

Alberta Works

Employment and
Training Services

Income Support

Child Support
Services

Health Benefits

For Expected to Work and Barriers to Full Employment Clients

Your Guide

**Government
of Alberta** ■

This is a guide to the Alberta Works Income Support Program for Expected to Work (ETW) and Barriers to Full Employment (BFE) clients. Please keep it for future reference. It will help answer your questions about the benefits and services available to you. For detailed information about the Income Support Program for ETW and BFE go to the Alberta Works Online Policy Manual www.employment.alberta.ca/awonline.

To find an Alberta Employment and Immigration (E&I) office or Alberta Works office near you go to page 37 or go to www.employment.alberta.ca/offices or call 1-800-661-3753 or 780-422-4266 in Edmonton.

If you have an emergency need when E&I offices are closed, call the 24-hour Income Support Contact Centre toll-free: 1-866-644-5135, or in the Edmonton area, call 780-644-5135.

If you have an inquiry about your cheque (e.g., when it will be deposited into your account) call the cheque information line at 780-427-6942.

You can phone any Alberta government number toll-free by dialing 310-0000, then entering the number you need.
TTY only dial: 1-800-232-7215.
Toll-free cell phone access dial: *310 or #310.

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Introduction

AlbertaWorks is administered by Alberta Employment and Immigration (E&I) and helps unemployed people find and keep jobs, helps employers meet their need for skilled workers and helps Albertans with low income cover their basic costs of living.

There are four different components of AlbertaWorks:

- Employment and Training Services – help to find employment, take training or plan a new career;
- Income Support – money to help meet basic needs;
- Child Support Services – free service to get child support agreements or court orders; and
- Health Benefits – supplementary health coverage.

Some of these services (such as the job search and career services) are available to all Albertans. This is a guide for Albertans who receive financial help through the AlbertaWorks Income Support Program for Expected to Work (ETW) and Barriers to Full Employment (BFE) clients.

The rules around who qualifies for financial help through the Income Support program and how much money a person receives are governed by the *Income and Employment Supports Act* and are subject to change. To view the *Act*, regulations and AlbertaWorks policies, please visit www.employment.alberta.ca/awonline.

If you have questions, please contact the 24-hour Income Support Contact Centre in Edmonton at 780-644-5135, outside of Edmonton toll-free at 1-866-644-5135.

To share your comments on this guide or to order a copy, contact:

E&I Communications

In Edmonton: 780-427-5585

Toll-free across Alberta: 310-0000 and then enter 780-427-5585

E-mail: eii.communications@gov.ab.ca

You can get a copy of *Your Guide* online at www.employment.alberta.ca.

Employment and Training Services

JOB SEARCH AND CAREER PLANNING

At most E&I offices there are free services to help you plan your career, find work and do job searches. You will find different fairs, courses and workshops in each community. Go to www.employment.alberta.ca/offices to find out what is in your community.

Services to help you with your job search

AlbertaWorks offers a variety of services to help you find work. There is no charge to use these services.

You can go to one of the E&I offices listed on page 37 to check the job listings and ask about jobs and training.

Labour Market Information Centres (LMIC)

The LMIC is a library of resources and career staff to help you with your career and job search. Walk into these information centres and ask for help writing your resumé and finding employers in the job banks. These centres also have books, videos and software so you can learn about different jobs, careers and job trends.

To learn more about job search services, contact one of the E&I offices listed on page 37.

Career Information Hotline

Career advisors can provide you with answers to questions on work search skills, career planning, educational funding, occupational descriptions, educational options, and available resources.

Call the Career Information Hotline in Edmonton at 780-422-4266, or toll free across Alberta at 1-800-661-3753 or go to www.employment.alberta.ca/cih.

Canada–Alberta Job Order Bank Service (JOBS)

This job bank service provides a listing of available jobs. You can submit a profile of your job skills electronically and get matched with potential jobs.

Call toll free at 1-800-727-2925, or go to www.jobbank.gc.ca.

Alberta Learning Information Service (ALIS)

The ALIS website links you to information about career planning, post-secondary education and training, funding, job searching, and labour market trends. This website will help you to look up job profiles, find out salaries for different occupations and the type of schooling you need. If you do not have access to the Internet, access is available through E&I offices as well as most public libraries in the province.

The website is www.alis.alberta.ca

Job Fairs

E&I works with local agencies to set up job and career fairs in many communities. You can meet employers and find out about local jobs.

Job Placement Services

In many communities, there is a service to match you with an employer if you have had trouble finding steady employment. Job Placement Services will:

- assess your job skills and available jobs;
- teach you job search skills (marketing yourself, resume-writing, interviewing);
- place you into full-time work; and
- provide you support during the first three to six months on the job.

Courses and Workshops

In many communities, there are workshops for career counseling, interviewing skills, and job search skills. Courses may also be available to help you get specific skills, such as first aid, computer skills, or construction safety tickets such as Workplace Hazardous Materials Information System (WHMIS) and Transportation of Dangerous Goods (TDG).

To find out about job fairs, job placement or courses and workshops in your community; contact your local E&I office. A complete list is available on page 37.

SKILLS DEVELOPMENT AND TRAINING

Income Support may be available to help support you while you receive occupational training or upgrading to get a job.

You will find different training opportunities in each community. Contact your local E&I office. To find out more about training for work opportunities, go to www.employment.alberta.ca/trainingforwork.

Upgrading

Attend class either part-time or full-time at the elementary, junior or high school level.

English as a Second Language (ESL) upgrading

Take ESL training either part-time or full-time.

Life skills

Get advice on the things you need to know about having a job, working with others and managing life responsibilities.

Skills training

These training programs give you classroom and hands-on training to get ready for a job. Some of the opportunities may also provide work experience. Examples of the training offered in different communities include Class 1 licensing for oil and gas transportation drivers and Computer and Customer Service Competency for office related careers.

On-the-job training

These training opportunities are on the job site and many are with employers who will provide employment when your training is finished. Examples of on-the-job training offered in different communities include apprentice cook, retail training and welder assistant.

Alberta Job Corps

E&I employ workers on community work projects that have the rules, processes and expectations of a workplace. As a Job Corps worker, you earn a wage while learning employment skills such as safety, basic carpentry, welding and equipment operation.

Self-employment training

There are opportunities to take training on setting up a business. This may include topics such as self-assessment, business idea assessment, creating a business plan, and business counseling and coaching.

Supports for Albertans with disabilities

Disability Related Employment Supports helps Albertans with disabilities find jobs, ensure success in their workplaces and obtain training. The supports include: job coaches and mediators, changes to worksites, interpreters, tutors and note-takers.

Training for Aboriginal people

Aboriginal people can take any of the training opportunities described here. There are also targeted programs offered in partnership with the private sector, government and aboriginal communities to provide training and work experience that leads to employment.

Financial help for skills development and training

There is financial help to attend school full-time or part-time, including funding for the costs of tuition, mandatory fees, books, supplies and living costs. You must:

- have a need for academic upgrading or occupational training to find and keep a job,
- show financial need,
- be in an approved program, and
- attain passing grades.

For more information, call:

Career Information Hotline

Edmonton: 780-422-4266, or

Toll free across Alberta: 1-800-661-3753

Web: www.alis.alberta.ca/hotline

Visit: the nearest E&I office

Financial help for college or university study

Student loans are available through Alberta Advanced Education and Technology (Students Finance). Students are required to access loans if they are eligible for them.

For more student finance information, call:

Student Funding Contact Centre

Edmonton: 780-427-3722

Toll-free across Alberta: 1-800-222-6485

Web: www.alis.alberta.ca/studentsfinance

Income Support

If you don't have enough money to pay for your basic needs like food, clothing and rent, you can apply for help from the Income Support program.

QUALIFYING FOR INCOME SUPPORT

You may qualify for Income Support if:

- you are doing everything you can to find a job if you are able to work; and
- you and your spouse/partner have income less than the financial benefits provided under Income Support (see page 10); and
- you or your spouse/partner are 18 years of age or older; and
- you live in Alberta; and
- you agree to apply for all resources available to support you and your family, including child support; and
- you and your spouse/partner have assets lower than the limits allowed under Income Support (see page 11).

Although our ability to provide service requires that we collect personal information about you, we take measures to ensure the privacy and confidentiality of that information, as required by the *Freedom of Information and Protection of Privacy (FOIP) Act*. The information you provide may be matched and verified with other sources, agencies and governments.

A spouse is a legally married partner – a husband or wife.

Partners are: two adults who are not related by blood or adoption and share one another's lives, are emotionally committed to one another, and function as an economic and domestic unit; or who have a child together by birth or adoption; or who have entered into an adult interdependent partner agreement. Partners can be related if there is an agreement in place.

If you are working

You can work and still be eligible to receive Income Support. See page 18 for details on earnings exemptions.

If you are waiting for Employment Insurance (EI)

If you are waiting for EI benefits and need Income Support you will be required to sign a form agreeing to repay the Income Support benefits you receive. A weekly deduction will be made from your EI benefits until the amount you received from Income Support is paid back. If you refuse to sign the form, you will not be eligible for Income Support.

If you need emergency assistance

The eligibility rules for emergency assistance are different than the eligibility rules for ongoing Income Support benefits. If you are in Alberta and do not have the resources you need in an emergency situation, Income Support may help you. The situation must present a severe health risk and must have occurred due to circumstances beyond your control.

If you are an immigrant

If you are a refugee claimant or a permanent resident (previously called landed immigrant) and do not have the resources to meet your basic needs, you may qualify for Income Support. Tourists, students, temporary workers, persons illegally in Canada, persons on a Minister's Permit, or those who have been denied refugee status are not eligible.

If you were sponsored, your sponsor agreed to support you for a period of time after you arrived in Canada. It is your sponsor's responsibility to pay for what you need. You may be eligible for Income Support if your sponsor has lost a job, did not fulfill their responsibilities, or if you need to leave an abusive situation or have been abandoned.

Your sponsor may be expected to go with you when you apply for Income Support and is required to repay the Alberta Government any money you receive.

If you are a First Nations person

People living on a reserve are the responsibility of the federal government. You may wish to contact Aboriginal Affairs and Northern Development Canada by dialing the toll free number 1-800-567-9604. First Nations people living off reserve may receive assistance from the Income Support program. Some bands have agreements with Alberta to provide Income Support to their off reserve members.

The amount of money you receive

The amount of money you receive depends on your personal situation, such as:

- whether you are able to work,
- the size of your family and ages of your children,
- your income, and
- whether you have special needs.

If you do not qualify for ongoing help, you may still qualify for a one-time financial benefit to meet a short-term need or take care of an emergency. You may also qualify for Child Support Services, Alberta Child Health Benefit, or the Alberta Adult Health Benefit.

Your service plan

To help you find a job, you may be referred to a Career and Employment Consultant (CEC). Your CEC will ask you about circumstances in your life that may affect your ability to work. You can expect to be asked questions about your education, work skills and work experience, as well as your health and family situation.

You and your CEC will agree on steps to take so you can return to work as soon as possible. This is your service plan.

Once you have agreed on your service plan, you may be expected to upgrade your skills or attend job-related training. You may be expected to:

- look for a job every day,
- keep a record of where you looked for work, your applications and interviews,
- go to any appointment that may help you find work,
- go to workshops or programs,
- tell your worker when you get a job,
- try to increase your hours if you are working part-time, and
- actively seek other work with higher pay.

It is important to follow through on your service plan so that you can continue receiving Income Support benefits. If you do not, your benefits may be reduced or cancelled.

CLIENT TYPES

To qualify for Income Support, you and your family will be assessed on your ability to work and placed in a group or category that determines benefit levels and work expectations. The family is placed in a group or category, after each adult is assessed. If any adult member of the family is able to work, the entire family receives the benefits for the Expected to Work category, unless an adult member of the family is assessed with a severe handicap as defined by the Assured Income for the Severely Handicapped (AISH) program. In that case, the entire family receives the benefits for the Barriers to Full Employment category.

Expected to Work

You may be assessed as “Expected to Work” if:

- **You are working part time or full time, but do not make enough money to pay for your basic needs.** You are expected to keep working. Your worker helps you come up with a plan to earn more. While you work, you also receive an earnings exemption. This means only a portion of your wages are taken into account when your financial benefits are calculated. See page 18 for more information on earnings exemptions.
- **You have lost your job and need money until you find another one.** You need to show that you are looking for work. Your worker helps you come up with a plan to get work.
- **Your circumstances make it difficult for you to work for the time being.** You cannot work temporarily because you are ill, you have a child younger than 12 months old, you recently left an abusive relationship, or have another reason approved by your worker. You are expected to begin looking for a job when your situation changes or your health improves.

Barriers to Full Employment

You may be assessed as “Barriers to Full Employment” if:

- **You have a permanent disability.** Your permanent disability severely impairs your ability to earn a livelihood, as defined by the AISH program and you require benefits that are not provided under the AISH program.
- **You have several problems or a chronic condition that keep you from working.** Your worker has determined you have multiple barriers or suffer from a chronic condition that keeps you from being able to work, but these barriers are not a disability as defined by the AISH program.

If you are assessed as “Barriers to Full Employment,” you receive higher monthly financial benefits.

YOUR INCOME AND INCOME SUPPORT

Your household income and where it comes from affects whether you will qualify for Income Support and how much money you will receive.

Some types of income are deducted dollar for dollar from your Income Support benefits. For example:*

- Employment Insurance (EI) payments
- Workers’ Compensation and other sickness or accident insurance payments
- Canada Pension Plan (CPP) benefits
- Child/adult support
- Survivor’s benefits

Some types of income are partly deducted from your Income Support benefits. For example:*

- Employment earnings while you receive Income Support (see page 18 for earnings exemptions)
- Money from a person who pays you room and board (25% deducted)
- Money from renting part of your home (50% deducted)

Some of your income is not deducted at all from your Income Support benefits. For example:*

- Canada Child Tax Benefit
- Universal Child Care Benefits
- Goods and Services Tax (GST) credits
- Alberta Family Employment Tax Credit (AFETC)
- Working Income Tax Benefit
- Cash gifts less than \$900 per year (as long as they are not repetitive, monthly cash gifts). Any amount over \$900 per year results in dollar for dollar deductions from your financial benefits.

**This is not a complete list. Please visit www.employment.alberta.ca/AWonline/3811.html for the regulations that govern the program.*

YOUR ASSETS AND INCOME SUPPORT

Assets are things you have that are worth money, such as a Registered Retirement Savings Plan (RRSP) or property. A liquid asset is something you can sell or convert to cash quite easily.

You may be expected to access or liquidate some of your assets to support you and your family. The amount of assets you can have and still receive Income Support depends on your ability to work and whether you have dependents (see the chart below).

The following are not counted as assets when determining your eligibility for Income Support, and you are not expected to sell them*:

- a house of any value,
- up to \$5,000 per adult in a RRSP,
- registered Education Savings Plans and children’s assets,
- up to \$10,000 equity in vehicles you own. If a vehicle is adapted to accommodate a disability there is no limit on the amount of equity in the vehicle.

**This is not a complete list. Please visit www.employment.alberta.ca/AWonline/3811.html for the regulations that govern the program.*

You may be expected to use or sell some of your property or savings to support you and your family. The amount of assets you can have and still get financial help depends on your ability to work and whether you have dependents.

Maximum Assets	
<p>Expected to Work</p> <p>You can have cash and liquid assets (assets that can be quickly converted into cash) that is the same value as one month of your core benefits.*</p>	<p>Barriers to Full Employment</p> <p>You can have cash and liquid assets (assets that can be quickly converted into cash) that is the same value as two months of your core benefits.*</p>
<p>* Core benefits in this case means the value of core shelter benefit plus your core essential benefit, plus any of the following (if applicable):</p> <ul style="list-style-type: none"> • Maximum National Child Benefit Supplement provided by the federal government for your family • Handicap Benefit • Personal Needs Supplement • Earnings Replacement Allowance • High School Incentive Benefit <p>See page 9 for information on Income Support client types.</p>	

APPLYING FOR INCOME SUPPORT

Step one: Pre-application

You will need a pre-application package from an E&I office. This package has information about what you need to bring and what you need to do before your interview and application.

Staff must follow the rules in the Income Support On-Line Policy Manual to decide whether or not you qualify for Income Support. If you qualify, they also follow the rules to determine how much money you will receive. See page 34 for information about appeals.

*The Alberta Government sets Income Support benefits in regulation.
www.employment.alberta.ca/AWonline/3811.html*

Step two: Interview

A worker will meet with you to determine whether you are eligible for Income Support. To do this, the worker will complete an application form with you and ask about your income, assets and employment history. The application you sign is a legal document. Make sure you read and understand “the declaration.” Do not sign the application until you are sure you have provided complete and true information about your family and financial situation. Once you have verified the information, you must sign the form to be eligible for Income Support.

The worker will talk with you about your expenses, your family, your health, your work history and the steps you’ve taken to support yourself. The worker will advise you whether you qualify for Income Support and the amount of your first benefit.

People who do not understand English may bring an interpreter from a community agency, a family member, or a friend to the interview. The interpreter must have photo identification (ID) with his or her name, signature and birth date. Interpreters are required to sign a legal form stating they have provided an accurate translation.

You will be given the name and phone number of your worker. Your worker is responsible for issuing ongoing benefits and is your Income Support contact.

Receiving your monthly benefits

Direct Deposit

Your Income Support benefits will be deposited directly into your bank account. If you have a good reason for not using direct deposit (i.e., you are unable to open a bank account because of your credit rating) please discuss your situation with your worker.

Normally, you will get one Income Support benefit payment each month. Benefits are usually deposited into your bank account by the fourth last banking day of the month. The payment you receive at the end of each month is for your expenses in the following month.

You will receive a monthly statement that includes:

- the amount and date of your deposit,
- your benefit information,
- your Health Benefits Card (see page 26), and
- Client Reporting Card if you are required to complete one (see page 18).

Direct deposit is mandatory. Failure to return your completed Direct Deposit Registration could result in your benefits being delayed.

Your benefit information is confidential. We transfer funds to your account, but do not share additional information with your bank.

If you change your bank account, please notify your worker immediately or your benefits will be delayed.

Steps to get Direct Deposit:

1. If you do not already have a bank account, open one at any financial institution. If you have a problem opening a bank account, contact your worker. A joint bank account with a person who is not on your file is not recommended.
2. Fill in the Direct Deposit Registration form.
3. Write "VOID" across a personalized, unsigned cheque and attach it to the form.
4. If you do not have a personalized cheque, have an official at your bank sign, date and stamp your Direct Deposit Registration.
5. Return the completed Direct Deposit Registration form to your worker.

If you want to know if your payment has been processed, please call 780-427-6942. Toll-free access across Alberta is available by first dialing 310-0000.

YOUR MONTHLY FINANCIAL BENEFITS

Your monthly financial benefits consist of:

- the core essential benefit,
- the core shelter benefit, and
- supplementary benefits as appropriate

Core Essential

The **core essential** benefit is for food, clothing, household supplies, personal needs, laundry, transportation and telephone. Core Essential rates vary based on the size of your family, the ages of your children and if you are accessing services as an ETW or BFE client.

Core Shelter

The **core shelter** benefit is for rent, mortgage, utilities, heating fuel, municipal taxes, condominium fees, lot rental, homeowner's maintenance and damage deposit. Core shelter benefit rates differ depending on your housing situation:

1) Renters or homeowners

If you are a renter or homeowner, you may receive the maximum shelter amount. If your rent or mortgage is lower than the maximum shelter amount, you keep the extra dollars.

2) Social housing

If you live in social (public/subsidized) housing, you are charged and receive a set amount agreed to by the government. If you are in social housing, you may qualify for more money for electricity costs.

3) Living with family

You may receive \$100 a month for shelter if you live in a room and board arrangement with your (or your spouse's) parents, adult child, grandchild or grandparent. You can receive the full shelter amount if you are responsible for your own shelter costs (because your name is on the lease or mortgage or you are in a self-contained unit).

To find out how much money you would receive through Income Support, you must meet with a worker.

Together your **core essential** and your **core shelter** make up your monthly **core benefits**.

SUPPLEMENTARY BENEFITS

On top of your **core benefits**, you or a family member may also qualify for supplementary benefits, which provide additional money for particular needs. Some supplementary benefits have time limits, frequency limits, limits on the amount that can be issued, or repayment requirements. To determine your eligibility for these benefits and to ensure there are no errors that result in overpayments to you, you need to tell your worker if you have ever received these benefits as a Learner.

If you believe you meet the requirements for a supplementary benefit, discuss your situation with your worker. Your worker will tell you about the verification/documents required to receive these benefits.

The list below provides examples of what supplementary benefits are available.

**This is not a complete list.*

Emergency Allowances

You have an emergency that meets the following conditions:

- the situation presents a severe health risk, and

- you cannot wait until the next benefit period or access other available resources, and
- the situation occurred due to unforeseeable circumstances beyond your control.

This allowance may cover emergency costs of:

- food
- accommodation
- clothing (such as replacement clothing after a fire)
- child care
- transportation
- essential appliance repairs
- essential home repairs
- utility arrears if utilities are about to be disconnected
- other approved items

You may be required to repay emergency allowances, such as payments for utility arrears.

Escaping abuse

If you are in an abusive situation you can get help 24 hours a day, seven days a week through AlbertaWorks. All you need to do is call 1-866-644-5135 toll-free in Alberta or 780-644-5135 in Edmonton to find out what is available.

Damage Deposit

You are fleeing an abusive situation and need to pay a damage deposit to secure a new residence.

Establishing a Household

You are fleeing an abusive situation and setting up a new household.

Moving Expenses

You need to move within Alberta to flee an abusive relationship.

Out-of-Province Moving Costs

You are moving out of Alberta because you are fleeing an abusive relationship.

Shelter allowance

You have fled to a shelter and need money to cover personal supplies that are not provided by shelters.

Telephone and Transportation

When ending an abusive situation you need help covering telephone and transportation costs so that you can access supports, such as being able to call for help or go to counseling or legal appointments.

Getting training or finding work

Employment, Training and Transition Supports

You are working or in an employment preparation program, training, job hunting or starting a new job, and need help covering associated costs.

Moving Expenses

You need to move within Alberta for confirmed full-time employment.

Out-of-Province Moving Costs

You are moving out of Alberta for confirmed employment.

Housing needs

Additional Shelter

An additional shelter benefit can be provided in some cases, for example, if your health would be endangered by a move (substantiated by a medical doctor or a psychiatrist), or your accommodation has been adapted for your disability, or your family has six or more people.

Community Living Start-Up Allowance

You were in an institution because of a disability or mental illness and are leaving to establish a residence in the community.

Utilities

You have extra utility costs, such as connection charges or deposit fees. This does not cover telephone or cable. You may have to repay these benefits.

Health or treatment needs

Residential Addictions Treatment Allowance

You need treatment in an addictions treatment facility. The allowance includes the cost of the per diem room and board rate. Transportation may also be available to and from an addiction treatment facility.

Medical and Surgical Supplies

You need medical or surgical supplies not available from Alberta Aids to Daily Living.

Medical Transportation

You need regular access to medical services covered by the Alberta Health Care Insurance Plan for severe health problems.

Non-emergency Travel

You need transportation to receive treatment (e.g., addictions) or to comply with a Child Support Services requirement (may include transportation, food, accommodation, and childcare).

Special Diets

A physician, nurse practitioner, registered dietician or public health nurse confirms that you or a family member need a special diet such as a high protein, gluten-free, pregnancy, restricted sodium, diabetic or special infant diet.

Raising children**Alberta Centennial Education Savings Benefit**

This benefit helps cover the costs of opening a Registered Education Savings Plan (RESP) account through the Alberta Centennial Education Savings Plan (ACES). It also covers the cost of contributing to an RESP to obtain a matching grant from ACES. To qualify, you have children under 2 years of age or children 8, 11 or 14 years old.

Children's School Allowance

You have children in school up to Grade 12. This benefit is issued once a year, usually at the beginning of the school year, to help cover the costs of school supplies.

Babysitting

You have a babysitter who is not a parent of your child or living in your household while you look for work or attend school.

Child Care

You have applied for a child care subsidy. Income Support may cover the parent portion of the child care cost and deposit or registration fees.

Natal Allowance

You are at least one month from delivering a child or have a baby up to 12 months old. This benefit is a one-time allowance to help with the costs of baby supplies.

National Child Benefit Supplement (NCBS) Replacement Benefit

You are not receiving the full federal supplement for your children and need the remaining amount.

EARNINGS EXEMPTIONS FOR EMPLOYMENT INCOME

You can increase your total income by working. You always keep all of your employment earnings. When you receive ongoing financial assistance through Income Support only a portion of your employment earnings is deducted when your benefits are calculated. This is called an earnings exemption. The amount of your earnings exemption depends on your family situation.

Family Type	Amount of Net Earnings Exempted
Single persons	\$230 a month + 25% of additional earnings.
Couples	\$115 a month + 25% of additional earnings for each working adult.
Single parents	\$230 a month + 25% of additional earnings.

If your employment earnings become too high and you no longer qualify for Income Support, you can continue to receive health benefits for you and your dependents through the Alberta Adult Health Benefit (AAHB). There are other conditions under which you can receive the AAHB, which are described on page 28.

If you are receiving AAHB and your employment earnings decrease, contact your worker to see if you qualify for Income Support benefits again. You will need to reapply for Income Support to qualify for assistance again.

To learn more about earnings exemptions, talk to your worker.

THE CLIENT REPORTING CARD (CRC)

When you receive Income Support, you will get a Client Reporting Card (CRC) with your direct deposit statement. You must fill out, sign, date, and return this card every month unless your worker tells you that you do not need to do this. The CRC provides your worker with the information needed to process your Income Support benefits for the following month.

If you do not return the card, you will stop receiving Income Support benefits unless your worker has told you that you do not need to do this.

If you are completing the CRC:

- fill out both sides of your CRC (ink is preferred);
- answer all the questions on the CRC;
- report all your income, or any change in your situation;
- sign and date your CRC; and
- return your CRC to the E&I office as soon as possible.

If you are completing the CRC, you need to report any change in your situation. For example:

- you buy or sell a car or any other asset;
- you begin to get child/adult support, Employment Insurance benefits, CPP or any other income;
- you move;
- you or another person in your family gets a job;
- your marital status or family size changes (including adding a partner or forming an adult interdependent partner agreement); or
- your situation changes in any other way.

If you send in your CRC and then have a change to report for that month, contact your worker immediately.

How to fill out the CRC

		Cheque No.:	<p>To request next month's benefits, complete both sides of this card for this reporting period</p> <p>▶</p> <p>Please return the card after all sources of income have been received in the above month.</p> <p>Return the card by or</p> <p>if:</p> <ul style="list-style-type: none"> • you have no earnings and • you have no other income or your other income does not change from last report. <p>Message to worker:</p>
Office/Unit/Caseload:	File No.:	Total cheque amount: Payment to the end of:	
Name:	Mailing Address:	Signature of Head of Household/Financial Administrator	Date signed
<p>Declaration The information on this card is true and complete. If my situation changes after I return this card, I will tell my worker immediately. I acknowledge Alberta Employment and Immigration has the authority to check the information provided. I understand I may be required to repay benefits I wasn't eligible for, including any provided due to government error. I understand that giving false or incomplete information may result in criminal charges.</p>		Signature of Spouse/Partner	Date signed
<p><small>The information you provide on this card is collected under the authority of the Income and Employment Support Act and the Freedom of Information and Protection of Privacy Act and will be used to determine and verify your eligibility for income support benefits. The information may be verified with other sources, agencies and governments. If you have any questions about the collection of the information you may contact your worker.</small></p>		<p>Phone number</p>	

The Front

- The information you give on your card describes your situation for the reporting period shown.
- Return the card by the 10th of the month unless you have earnings, new income or changes to other income.
- If you have earnings, or changes to other ongoing income, return your card with pay stubs or other proof of earnings attached, as soon as you get all of your income for the reporting period shown.
- Use this space to leave a message for your worker.
- Sign and date the declaration.

Note: Both the head of household and spouse/partner must sign the CRC.
- Give a phone number where you can be contacted.

HOW TO FILL OUT THE CRC (continued)

The Back

	You	Spouse/Partner	
	yes	no	
Are you working?			01
Are you able to work?			02
Have you met with a worker and developed an employment or action plan?			03
Would you like:			04
<input type="checkbox"/> assistance with your plan		<input type="checkbox"/> information about jobs	
<input type="checkbox"/> to meet with a Career Employment Consultant		<input type="checkbox"/> help with your resumé	
Report ALL income except Income Support benefits you and your household unit get. Attach proof of earnings and changes in other income (e.g. pay stubs). Enter 0 if you do not get income. Do not leave blanks.			
	You	Spouse/Partner	
Net earnings (including tips)	\$	\$	05
Employment Insurance (EI)	\$	\$	06
Pensions (including CPP)	\$	\$	07
Child Support or Adult Support	\$	\$	08
Income from boarders	\$	\$	09
Income from renters	\$	\$	10
Any other money received? <small>(e.g. cash gifts, winnings, interest, insurance money, lump sum payments, Alberta Family Employment Tax Credit, First Nation/Band payments, Tax Refund, Workers Compensation) Please specify type and amount:</small>	\$	\$	11
			12
Since your last reporting period did you or anyone in your household get, buy, sell, trade, or cash in any assets ? If yes, explain:	yes	no	13
			14
Earnings of each dependent child not in school	Child 1	Child 2	
	\$	\$	15
			16
Do you have a spouse/partner living with you?	yes	no	
Has the number of adults/children who live with you changed?			17
If yes, explain:			18
Has your shelter information changed since last reporting period?	yes	no	19
• If yes, complete lines 20 to 26. Change date	yyyy	mm	dd
	date		20
Home address			21
Postal Code		Phone No.	22
<input type="checkbox"/> 1. Rent/Mortgage/Room and Board		<input type="checkbox"/> 2. Social (Public) Housing	23
<input type="checkbox"/> 3. No shelter costs		4. Are you living with family?	24
	yes	no	relationship
			25
6. Other, please explain:			26
			27
SIGN AND DATE THE FRONT OF THE CARD			

- Lines 01-03** Answer “yes” or “no”
- Line 04** If you do not need assistance with your plan, information about jobs, to meet with a Career and Employment Consultant, or help with your resumé, leave these boxes blank.
- Lines 05-11** From lines 05 through to 11, if you or your spouse/partner do not get any income in the reporting period, put “0” in each box. Do not leave any blanks unless you do not have a spouse/partner.
- When you receive earnings from employment, attach your pay stubs. If your other income changes, attach proof of income.
- Line 12** If you include an amount under “Any other money received” (box 11), underline the type of money (winnings, interest, insurance money) or write down where the money is from, for example, damage deposit refund.
- Lines 13-14** Answer “yes” or “no” if you have bought, sold, cashed in or given away any of your assets, including those owned by your spouse/partner, and explain on line 14.
- Line 15** If you have dependent children who are working and not attending school, state their net earnings including tips, if applicable.
- Lines 16-18** Answer “yes” or “no” if you have a spouse/partner living with you or the number of adults /children living with you has changed and explain on line 18.
- Line 19** If you answer “yes”, complete lines 20-26 where applicable.
- Line 20** Enter the date you moved.
- Lines 21-22** Enter your new address, postal code and phone number. If your mailing address is different from your home address, write the mailing address on the front of the card in the “message to worker” area.
- Lines 23-26** If you are paying rent, mortgage, room or board
- #1. Check this box if you are paying mortgage, rent or room and board.
 - #2. Check this box if you live in social (public) housing.
 - #3. Check this box if you have no shelter costs
 - #4. Answer “yes” if you are living with a parent, step-parent, adoptive parent, grandparent, adult child, or adult grandchild; otherwise answer “no”
 - #6. Check this box if you have a living arrangement other than those mentioned above and state the living arrangement.

Child Support Services (CSS)

Child Support Services (CSS) provides a free service to help parents with limited income get child support agreements or court orders. You are automatically eligible for this service if you receive Income Support or the Alberta Adult Health Benefit.

The Child Support program has two main principles:

- Children have the right to be financially supported by their parents and
- Parents are responsible for supporting their children to the best of their ability.

CSS makes a difference for you and your child(ren). CSS can:

- assist you to obtain a child support agreement or order, which can bring a greater sense of financial security and peace of mind.
- help improve the quality of life for you and your child(ren).
- obtain support agreements and court orders, which remain in effect until your child is at least 18 years of age – long after you leave the program.
- speak to the other parent about their child support obligations. This lessens the potential for any uncomfortable or stressful situation for you. The other parent often takes their obligation to pay child support more seriously when CSS is involved.

Child Support Services appointment

Your Child Support worker will make sure you understand the process and will be available to discuss any concerns you may have about pursuing child support. While you are receiving Income Support or Alberta Adult Health Benefits, you are expected to access all available resources to support yourself and your family, including child support. Single parents and parents of blended families receiving financial assistance/health benefits are required to meet with a Child Support worker to discuss whether pursuing child support makes sense in your situation and/or the best way to get support. This could mean:

- reviewing your court documents,
- going to court, and
- making sure any child/adult support agreement or court order you have is registered with the Alberta Justice's Enforcement Program (MEP). This will increase the likelihood that child support payments are made (when applicable).

If you do not attend your CSS appointment, the benefits you receive through the Income Support program may be delayed. Although you must attend the appointment, the decision to pursue child support is based solely on your individual circumstances. Before your appointment, a Child Support worker will tell you what documents and information to bring with you.

Your Child Support worker will:

- discuss your circumstances (e.g., number of children, existing court documents, current court action or payments of child support),
- help locate the other parent and establish paternity, if appropriate,
- discuss the financial situation of yourself and the other parent and use established guidelines to decide on the appropriate amount of child support,
- try to have the other parent agree to pay support by agreement or consent order,
- if necessary, seek a court order directing the other parent to pay support for your child/children, and
- if necessary, register any new support agreement or court order with MEP.

CSS can continue to provide this help even after you stop receiving financial/health benefits.

Child support and your benefits

Your Income Support benefits are reduced by the amount of child support you receive, but the total amount of money you take home stays the same. If you receive any child support payments, you need to let your worker know about this additional income. In some cases, to provide you with the security of knowing how much money you will receive each month, you are given full benefits and the other parent sends child support payments to the MEP. Remember, you must let your worker know about any child/adult support you receive.

For more information about CSS:

Edmonton: 780-415-6400

Calgary: 403-297-6060

Outside Edmonton or Calgary:

Call: 310-0000 (toll-free) and ask for the CSS office nearest you

Click: www.employment.alberta.ca/css

Brochures are available on request

When you leave Income Support

CSS can continue to help you obtain a child support agreement or court order unless you tell your worker you do not want this service.

You must contact the MEP as soon as you stop receiving Income Support benefits if your child/adult support agreement or court order is registered with MEP and payments have been directed to the government. MEP will send any child support payments directly to you and not to the government. This is important as it means you will have more money to help you support your family.

Child Support for Alberta Adult Health Benefit Clients

The other parent can make payments directly to you, or the payments can be forwarded to you through the MEP. To ensure you are paid, your support agreement or court order needs to stay registered with the MEP.

If a support agreement or court order has not yet been obtained by the time you leave the Alberta Adult Health Benefit, CSS can continue to help you unless you tell your worker you do not want this service.

To contact MEP

In Edmonton: 780-422-5555

Toll-free across Alberta: 310-0000 and enter 780-422-5555

E-mail: alberta.mep@gov.ab.ca

Web: www.justice.gov.ab.ca/mep

Mail: Maintenance Enforcement Program

7th Floor, J.E. Brownlee Building

10365 97 Street

Edmonton, Alberta T5J 3W7

MORE INFORMATION FOR PARENTS**Parents with 18 – 19 year old children**

If you have a dependent living with you who is 18 or 19 and still in high school you can receive benefits on their behalf. The student needs to sign a consent form.

Grandparents with 16 – 17 year old children who are parents

If you have 16 – 17 year old children or dependents who also have children of their own, you can receive more money to help with the costs, as long as they are living with you. You also will receive the benefits of Child Support Services – see page 22.

National Child Benefit Supplement

The National Child Benefit Supplement (NCBS) is part of the monthly cash payment from the federal government for families with low income – the Canada Child Tax Benefit. You must file an income tax return to receive this cash payment. When your financial benefits are calculated, it is assumed you are receiving the maximum amount of the NCBS. If you are not, contact your worker to get more money.

Child Care Subsidy Program

If you are employed, self-employed, attending school or in a training program, you may be eligible for the Child Care Subsidy Program. The program is operated by Alberta Children and Youth Services and administered by your Child and Family Services Authority (CFSA).

For more information:

Call: 310-0000 (toll-free) and ask to be connected with the nearest CFSA office.

Web: www.child.alberta.ca

Alberta Centennial Education Savings Plan

If you have children under 2 years of age or children who are 8, 11 or 14 years old, grants are available through Alberta's Centennial Education Savings Plan (ACES) to help you open and save for a Registered Education Savings Plan (RESP).

For more information:

Call: 310-0000 (toll-free) and ask for the nearest Alberta Advanced Education and Technology office or

Visit: www.advancededucation.gov.ab.ca/aces

If you need help covering the costs of accessing the ACES grant (including opening an RESP account), talk to your worker about applying for an additional benefit through Income Support.

Health Benefits

If you are eligible for financial assistance through the Income Support program, you and your family will also get coverage for health services unless you already receive coverage through the Government of Canada. This health benefits coverage pays for:

- prescription drugs and some over-the-counter products such as children's and prenatal vitamins,
- dental care,
- eye exams and glasses,
- emergency ambulance services and
- essential diabetic supplies.

Your health benefits card

A health benefits card will be sent in the mail, along with the direct deposit statement you receive each month for your financial benefits. The card provides coverage for you and each child or dependent named on the card.

You need to show this card to your doctor, dentist, pharmacist, optician, optometrist or ambulance attendant each time you or your family receives a health service. If you have a dependent added to your family after your card is issued, you must contact your worker in order to get that person's health needs covered for that month.

If you have private insurance, your private insurance is billed first and your health benefits card may cover remaining charges for eligible services.

WHAT IS COVERED?

Prescription Drugs

Most prescription drugs and some over-the-counter products, such as nutritional supplements and cold medication for children will be paid for through your health coverage, but not all drugs are covered. The prescription drugs that are covered appear on two lists:

- the Alberta Health and Wellness Drug Benefit List and
- the E&I Drug Benefit Supplement List.

Your doctor or pharmacist will have these lists or you can look them up at www.ab.bluecross.ca/dbl/idbl/prescriptiondrugs.

Some drugs require special authorization and documentation from your doctor. Your doctor or pharmacist will tell you if this applies to your prescription.

You may be asked to limit your prescriptions to one drug store. If so, you must choose the drug store you will use at the beginning of each month. If you must use a different drug store during that month, ask your worker to review the new arrangements and authorize payment.

If you have a medical need for a product that is not on the drug benefit lists, you can ask the Health Benefits Review Committee for a review of your case. More information about this committee is available on page 35.

Dental Services

The dental coverage varies for different clients.

Basic dental

For adults who are expected to work, dental coverage is limited primarily to services that provide relief from dental pain and oral infection, including fillings and extractions.

Additional dental procedures are covered for all children and for adults assessed as barriers to full employment. These include yearly exams and teeth cleaning.

Dentures

Dentures through a denturist or dentist are also covered. Your first pair of dentures may be covered and a replacement pair is covered every five years. Repairs and relines are covered with limits on their frequency.

Your dentist has to obtain authorization for any dental procedures before they are performed. Talk to your dentist or denturist for more details about this dental coverage.

If you are denied a dental service because it is not covered by an existing government agreement with dental health care professional groups, you can ask the Health Benefits Review Committee for a review of the decision. Please see page 35 for more information about this committee.

Optical Services

Optical coverage also varies for different clients.

Eye exams and glasses

Adults: Adults are covered for a routine eye exam and new glasses every two years.

Children: Children are covered for a new pair of glasses every year. Children's eye exams are covered (once per year) through the Alberta Health Care Insurance Plan.

There are maximum amounts allowed for glasses. Ask for information about this where you buy your glasses.

Special medical conditions

Additional eye exams and eyewear other than basic glasses and lenses may be covered when special medical conditions exist. The Alberta Health Care Insurance Plan also covers eye exams when they are required for medical reasons (e.g., diabetes, cataracts, glaucoma, retina problems).

If you are denied an optical service because it is not covered by an existing government agreement with optical health care professional groups, you can ask the Health Benefits Review Committee to review your case. Please see page 35 for more information about this committee.

Emergency Ambulance Services

Emergency ambulance trips to the nearest hospital are covered.

Essential Diabetic Supplies

Diabetic supplies, such as blood glucose testing strips, lancets, penlets and injection supplies are covered. Ask for more information at your drug store.

Alberta Aids to Daily Living

Alberta Aids to Daily Living (AADL) helps provide authorized medical equipment and supplies to people with chronic disabilities or illnesses. When you are receiving Income Support you do not have to pay the usual co-payment for items covered by AADL.

For more information about AADL:

Edmonton: 780-427-0731

Calgary: 403-943-2100

Toll free across Alberta: 310-0000 and then dial one of the above numbers

Web: www.seniors.gov.ab.ca/AADL

TRANSITIONAL SUPPORTS

Alberta Adult Health Benefit (AAHB)

When you leave the Income Support program and have income from employment or self-employment, you and your family will continue receiving the same health benefit coverage for a while to help you make the transition to work. This coverage is called the Alberta Adult Health Benefit.

The AAHB provides the same health benefit coverage that you received while on Income Support such as:

- prescription drugs and some over-the-counter products,
- dental care,
- eye exams and glasses,
- emergency ambulance services and
- essential diabetic supplies.

You can also receive AAHB coverage if you transfer from the Income Support program to Canada Pension Plan Disability (CPP-D).

NOTE: If you have not been receiving financial assistance through the Income Support program, but you are pregnant and have lower income or you or your dependents have ongoing prescription drug costs, you may also be eligible for the AAHB. For more information and an application form, call the Health Benefits Contact centre at 780-427-6848 in Edmonton or toll-free across Alberta at 1-877-469-5437.

Signing up for the Alberta Adult Health Benefit

Signing up is easy. Simply tell your worker that you have left the Income Support program because you have employment or that you have transferred to CPP-D. If you did not sign an AAHB enrollment form when you applied for Income Support, you will be given or mailed an enrollment form to sign.

Length of Coverage

You will keep receiving AAHB coverage until at least the next September. Every September, your financial situation is reviewed to see if you still qualify. Look at the tables below to see the income level that applies to your family size:

Maximum Income	Size of family
\$15,545	Single person, no children
\$21,763	Couple, no children
\$24,397	Single parent, 1 child
\$29,073	Single parent, 2 children*
\$29,285	Couple, 1 child
\$34,346	Couple, 2 children*
	* For each additional child add \$4,663

** If your family has high prescription drug costs, you may still qualify even if your income is higher than the amounts shown in these tables.*

If you do not agree with a decision on whether you qualify for the AAHB, you can appeal to the Citizens’ Appeal Panel. For more information on the Citizen’s Appeal Panel see page 34.

Figuring out your income

You can calculate your income by looking at your last income tax return.

- Look at Line 236 to find out your basic income.
- Add any child support you receive, which is on Line 156.
- Subtract the amount you were taxed, which is on Line 128.

The amount left is your income. If you have trouble calculating your income, call for help.

More information about Alberta Adult Health Benefit

If you are receiving Income Support, phone your worker (call 310-0000 toll-free if you do not know the number) or call the Health Benefits Contact Centre at 780-427-6848 in Edmonton or 1-877-469-5437 toll-free across Alberta. You can also find more information online at www.employment.alberta.ca/ahb.

Alberta Child Health Benefit (ACHB)

If you and your family do not qualify for the Alberta Adult Health Benefit, there is another health plan available for your children. It is called the Alberta Child Health Benefit.

The ACHB pays for health services, such as eyeglasses, prescription drugs and dental care that are not available through standard Alberta Health Care Insurance. It is for children up to age 18, as well as 19 to 20 year olds who live at home and are attending school up to grade 12. There are no fees to sign up.

Qualifying for ACHB

Families qualify by income. If your family makes less than the amounts shown below, your children can be signed up:

Maximum Income	Size of family
\$24,397	Single parent, 1 child
\$29,073	Single parent, 2 children*
\$29,285	Couple, 1 child
\$34,346	Couple, 2 children*
	*Add \$4,663 for each additional child

**If any member of your household has high prescription drug costs, your children may still qualify even if your income is higher than the amounts shown in the table.*

Calculating your income

You can calculate your income by looking at your last income tax return.

- Look at Line 236 to find out your basic income.
- Add any child support you receive, which is on Line 156.
- Subtract the amount you were taxed, which is on Line 128.

The amount left is your income. If you have trouble calculating your income, call your worker for help.

Signing up for ACHB

Signing up is easy. Just fill out one form and mail it in.

You can get an application form by:

Phone: 780-427-6848 in Edmonton or toll-free 1-877-469-5437 across Alberta

Web: www.employment.alberta.ca/achb

E-mail: achb@gov.ab.ca

If you do not agree with a decision on whether you qualify for the ACHB, you can appeal this to the Citizens' Appeal Panel. For more information on the Citizens' Appeal Panel see page 34.

Other Health Benefits Coverage

If you and your family do not qualify for the Alberta Adult Health Benefit or the Alberta Child Health Benefit, you can apply for Non-Group Prescription Drug Coverage through Alberta Health and Wellness. To ensure that you continue to get health coverage with no delays, you must apply within 30 days of leaving the Income Support or Alberta Adult Health Benefit programs.

For more information about Non-Group Prescription Drug Coverage contact:

Edmonton: 780-427-1432

Toll-free across Alberta: 310-0000 and enter 780-427-1432

Web: www.health.alberta.ca/AHCIP/drugs-non-group.html

When you are Overpaid or have a Debt

Sometimes people who receive Income Support are overpaid and then have a debt to the department (E&I). The Income Support application form you sign advises you that the department has the right to collect money owed to it.

You will be asked to repay the benefits you received through Income Support when:

- you received a benefit to which you were not entitled, perhaps because of a government error or because information about your situation was no longer accurate, or
- you do not use a benefit for its intended purpose. For example, you were given money to cover babysitting costs and you did not pay the babysitter, or
- you are issued a benefit you agreed to repay, such as money for home repairs.

You can prevent having an overpayment by immediately telling your worker about any changes in your circumstances that may affect your benefits (e.g., a dependent child is no longer living with you or your income increases). You may notify your worker on your Client Reporting Card (CRC) or by phone.

When you have an overpayment

When your worker determines that you have an overpayment, the worker calculates the amount you owe. You will receive a letter and an overpayment notice, which explains the reason for your overpayment and how it was calculated.

If you think there is a mistake with the calculation of your overpayment, phone your worker. If you do not believe that you owe money, or that you should have to pay it back, you have 30 days after being notified about your overpayment to appeal the decision. Your appeal must be in writing. See page 34 for more information on appeals.

Once the appeal period has ended or after an appeal has been completed and the decision is upheld, your overpayment becomes a debt owing to the government.

Repaying your debt while you are with the Income Support program

While you receive ongoing Income Support, a debt payment is automatically deducted from your monthly benefit. The normal monthly deduction depends on the number of adults in your family unit, and whether you and your spouse/partner have earned income. Your monthly deduction may be increased or decreased based on your individual circumstances.

If you are making regular debt payments, you can request a Statement of Debt from your worker at any time that shows:

- the total amount you owe,
- the amount you have paid, and
- the balance owing.

Repaying your debt when you leave the Income Support program

When you stop receiving Income Support, a letter will be mailed to you advising you of the amount you owe. To avoid your file being referred to a private collection agency or subject to other collection activity, you must make reasonable payments on your debt after you stop receiving Income Support.

Please advise E&I or Service Alberta when you move.

You can pay your debt, by cheque or cash, at the nearest Alberta Works or Alberta Service Centre. You can also send a cheque or money order, payable to the Minister of Finance to:

Service Alberta

Alberta Employment and Immigration
Collections Unit
P.O. Box 11417
Edmonton, ABT5J 3E4

Your Right to Appeal

INCOME SUPPORT BENEFITS APPEALS

If you are refused help through the Income Support program or your financial benefits are cancelled or changed, you can go to an independent Citizens' Appeal Panel to appeal these decisions. If you are overpaid and an overpayment is assessed, you can also appeal how quickly it must be paid back and, in certain circumstances, the amount of the assessment and whether repayment is required.

Administrative decisions, such as changing your worker, cannot be appealed. However, you can ask to speak to your worker's supervisor to resolve any issues.

Staff use policies to interpret the laws and regulations that apply to the Income Support program. The Citizens' Appeal Panel can override a policy, but it cannot change the law. This means, for example, that the panel cannot give you more money than the laws or regulations allow.

How the appeal process works

You have 30 days to appeal once you have been notified of a decision and of your right to appeal. You must submit your appeal in writing. The Appeals Secretariat (contact information on page 35) can help you with this process.

To start, you pick up a Notice of Appeal form at the Appeals Secretariat or any AlbertaWorks or Alberta Service Centre. You can also download the form from www.appeals.gov.ab.ca/forms. Complete the Notice of Appeal and mail it or take it to the office handling your file, or send it to the Appeals Secretariat.

Administrative Review

When your Notice of Appeal is received, a supervisor will review it and may call you to discuss the appeal. The supervisor may be able to resolve the matter without an appeal hearing.

Citizens' Appeal Panel

If the matter is not resolved, you will receive a letter advising you of the date, time and location of your appeal hearing. If you do not receive a letter, please contact your worker. Any new information should be provided to the supervisor before your appeal hearing, since it could change a decision about your benefits. You may bring someone to represent or support you at the appeal hearing. If you have documentation, you should bring it to the hearing. You will be advised in writing of the appeal panel's decision. If your situation is an emergency, you should advise the panel at the appeal hearing.

If you later decide that you do not wish the matter to go to a Citizens' Appeal Panel, you must contact E&I or the Appeals Secretariat.

For more information about appeals, or to contact the Appeals Secretariat in your area:

- go to the website at www.appeals.gov.ab.ca , or
- by e-mail: appeals@gov.ab.ca , or
- by mail or in person at one of the offices below.

Edmonton:

6th Floor, Centre West Building
10035-108 St.,
Edmonton AB T5J 3E1
Phone: 780-427-2709

Red Deer:

6th Floor, Provincial Building
4920-51 St,
Red Deer, AB T4N 6K8
Phone: 403-340-3351

Calgary:

24th Floor, AMEC Place
801-6th Avenue SW,
Calgary, AB T2P 3W2
Phone: 403-297-5636

Lethbridge:

4th Floor, Administration Building
909-3rd Avenue North
Lethbridge, AB T1H 0H5
Phone: 403-381-5681

HEALTH BENEFITS APPEALS

If you are denied a health benefit, such as a prescription drug or dental service, you can ask the Health Benefits Review Committee (HBRC) to review your case.

You can also appeal to the independent Citizens' Appeal Panel if you disagree with a decision that says you do not qualify for the Alberta Adult Health Benefit or the Alberta Child Health Benefit because your income is too high. You cannot appeal the coverage rates if, for example, your dental costs are higher than those covered by the health benefit program. There are other matters related to health coverage that you cannot appeal, but you can ask for a review.

To do this, you can ask your worker for a HBRC Request for Review of Decision form. Complete the form and mail it or take it to the office handling your file. Attach letters from your health care provider(s) to support your request. The HBRC will review the documents you submit and send you a decision in writing.

Expectations

WHAT YOU CAN EXPECT

You will receive supports and services that help you reach your potential

The help you get will focus on assisting you to participate successfully in the workforce, and to have sustainable employment, to the greatest extent possible given your individual situation. You will be better off working than receiving Income Support alone.

Supports are based on an assessment of what you need

You will receive benefits and services based on an assessment of your individual situation, and responsive to unique needs. If you are unable to work to provide for yourself or your family you will continue to receive Income Support and health benefits to meet basic needs.

Supports encourage personal responsibility

You will have choices as to the best way to become independent.

Fair treatment

You will get help using the same rules as everyone else. You can ask your worker about any benefits you think you need. If you don't agree with a decision about your benefits, you can appeal.

Privacy

Your personal information will be kept private and confidential. This means workers cannot discuss your situation with the general public. But workers can discuss your situation with other government departments or agencies if they need to. Workers may also need to get information from banks, landlords and employers. When you sign your application for Income Support, you give workers permission to get this information.

WHAT IS EXPECTED OF YOU

Be honest about your situation

You will be asked for full information about where you live, who you live with, your marital status, your job, your money sources, your health, and your assets. You need to stay in touch with your worker and let your worker know when any of these things change.

Become as independent as you can

You will be asked to pursue the best ways to achieve your independence, through things like training, career counseling, and job searching or addictions treatment.

Apply for all available resources

Income Support does not replace other resources, such as child support, Employment Insurance, a pension or income tax refunds. You are expected to apply for all available resources or take action to get them. You need to use this money to help support yourself and your family.

Use your benefits for the intended purpose

You are expected to use the money you receive for the intended purpose.

Alberta Works Offices

Athabasca

3rd Floor Duniece Centre, 4810 50 St.
Athabasca, AB T9S 1C9
Phone: 780-675-2243

Barrhead

Box 4517, Provincial Building
6203 49 St.
Barrhead, AB T7N 1A4
Phone: 780-674-8345

Bonnyville

Box 8115
New Park Place, 5201 44 St.
Bonnyville, AB T9N 2J4
Phone: 780-826-4175

Bow Corridor / Canmore

301, 800 Railway Ave
Canmore AB T1W 1P1
Phone: 403-678-2363

Brooks

200, 600 Cassils Road E.
Brooks, AB T1R 1M6
Phone: 403-362-1278

Calgary–10th and 10th (Downtown)

3rd Floor, RPW Building
1021 10 Ave. S.W.
Calgary, AB T2R 0B7
Phone: 403-297-2094

Calgary–Fisher Park (South)

Box 5175, Station A
100, 6712 Fisher St. S.E.
Calgary, AB T2H 1X3
Phone: 403-297-2020

Calgary–8th and 8th (Downtown)

5th Floor Century Park Place
855-8th Ave. S.W.
Calgary, AB T2P 3P1
Phone: 403-297-6344

Calgary-Marlborough Mall (East)

1502, 515 Marlborough Way N.E.
Calgary, AB T2A 7E7
Phone: 403-297-7570

Calgary One Executive Place (North)

300 One Executive Place,
1816 Crowchild TR. N.W.
Calgary, AB T2M 3Y7
Phone: 403-297-7200

Calgary-Radisson Centre (East)

Main Floor, 525 28 St. S.E.
Calgary, AB T2A 6W9
Phone: 403-297-1907

Camrose

3rd Floor, Gemini Centre,
6708-48 Ave.
Camrose, AB T4V 4S3
Phone: 780-608-2525

Claresholm

Box 1650, Provincial Building,
109 46 Ave. West
Claresholm, AB T0L 0T0
Phone: 403-625-4457

Cold Lake

Box 698, 408 Tri City Mall, 6501 B 51 St.
Cold Lake, AB T9M 1P2
Phone: 780-594-1984

Crowsnest Pass

Box 870, Main Floor Provincial
Building,
12501 20 Ave.
Blairmore, AB T0K 0E0
Phone: 403-562-3285

Drayton Valley

2nd Floor, Provincial Building
5136 51 Ave. Box 7595
Drayton Valley, AB T7A 1S7
Phone: 780-542-3134

Drumheller

Box 2079, 2nd Floor Riverside Centre,
180 Riverside Drive, Box 2079
Drumheller, AB T0J 0Y0
Phone: 403-823-1616

Edmonton City Centre

4rd Floor, 10242 105 St.
Edmonton, AB T5J 3L5
Phone: 780-415-4900

Edmonton Meadowlark (West)

120 Meadowlark Shopping Centre
15710 87 Ave.
Edmonton, AB T5R 5W9
Phone: 780-415-8116

Edmonton Northgate

2000 Northgate Centre
9499 137 Ave.
Edmonton, AB T5E 5R8
Walk-in Only

Edmonton South

Argyll Centre
6325 Gateway Boulevard
Edmonton, AB T6H 5H6
Phone: 780-644-2888

Edmonton West

200 Westcor Bldg.,
12323 Stony Plain Rd.
Edmonton, AB T5N 4A9
Phone: 780-415-6500

Edson

102 Provincial Building, 111 54 St.
Edson, AB T7E 1T2
Phone: 780-723-8317

Fort McMurray

Main Floor, Provincial Building
9915 Franklin Ave.
Fort McMurray, AB T9H 2K4
Phone: 780-743-7192

Grande Cache

Box 240, 702 Pine Plaza Mall
Grande Cache, AB T0E 0Y0
Phone: 780-827-3335

Grande Prairie

100 Towne Centre Mall, 9845 99 Ave.
Grande Prairie, AB T8V 0R3
Phone: 780-538-6241

High Level

Box 774, Main Floor,
Provincial Building
10160-100 Ave.
High Level, AB T0H 1Z0
Phone: 780-841-4315

High Prairie

PO Box 849, 5226 53 Ave.
High Prairie, AB T0G 1E0
Phone: 780-523-6650

Hinton

568 Carmichael Lane
Hinton, AB T7V 1S8
Phone: 780-865-8273

Lac La Biche

PO Box 420, Provincial Building
9503 Beaverhill Road
Lac La Biche, AB T0A 2C0
Phone: 780-623-5215

Leduc

4901 50 Ave.
Leduc, AB T9E 6W7
Phone: 780-980-0557

Lethbridge

Bag 3014
Provincial Building, 200 5 Ave. South
Lethbridge, AB T1J 4L1
Phone: 403-380-2272

Lloydminster

5016 48 St.
Lloydminster, AB T9V 0H8
Phone: 780-871-6445

Medicine Hat

201, 346 3 St. S.E.
Medicine Hat, AB T1A 0G7
Phone: 403-529-3683

Olds

Ralph Klein Center
4500 50 St.
Olds, AB T4H 1R6
Phone: 403-507-8060

Parkland (Spruce Grove)

PO Box 1230,
200 Westgrove Professional Building
131 1 Ave.
Spruce Grove, AB T7X 2Z8
Phone: 780-962-8681

Peace River

Bag 900-15, Chrysler Building
9603-90 Avenue
Peace River, AB T8S 1G8
Phone: 780-624-6135

Pincher Creek

Box 2138, 160, 782 Main St.
Pincher Creek, AB T0K 1W0
Phone: 403-627-1125

Red Deer

109 Provincial Building, 4920 51 St.
Red Deer, AB T4N 6K8
Phone: 403-340-5439

Red Deer

2nd Floor, First Red Deer Place
4911-51 St.
Red Deer, AB T4N 6V4
Phone: 403-340-5353

Rocky Mountain House

Box 1180, New Provincial Building
4919 51 St.
Rocky Mountain House, AB T4T 1A8
Phone: 403-845-8590

Sherwood Park

2nd Floor, Trillium Centre,
121 Crimson Drive
Sherwood Park, AB T8H 2T5
Phone: 780-464-7000

Slave Lake

Old Fish and Wildlife Building
108-4 Ave N E
Slave Lake, AB T0G 2A2
Phone: 780-849-7290

St. Albert

Provincial Building
30 Sir Winston Churchill Ave.
St. Albert, AB T8N 3A3
Phone: 780-419-9400

St. Paul

Box 309, 5126 50 Ave.
St. Paul, AB T0A 3A0
Phone: 780-645-6473

Stettler

Bag 600, 4835 50 St.
Stettler, AB T0C 2L0
Phone: 403-742-7586

Taber

Provincial Building, 5011 49 Ave.
Taber, AB T1G 1V9
Phone: 403-223-7921

Vegreville

5121-49 St.
Vegreville, AB T9C 1S7
Phone: 780-632-8686

Vermilion

Box 25, Provincial Building,
4701 52 St., Box 25
Vermilion, AB T9X 1J9
Phone: 780-853-8164

Wainwright

Suite 19, Provincial Building
810 14 Ave.
Wainwright, AB T9W 1R2
Phone: 780-842-7500

Westlock

11304-99 St.
Westlock, AB T7P 0A4
Phone: 780-349-7700

Wetaskiwin

1st Floor, Macadil Building
5201 51 Ave.
Wetaskiwin, AB T9A 0V5
Phone: 780-361-5878

Whitecourt

Box 749, 202 Midtown Mall
5115 49 St.
Whitecourt, AB T7S 1N7
Phone: 780-778-7149

Common Abbreviations

(Listed alphabetically)

AADAC: Alberta Alcohol and Drug Abuse Commission

AADL: Alberta Aids to Daily Living

AAHB: Alberta Adult Health Benefit

ACHB: Alberta Child Health Benefit

AISH: Assured Income for the Severely Handicapped

ALIS: Alberta Learning Information Service

BFE: Barriers to Full Employment

CASC: Canada-Alberta Service Centre

CEC: Career and Employment Counselor

CRA: Canada Revenue Agency

CFSA: Child and Family Services Authority

CPP: Canadian Pension Plan

CPP-D: Canada Pension Plan Disability Pension

CRC: Client Reporting Card

CSS: Child Support Services

EI: Employment Insurance

E&I: Employment and Immigration

ETW: Expected to Work

GST: Goods and Services Tax

FOIP: Freedom of Information and Protection of Privacy Act

HBC: Health Benefits Card

ID: Identification

IESA: Income and Employment Supports Act

LMIC: Labor Market Information Centre

MEP: Maintenance Enforcement Program

NCBS: National Child Benefit Supplement

To share your comments on this guide or to order copies contact
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Toll-free: 310-0000 and then enter 780-427-5585

E-mail: eii.communications@gov.ab.ca

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