

Chapter 1 – Introduction
(i) Income Support Overview

Intent:	To provide a basic overview of the Income Support Program
Act: (if applicable)	N/A
Regulations:	N/A
Overview: (if applicable)	<ul style="list-style-type: none"> • Income Support is one program, delivered under the framework of the Income and Employment Support Act, and the Income and Employment Support Regulations. • The Income Support Program includes provision for preventative measures (i.e., referrals to Employment and Training Services) as well as financial benefits. • The Income Support Program provides: <ul style="list-style-type: none"> ○ financial assistance with daily living expenses (i.e., food, shelter, clothing); ○ other special needs such as summer school fees and vision care; ○ assistance to move from Income Support to employment ○ assistance in securing spousal and child support; ○ assistance to provide a safe and secure environment for persons leaving violent family situations; ○ financial support to low-income families and individuals through the Newfoundland and Labrador Child Benefit and the Mother Baby Nutrition Supplement; ○ flexibility through additional, emergency and special needs benefits; to meet the needs of recipients who require special consideration due to exceptional circumstances; ○ the determination of eligibility for other services such as drug card coverage, medical supplies and equipment for clients on behalf of partner departments; and

- response to emergency and disaster situations in partnership with community agencies.
 - Any Canadian citizen, including a temporary resident or a refugee protection claimant; who is an adult (18 and over) residing in Newfoundland and Labrador, regardless of the length of time, may apply for Income Support benefits.
 - Applicants can apply for Income Support benefits by completing an application on the prescribed forms and mailing them to the Department, applying in person and have a Client Services Officer (CSO) assist them in completing the application, or applying over the phone where the application is completed electronically and mailed to the applicant to be signed and returned.
 - Applicants must be prepared to provide evidence of need by demonstrating they have explored, within the limits of their ability and circumstances, every possibility of self-support.
 - Applications will take into account the applicants' requirements and resources and how these resources meet the needs of the applicants.
 - CSO's are responsible to determine what additional information may be necessary to establish eligibility and to keep records of the relevant information in the official record for the applicant.
 - Income Support benefits are granted when the requirements, as defined under the Regulations, exceed the resources of the applicant.
 - CSO's must respond in accordance with departmental service standards to the requests of applicants and be prepared to make referrals to specialized services, where necessary, as well as provide Income Support benefits when eligibility has been established.
 - CSO's, Client Services Managers and Regional Managers must always inform recipients of their right to have any Departmental decision reviewed concerning the refusal, variation or suspension of Income Support benefits or other requests.
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Policy:	N/A
Procedure:	N/A
Authority Level:	N/A
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