refugee Protection Claimant Document (RPCD)

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Please note:

- Refugee Claimant applicants **Must** obtain their IMM Document before applying for Income Assistance (Confirms claim has been received by IRCC)

- The IMM Document should be clear (No blurry or illegible documents or copies will be accepted)

- The Income assistance application should be completed using the names and last names matching the IMM document (Regardless of discrepancies on the IMM Document with actual names)

- Date of birth of applicants also should match the IMM Doc regardless of discrepancies between those and applicant's actual DOB

- The IMM doc should still be valid /not expired. If the document is expired the worker will need to confirm validity with IRCC and this may delay the application process.

- The picture on the immigration document should be clear / visible

- Every member of the family unit must have their own IMM document and be presently in British Columbia at the time of application.

- Refugee Claimant applicants can apply as soon as they have their IMM document issued, if they are unable to meet their financial needs (No income, no assets)

- Dependent children should not be over 19 years of age to be assessed as part of the family unit. Adult children should complete their own application

APPLICATION PROCESS

Applying for income assistance includes **two stages:**

1. **Register for My Self Serve https://myselfserve.gov.bc.ca/ you will need to have a valid email address and a valid SIN**
2. **Complete the application** online

3. **Submit the application and attach all documents**

Note: If you do not have a valid email address and a valid SIN, you will need to contact the Ministry via phone (1-866 866 0800) or in person at a ministry office to request a worker override application. A worker will contact you to complete the application over the phone. Language accommodation (Interpreters) are available for ESL clients.

My Self Serve (MySS)

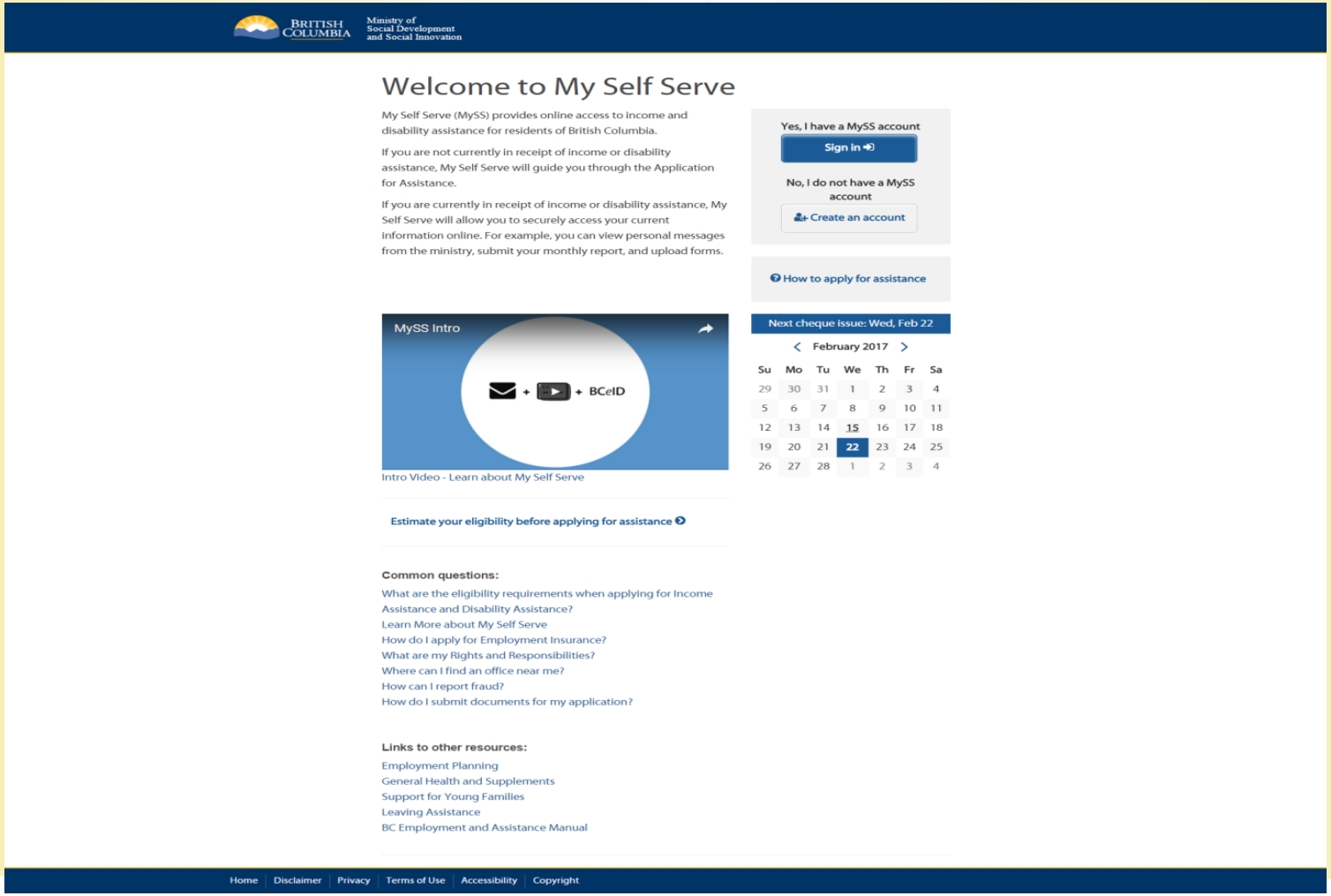
My Self Serve is a secure internet online portal where people receiving income or disability assistance can obtain 24/7 access to their income and disability assistance information.

Once registered, clients can:

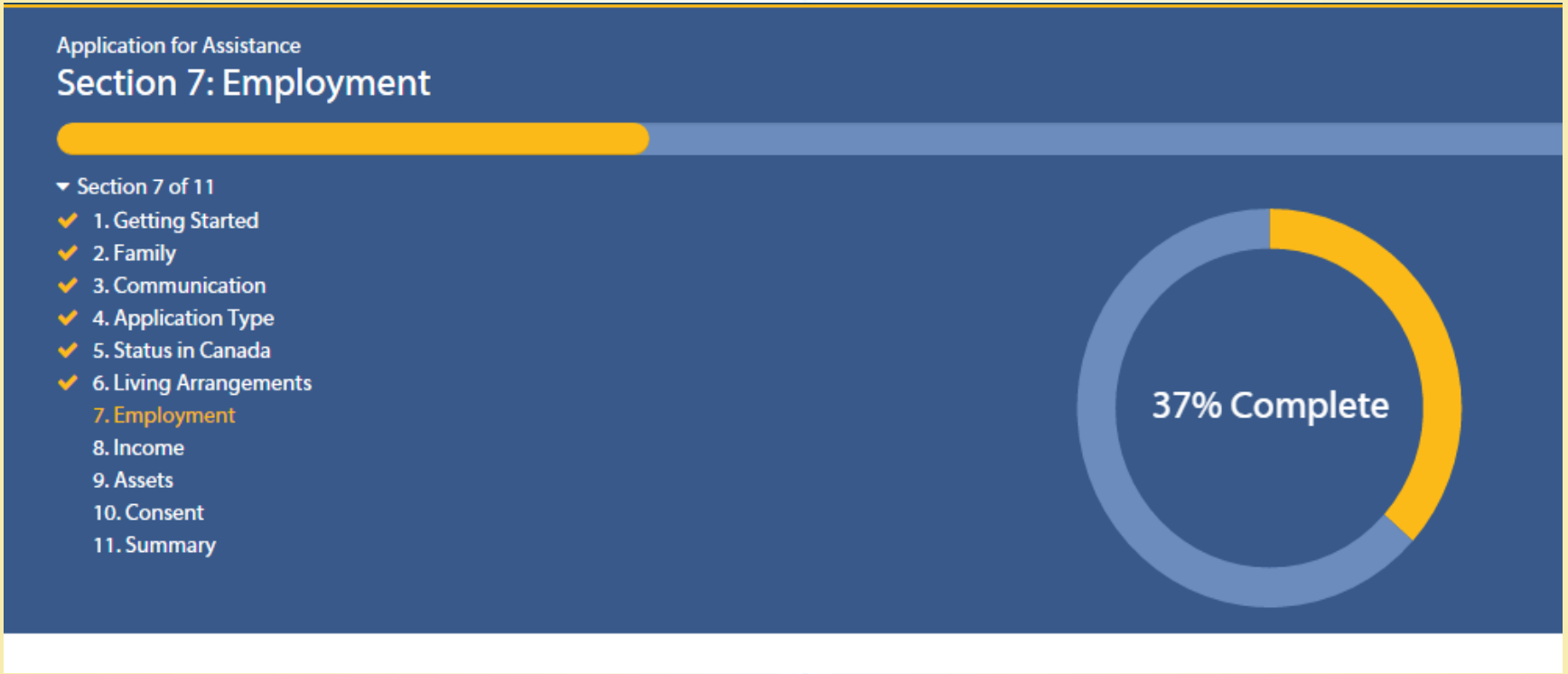
- Submit their monthly report/stub online
- Upload supporting documents
- Receive and reply to messages from the ministry
- Request select services online and see the status of their request
- Review, sign and submit their Employment Plan
- View and print their confirmation of assistance and tax information

Learn more at myselfserve.gov.bc.ca

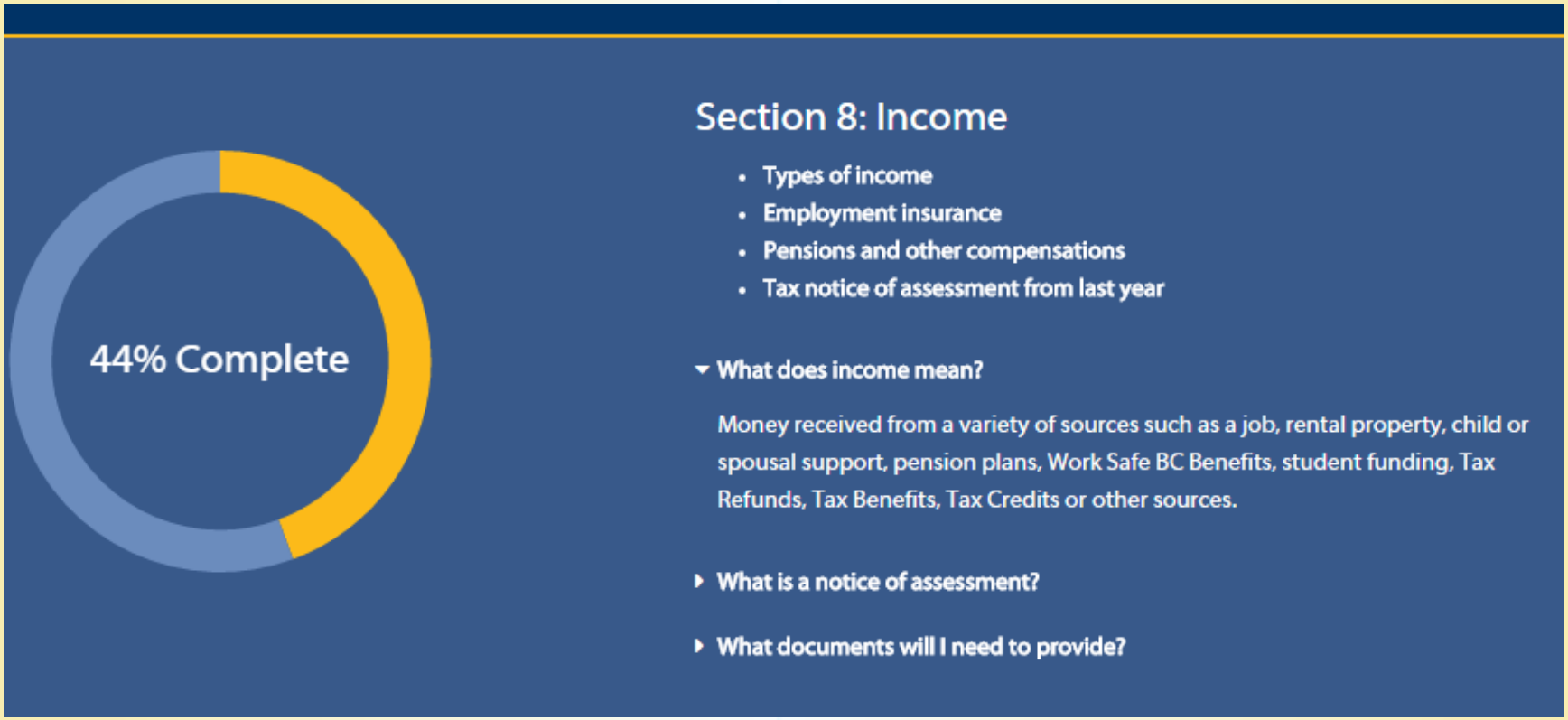
MySS Launch Page



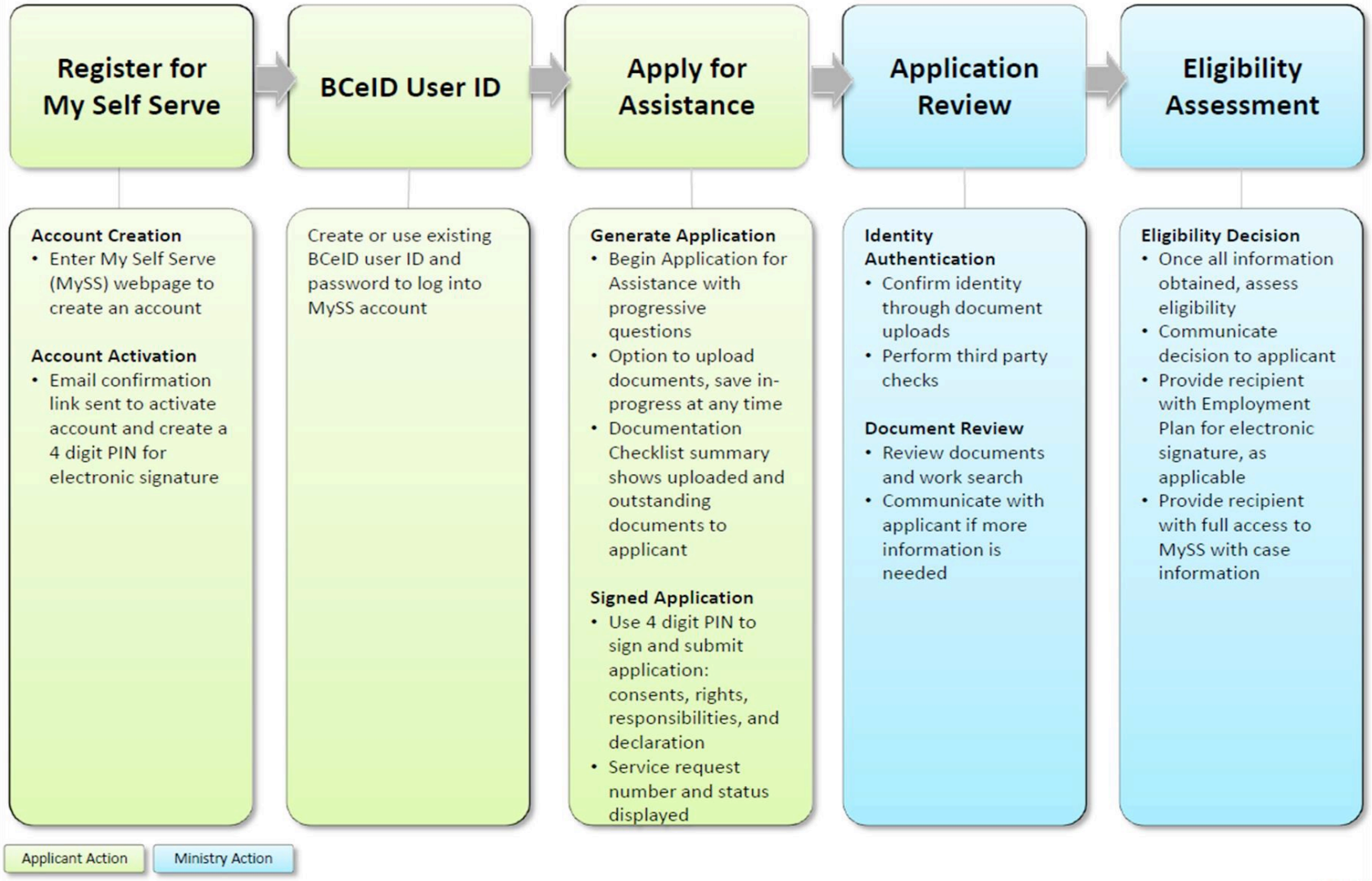
MySS Feature – Progress Indicator



MySS Feature – Section Intro Pages



My Self Serve Application for Assistance – Self Directed



Employment Plan

Clients (and their spouse) are expected to take steps to move toward financial independence and off income assistance.

Clients (and their spouse) will enter into an agreement with the ministry by signing an Employment Plan that is tailored to their circumstances.

This could include:

- English classes
- Employment Programs
- Community Resources

Please note: Clients that do not have a valid Work permit, are not eligible to attend WorkBC Programs (including ESL classes) until they obtain a valid WP. Their EP will focus on activities towards independence such as researching community resources, house finding etc.

Please Note:

There are no time limits to Income Assistance, however it is expected that clients work towards their financial independence.

Where clients have a significant disability, they may also apply for the Persons with Disability designation (PWD)

If a client's situation changes at any time (i.e. their income or their Immigration status changes) they will be reassessed to ensure that they still meet the eligibility criteria.

If a Refugee applicant claim is denied and their immigration status changes, the client will be reassessed to ensure that they still meet the eligibility criteria. Clients with unenforceable deportation orders may be eligible for IA (if other criteria is met) depending on confirmation provided by IRCC or CBSA.

Supplements

- The ministry assists eligible recipients and their families to access Ministry of Health premium-assisted medical coverage through the Medical Services Plan **(MSP).**
- This medical coverage is provided to recipients of income assistance, hardship assistance, disability assistance, and **Refugee Claimants** who meet the MSP residency criteria and in the case of Refugee Claimants, **a valid work permit.**
- The Ministry of Health PharmaCare Program provides assistance to recipients of income assistance with the costs of purchasing prescription drugs and some medical supplies
- Basic dental services are provided to children of families in receipt of BC Employment and Assistance. Adults are eligible for emergency dental services for the relief of pain
- Health supplements available through the ministry may include:
- Diet supplement, infant formula, medical transportation, natal supplement, optical supplements and supplement for alcohol and drug treatment

Temporary Child Benefits Top-up Supplement

- The temporary child benefits top-up supplement is also available to Refugee Claimants and clients in Canada under a Temporary Resident Permit.

- The temporary child benefits top-up supplement may be provided until a client meets the 18-month residency requirement for CCB as required by the Canada Revenue Agency.

- Subsequent to fulfilling the residency requirement, eligibility for the temporary child benefits top-up supplement is based on the family unit filing their taxes and applying for the CCB

Child Benefits Top-up Supplement Rates

- First Child *$195.02 per calendar month
- Second Child *$172.54 per calendar month
- Third and each additional child *$164.18 per calendar month

Crisis Supplements

Subject to limitations set out in regulation, a crisis supplement may be available to provide recipients who face unexpected emergency needs with a one-time payment to prevent imminent danger to their physical health or the removal of a child under the *Child, Family and Community Service Act*.

Types of Crisis Supplement:

- Crisis supplements for food (max $20 per month per person)
- Crisis supplements for clothing (max $100 per person per 12 month. $400 max per family unit)
- Crisis supplements for shelter (up to the max. shelter allowance for family unit)
- Crisis supplements for essential utilities

Income, Hardship and Disability Rates:

- $710 for a single recipient of Income assistance or hardship assistance ($335 for support + $375 for rent)
- $1,133.52 for a single recipient with PWD designation ($758.52 for support + $375 for rent)
- $1,006.42 for a single recipient over 65 years of age ($631.42 for support $375 for rent)

Reset Form

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Consent to Disclosure of Information
Service Authorization

The personal information requested on this form is collected under the authority of and will be used for the purpose of administering the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*. The collection, use and disclosure of personal information is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. You have the right to revoke this consent at any time. Any questions regarding this form, please contact the Ministry of Social Development and Poverty Reduction at 1-866-866-0800.

Client Name	
SR Number (if applicable)	Case Number (if applicable)

Section 1 – Consent to Disclosure

I consent to the disclosure within Canada of any personal information about me currently held under the custody and control of the Ministry of Social Development and Poverty Reduction subject to the following limitations:

☐ 1. The following specific information only. (If more space is required, please attach an additional page)

☐ 2. All information relevant to the Ministry's determination of my eligibility for the Ministry's provision to me of:

- ☐ Income Assistance
- ☐ Disability Assistance
- ☐ Hardship Assistance
- ☐ Supplements

This information may be disclosed to an agency and/or an individual named below for the purpose of administering the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*.

Section 2 – Service Authorization

Please select which types of service request the agency and/or individual named below is authorized to make with your knowledge and on your behalf (select all relevant types of service request):

- ☐ All of the following
- ☐ Change of your address
- ☐ Request for security deposit
- ☐ Apply for Persons with Persistent Multiple Barriers (PPMB)
- ☐ Request a Persons with Disabilities (PWD) Application
- ☐ Request for Special Diet Needs
- ☐ Requests for Medical Supplies or Devices, Medical Device Repairs
- ☐ Bus Pass
- ☐ Request for Reconsideration
- ☐ Crisis supplement (i.e., food, shelter, clothing, utilities etc) and I accept this could impact the 12 months limitation rule
- ☐ Medical Transportation
- ☐ Amendment to Employment Plan Terms
- ☐ Other (must specify a specific service)

This information may be disclosed to the following agency and/or individual that you identify below.

Agency Name (if applicable)		Individual Name (if applicable)	
Address			
City / Town	Postal Code	Telephone Number	Fax Number

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Questions?