

# Saskatchewan Income Support

## Questions and Answers

### **Q. I haven't heard from the Ministry of Social Services or received my first payment. When can I expect to hear about my application and receive benefits?**

- A.
- Ensure that you have completed and submitted your application and all supporting documents.
  - To inquire about the status of your applications and first payment, please call the Client Service Centre at 1-866-221-5200.

### **Q. Why is my payment delayed?**

- A.
- Your payment may be delayed for various reasons, including:
    - the ministry is waiting for documents or information to determine initial or ongoing eligibility; or,
    - you have not informed the ministry of changes in your circumstances, such as a change of address, household composition or income.
  - If the ministry requires more information, you will not receive benefits until the change in circumstances has been reported to the ministry.
  - Please contact the Client Service Centre or your worker to find out more information.

### **Q. Will the Ministry of Social Services help me if I receive an eviction notice or have my utilities cut off?**

- A.
- Utility companies provide customers (including those receiving income assistance) with information about different options and processes to pay bills and what to do if they fall behind on their payments.
  - We can also work closely with you to put a plan in place to address any arrears you have.
  - Income assistance clients, like all citizens, are responsible for their commitments, including tenant/landlord agreements. We expect our clients to work directly with their landlords to arrange payments and resolve issues. Under our new program, we are working differently and more closely than ever with our clients to help them understand their responsibilities and manage their own affairs.
  - If you have received an eviction notice, we can assist with ensuring that you receive short-term emergency support to meet your needs while you look to re-establish a permanent living arrangement.
  - Ministry staff will support you to learn how to make good financial decisions, manage your benefits and budget for your household expenses.
  - If you need help managing your benefits, the ministry may be able to refer you to trusteeship services.

**Q. It's been over five days since I applied for SIS. What is the status of my application?**

A. To inquire about the status of your application, please call the Client Service Centre at 1-866-221-5200.

**Q. I cannot open a bank account. Can I still apply for SIS?**

- A.
- Yes. If you do not have a bank account, our staff can help you through the process of opening one.
  - It is expected that you do everything possible to open a bank account to receive direct deposit benefits. However, if you cannot open a bank account due to exceptional circumstances (e.g., a garnishee has been set up on your account), that requirement may be waived and you may receive your benefits by cheque.

**Q. I've applied online for SIS, but I don't have the ability to scan my documentation. How can I submit those pieces?**

- A.
- You can use publicly available scanners in your community, such as at libraries, or submit a clear digital photograph.
  - You can send supporting documents (rental receipts, direct deposit forms, etc.) to [income.supportss@gov.sk.ca](mailto:income.supportss@gov.sk.ca). Once these documents are submitted and processed, you will receive an email with next steps.

**Q. I need to pay rent when I sign my new lease, but I need to provide proof of housing to receive the shelter benefit. How can I pay rent in order to sign the lease and have documentation to receive the shelter benefit?**

- A.
- In exceptional circumstances such as these, the shelter benefit can be provided for up to 30 days when an immediate need for the shelter benefit has been identified. Alternate documentation (other than the lease) can be accepted (e.g. emails between you and the property owner).
  - If supporting documents, such as your lease, are not received within 30 calendar days, the shelter benefit is suspended.

**Q. I've applied for SAID, but am still waiting to hear if I've been approved. Can I receive SIS in the meantime?**

- A.
- To be deemed eligible for SAID, there are two areas of eligibility:
    - have a financial need; and,
    - have a disability that is enduring and significant.
  - If you have applied for SAID and have been found financially eligible, you will receive temporary SAID benefits.
  - If you are deemed eligible for SAID after an assessment regarding the enduring and significant nature of your disability, you will receive full SAID benefits retroactive to the date you applied.
  - If you are not eligible for SAID, you may be eligible to receive SIS benefits.

**Q. I have to travel to meet with my worker. Will the Ministry of Social Services cover those costs?**

- A.
- You are expected to use the Adult Basic Benefit or other income for such travel costs. However, the online application and the ability to email required documents are intended to increase convenience and decrease unnecessary travel.
  - There may be additional benefits for travel to medical appointments outside of your home community.

**What documents and forms are required to apply for SIS?**

To receive your benefits, please provide ALL of this information:

- application form (completed online or over the phone);
- Social Insurance Number (SIN) and Saskatchewan Health Services number (HSN) – if you do not have a valid HSN, please provide verification that you have applied;
- information about your spouse/partner or children, including their SIN and HSN;
- income information, such as pay stubs;
- documents about your living situation, such as a rental agreement;
- a bank account in your name;
- a Direct Deposit Authorization form;
- any money you already have, including cash, savings, investments, RRSPs, GICs, etc.;
- details of items you own, such as property and vehicles; and,
- any other benefits and/or pensions you are receiving.

You are required to complete the mandatory questionnaire online or over the phone within 30 days of submitting your application. This screening helps us determine how we can best help you.