

The Saskatchewan Assured Income for Disability (SAID) Program Handbook

Information



SAID is an income support program for people with significant and enduring disabilities. The SAID program has been developed in partnership with the disability community and government.

About the SAID Program

The Ministry of Social Services introduced the Saskatchewan Assured Income for Disability (SAID) program to improve the quality of life for people with disabilities.

The Ministry supports people with disabilities by providing a living income benefit, reducing barriers to accessible housing and transportation, and increasing opportunities to participate in employment, education and the social life of the community.

The SAID Handbook

This handbook is designed to give you basic information about the SAID program.

If you are looking for the legal description and documents of the SAID program, visit our Publications Centre website. This legal information can be found in *The Saskatchewan Assistance Act* and *The Saskatchewan Assured Income for Disability Regulations, 2012*. *The Saskatchewan Assistance Act* and regulations are available from Publications Saskatchewan.

More information about SAID policies, like benefit rates, can be found in the SAID Policy Manual (PDF or Word version) at:

<https://www.saskatchewan.ca/residents/family-and-social-support/people-with-disabilities/income-support-for-people-with-disabilities>

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Your Rights

As someone who lives in Saskatchewan, you have the right to apply for SAID. Not only do you have the right to apply for the SAID program, you also have the right to be treated with dignity and respect.

If your application to the SAID program is approved – which means you are eligible to receive benefits – you have the right to all benefits allowed by *The Saskatchewan Assured Income for Disability Regulations, 2012* and SAID policy. These policies help guide the Ministry of Social Services to better help you with funding, and to give you access to supports to meet your specific needs.

If your application is not approved and it is determined that you do not qualify for SAID benefits, you have the right to appeal. An appeal gives you a chance to have a decision changed.

Whether it's providing pay stubs, work history or medical information about your disability, you are providing personal information about yourself.

If you want a copy of any information from your file, ask your Assured Income Specialist or make the request in writing.

The Ministry's Access and Privacy Unit will review your file to make sure there isn't any information that cannot be released to you based on privacy legislation. They remove things like:

- Information about other individuals.
- Information about Child and Family Programs involvement.
- Actual scores for Disability Impact Assessments to determine SAID eligibility.

A copy of your file will be mailed to you once the review is complete. The review can take up to 30 days.

You must complete and sign a consent form to release the documents to an identified third party OR

- There must be legal documents (e.g., guardianship or power of attorney) provided to support the authority of the person to access your file.
- Where legal documents are not available, or you are unable to sign a consent form, a decision about access may be approved by the Service Delivery Manager.

In legal terms, you have the right to have your personal information protected under *The Freedom of Information and Protection of Privacy Act* and *The Health Information Protection Act*.

The Ministry of Social Services respects the confidentiality and privacy of your personal information and personal health information. We know your information is personal and shouldn't be shared with others. That's why we wanted to let you know that the information you give the Ministry can and will only be used to see if you qualify for the SAID program and to make sure you are getting the right benefits.

All information collected is protected by Saskatchewan privacy laws, which means there are rules that the Ministry has to follow to collect, use, store and disclose your information.

Note: The exception to this would be where the SAID Ministry Eligibility Review Team (MERT), or Ministry of Social Services program staff, become aware of a possible risk to yourself or to others. The Ministry is bound by law and must report this to the proper authorities, which would be the local police or crisis response services.

Your Responsibilities

Although you have these rights, you should know that these rights come with specific responsibilities.

Some of these responsibilities are:

- Giving complete and accurate information to the Ministry of Social Services when you apply for SAID;
- Reading your cheque stub or benefit deposit slip carefully (it shows details about your benefits; your Assured Income Specialist can also use it to give you important information about your benefits);
- Report all changes in your situation to your Assured Income Specialist while you are receiving SAID benefits. (Some examples are: when you move to a different place, get married, separate, have a new baby, or receive income);
- Apply for all other income benefits you and your family members are eligible for (such as the Canada Child Benefit, GST rebate, Canada Pension Plan or Canada Pension Plan Disability benefits); and
- Repay any overpayment of benefits you received.

Who is Eligible for SAID

To be eligible for SAID you must:

- Be a Saskatchewan resident who is 18 years of age or older;
- Lack the financial resources to provide for basic living expenses;
- Be assessed as having a significant and enduring disability that is permanent in nature; and
- Have a disability that greatly impacts your daily living activities, and causes you to require support in the form of an assistive device, the assistance of another person, a service animal, a modified environment or other accommodation.

How to Apply for SAID Benefits

To apply for benefits, contact the SAID program at:

- 1-888-567-SAID (7243).
- People with hearing impairments can call the Text Telephone (TTY) line at 1-866-995-0099.
- You can also apply for benefits by contacting the Ministry of Social Services Service Centre nearest your home (a list of Service Centres is at the end of this handbook).

If you are receiving Saskatchewan Assistance Program (SAP) benefits and have a disability, you can apply for SAID benefits by filling out a SAID Part B application and completing a Disability Impact Assessment.

Your Income Assistance Worker would be happy to help you fill out an application and arrange for an assessment.

If you are not receiving SAP benefits, the first step in applying for the SAID program is to fill out the application form to see if you are financially eligible for SAID. This can be done at your home with an Assured Income Specialist, or at the nearest Ministry Service Centre, whichever works best for you. If you have any difficulties filling out the application, our staff will be more than happy to help you. Just give us a call.

Determining financial eligibility for SAID

Determining your eligibility and the amount of your SAID benefits will depend on three things:

1. You must be assessed as having a significant and enduring disability;
2. You must not have liquid assets (e.g. savings in bank account, investments) exceeding \$1,500 for a single person, \$3,000 a family of two, plus \$500 for each additional family member; and
3. The amount of the SAID benefit you receive will depend on your individual circumstances and your monthly income (e.g. pensions, wages, etc.)

Check page 10 to find out more information about how to find out if you qualify for benefits.

When filling out your application, make sure to leave signing the form as the last step – you need to make sure everything in the application is complete and true. When you sign this application, it becomes a legal document.

When you sign the application and the consent, you agree that your Assured Income Specialist can check the information you provide, and that information on the application form can be shared with other government ministries or agencies if required to verify, or check, your information.

If you have a spouse, both you and your spouse must sign the Application for Benefits and the consent. If this isn't possible at your first interview, you should discuss this with your Assured Income Specialist.

Documents Needed to Support Your Application

When you meet with your Assured Income Specialist, please bring these documents that apply to you, your spouse and your dependant(s) to the interview. These are needed to process your application for benefits.

Identification

A Social Insurance number and Saskatchewan Health Services number are required for you and, where applicable, your spouse or common-law partner. If you cannot provide these numbers, one of the following is required:

- Current driver's license
- Any photo identification
- Band registry number
- Passport/immigration documents
- Birth or baptismal certificate

If you are not able to provide a Social Insurance number and Saskatchewan Health Services number at your first meeting, you must provide these within 60 days.

Assets

- Bank statement for money in savings, personal chequing or business accounts showing current balance of \$50, or more
- Registered savings plans, bonds, trust funds, annuities
- Mortgage and title documents if you own your home or any other properties
- Prepaid funeral statement
- Notes receivable, mortgages receivable and agreements for sale (A note receivable is a formal, written promise to receive a specific amount of cash from another person on one or more future dates).

Income

Cheque stubs or proof of income from **all** sources, such as wages, pensions, maintenance/child support payments or information on your income and expenses if you are self-employed or a farmer.

Cost of Basic Living Expenses

- Current or last month's receipts for rent and utility bills
- Mortgage payment statement, property insurance documents, tax notice
- Babysitting receipts
- Any court orders or legal documents (divorce or separation documents, maintenance order)

Discuss your situation with your Assured Income Specialist. Benefits are not provided under the SAID program for some needs such as car insurance and over the counter drugs.

Determining Eligibility for SAID (Two Step Process)

Step One – Determining financial eligibility

The first step is to determine if you are financially eligible for the program. The Application for Benefits (Form 1001a) can be used to apply for SAID benefits, or Saskatchewan Assistance Program (SAP) benefits. You can check a box on the application to let the Ministry know that if you are not eligible for SAID, that you would like to apply for SAP benefits if you are financially eligible.

If you are receiving SAP benefits, you have already met the financial eligibility criteria for SAID and do not have to fill out form 1001a.

Step Two - Confirming significant and enduring disability

A. Applications by individuals who are renters, roomers and boarders and home owners

If you meet the financial eligibility criteria for SAID or SAP, you will be asked to complete a SAID Part B application that asks questions about your disability and the impact it has on your day to day activities. The SAID Part B application includes a Reference Person form. You are asked to have the Reference Person form completed and returned within 30 days.

A reference person is someone, usually not a family member, who knows you and understands your disability and how it affects your daily activities.

If you do not want to complete the SAID Part B application with the Assured Income Specialist, you can take the Part B application with you and return it within 30 days.

The Assured Income Specialist will confirm whether or not you have an enduring (permanent) disability. They will do this by reviewing the medical report your physician completes, or medical information you provide. If the Assured Income Specialist confirms you have an enduring (permanent) disability, he or she will refer you to complete a Disability Impact Assessment.

The Disability Impact Assessment is done by what are known as “assessors”. These assessors do not work for the Ministry of Social Services, but they have been trained to complete assessments for the Ministry. The Disability Impact Assessment can be done in your home, or another location at your request.

Temporary benefits

If you meet the financial eligibility criteria, you may receive temporary SAID benefits – which will be lower than full SAID benefit rates – until you send the Ministry the required forms and Disability Impact Assessment. You will be eligible for full benefits if your SAID application is approved.

SAID application approved

If you have been approved to receive benefits under SAID, your benefits will be increased to full SAID rates back to the date of application. A payment will be made to you to make up the difference from the benefits you have already received.

If your application is approved, you will receive SAID benefits as long as you are eligible for the program.

B. Applications for individuals living in group homes, personal care homes, special care homes, hospital long term care, approved homes and those receiving personal care in the home of a relative

If you meet financial eligibility criteria and live in one of these residential care settings, you will be eligible for SAID if you have been assessed as requiring level 2 care or higher, or live in a group home. A Disability Impact Assessment is not required.

If you are receiving personal care in the home of a relative or a personal care home, you need to have the Medical Report – Assessment of Level of Care (1093) filled out by a physician to determine the level of care required. The Ministry will provide this medical report form to you.

If you live in an approved private-service home, special care home or are in a hospital long-term, your level of care will be determined by either Community Living Service Delivery or the Ministry of Health.

The Ministry will provide full SAID benefits back to the day you applied if you live in one of these arrangements and are eligible for SAID.

SAID application denied

If it is determined that you are not eligible for SAID, you will get a letter from us to let you know your application has been denied. You will be told the reason for the denial based on SAID program rules, and your right to appeal the decision. You may ask your Assured Income Specialist to provide you a copy of the SAID rules that show the reason the decision was made (see pages 25-29 for details regarding the appeal of a decision).

How Income is Determined

While you receive SAID benefits:

- **All** money you receive, other than SAID benefits, must be reported to your Assured Income Specialist.
- Income you receive during the month is used to figure out your next month's benefits.
- Some money is deducted in total from your benefits (example: child support payments, Employment Insurance, pensions, training allowances).
- Some money is not deducted at all (example: GST rebates, Canada Child Benefit, income tax refunds, Saskatchewan Employment Supplement).
- Some money is partially deducted (example: wages, income from roomers and boarders). The part that is not deducted is called an income exemption (see page 14 for more information about income exemptions).

Maintenance/Child Support

You are expected to try to get financial support for your children when you are not living with the other biological parent. Your Assured Income Specialist will discuss this with you.

You may be eligible for the Saskatchewan Employment Supplement (SES) to top up your child support payments. SES payments are not deducted from your SAID benefits (see page 30).

The Maintenance Enforcement Office at the Ministry of Justice and Attorney General collects maintenance payments when an Order or agreement is registered. Your Assured Income Specialist will discuss this with you.

Examples of Income Exemptions

Employment – You can still receive benefits if you work and do not earn enough to meet your basic needs. A portion of some of your wages will not be deducted.

Calculating the Annualized Earned Income (Wage) Exemption

The flat maximum earned wage exemption is based on the family size and the amount of income. It is your responsibility to inform your Assured Income Specialist if family size changes as that might affect the earned income exemption limit. The maximum earned exemptions are:

Single	\$6,000
Couple without children	\$7,200
Families with children	\$8,500

For example, if you are a single person, your annualized earned income exemptions will be \$6,000 from January to December of that year. Starting next January, you will be eligible for the full \$6,000 exemption.

Your Assured Income Specialist can explain this to you in more detail.

Farmers/Self-Employed – Farmers and self-employed beneficiaries can deduct some of their expenses from their income. Farmers do not receive the earned income exemption.

Some self-employed beneficiaries who operate small scale businesses out of their own homes may be allowed to deduct business expenses and get the earned income exemption as well. Your Assured Income Specialist can provide more information about this.

Beneficiaries who have room and board income – For each boarder, 25 per cent of the room and board income you receive, but not less than \$25 per month, is deducted from your monthly SAID benefits.

Beneficiaries who have suite rental income – 40 per cent of the rental income you receive, but not less than \$40 per month per suite, is deducted from your SAID benefits.

How Assets are Determined

All liquid assets and real assets must be reported

There are three types of assets:

- **Liquid Assets** - funds in bank accounts, registered retirement savings plans, bonds, investment certificates, etc.
- **Real (fixed) Assets** - property such as a house or land
- **Personal Assets** - are a car, truck, jewelry, etc.

All the liquid and real assets you had six months before you apply for benefits will be reviewed. Personal assets are not reviewed when determining your eligibility. Your Assured Income Specialist will tell you how your assets affect the amount of money you get.

Liquid Assets

You can keep a certain amount of your liquid assets at the time you apply (\$1,500 for one person, \$3,000 for two people in your family and \$500 for each additional family member).

For instance, a family of two can have \$3,000 in liquid assets while a family of five can have \$4,500 (\$1,500 + \$1,500 + \$500 + \$500 + \$500) in liquid assets.

Real and Personal assets you can keep

You may keep some of your real and personal assets and still be eligible for benefits:

- your home if you are living in it;
- any personal property (example: TV, computer, vehicle)

Other Assets

- You may receive benefits for up to 90 days to give you time to sell other assets (example: a house you do not live in, investments or bonds which exceed liquid asset limits)

- You may be allowed to keep some assets if you have exceptional reasons. Your Assured Income Specialist can discuss this with you.

The Amount of Your SAID Benefits

The amount of your SAID benefits is determined by adding up the total of the SAID benefits you are eligible for and deducting your financial resources (income, non-exempt assets). Please ask your Assured Income Specialist for a SAID Benefit Rate Card for a description of SAID benefits.

Living Income Benefit

The benefit includes funds for accommodation (renters or homeowners), food, clothing, household expenses, personal needs and incidental expenses (including travel). The amount of the benefit is based on your family size and community, with maximum limits set for your rent or mortgage.

- If your shelter cost is higher than the amount allowed, check with your Assured Income Specialist. A higher amount may be provided in some situations.
- Your mortgage payment, property taxes and property insurance are included in your Living Income benefit if you own your home.
- Rent payments may be made to you or by a joint payment cheque made payable to you and your landlord. You can also request that your rent payments be made directly to your landlord.
- Rather than paying a security deposit, the Ministry guarantees it to the landlord when you move in. The guarantee remains in effect as long as you receive benefits and stay in your residence. The guaranteed amount is paid to the landlord if a claim is successfully made through the Office of Residential Tenancies (ORT) or by written agreement between you and the landlord. If payment of the guaranteed amount is made to the landlord, the amount may be deducted from your future benefits.

- In some cases, the security deposit may be provided when you no longer need SAID benefits due to employment income. Please discuss this with your Assured Income Specialist.

Disability Income Benefit

If you are eligible for SAID due to having a significant and enduring disability (i.e. the eligible beneficiary), you will get a \$70 per month Disability Income benefit if you live independently, in a room and board situation, or in a rooming arrangement. The benefit is to help with costs associated with your disability and can be used in any way you choose.

For a two parent family or a couple without children, the adult who has been assessed as having a significant and enduring disability (i.e. the eligible beneficiary) will receive the Disability Income benefit.

The spouse of the eligible beneficiary will also receive the Disability Income benefit if:

- he or she also has a significant and enduring disability that meets SAID eligibility criteria; or
- he or she has a disability that limits their ability for employment or training for more than 12 months, but does not qualify them for SAID.

Utility Benefit

If you are paying for a utility, you may have the option to receive a fixed utility benefit amount for electricity, home heating, water and sewer, or a benefit amount that covers the actual cost of the utilities. Please ask your Assured Income Specialist about which option may be best for you.

Fixed utility amounts are established as an average cost of utilities based on location and family size. The actual cost of utilities may be higher or lower than the average. It is your choice as to which option will be more beneficial for you.

- You may change from actual utility costs to fixed amounts at any time.
- You may change from a fixed utility amount to actual costs, once per year, when any outstanding amounts are paid (e.g. after settle-up).
- Your Assured Income Specialist will need your utility statements in order to calculate your utility allowance.
- Talk to your Assured Income Specialist if you owe money to a utility company.
- In some circumstances, the Ministry may make the monthly payment directly to SaskEnergy and SaskPower on your behalf.

If you are paying actual utility costs, it will be easier to budget if you ask for equalized billing from your utility company.

Telephones

You may be eligible to receive monthly benefits for telephone services.

You are responsible for long distance charges and other phone expenses exceeding the flat-rate for basic telephone services. If you don't have a phone because of an outstanding bill, you may contact your telephone company about a toll restricted phone.

Laundry Costs

When you have to pay for laundry, a monthly benefit is provided.

Modified Living Income Benefit

Room and Board:

A Modified Living Income benefit for room and board is provided when you are required to pay for accommodation and food. The benefit includes accommodation, food, clothing, personal needs, and incidental expenses. A benefit for a telephone may also be provided.

Room Rental:

Room rental rates are given to single beneficiaries and couples without children for sleeping accommodation that has no cooking and no bathroom facilities in the room. The rate includes utilities. A benefit for telephone services may also be provided.

Personal Living Benefit

A Personal Living benefit is given if you are in hospital, or live in a residential care facility (group home, approved private-service home, personal care home, family home, family shelter, treatment centre).

Northern Living Supplement Benefits

Because of higher food costs in northern Saskatchewan, an additional \$50 per family member per month is provided if you live north of the 54th parallel and in the communities of Barthel, Cumberland House and Pemmican Portage.

Advances

If you are receiving SAID benefits, you can request an advance for adult clothing and household needs. The advance amount is part of your benefit for future months. It will be taken off your monthly payment until the full amount is paid back.

If the advance will not cover the cost of your household or clothing needs, you may be eligible for extra money (see Exceptional Needs Benefits below).

Exceptional Needs Benefits

An Exceptional Needs benefit is extra money that may be available in some situations that you don't have to repay. Please discuss your needs with your Assured Income Specialist. Some examples of Exceptional Needs benefits are:

- clothing - other than day-to-day (example: maternity)
- travel - for other than day-to-day activities (example: for medical reasons, to attend a job interview)

- household task benefit - to help buy services necessary to maintain a home (example: snow removal)
- special telephone equipment
- household items (a repayable advance is usually the first option)
- education expenses for children
- job and training start-up costs (example: work boots, fees or permits)
- payment for home care services
- babysitting
- laundry costs due to a medical condition
- moving costs – with prior approval
- visiting children benefit — may be available when children stay with the parent with access for more than 24 hours
- Transition benefit for children: may be available for the month the child is added to the file as federal child benefits are not paid until the next month.

Payment of Benefits

Benefits are not paid in cash.

Unless exceptional circumstances exist, you are expected to have your benefits direct deposited to your bank account.

Exceptional circumstances include the following:

- You have a garnishee in place or garnishee proceedings have started and any money deposited into your bank account may be taken by the garnishee. A garnishee is someone who holds money or property that belongs to a debtor subject to an attachment proceeding by a creditor. If this is the case, you must provide a copy of the documentation of garnishee.
- You live in a remote area where there are no accessible bank services.
- You are not able to get a bank account. You will need to submit a copy of the refusal letter from the bank.

You are responsible for all bank charges and any overdrawn accounts.

Payments are issued in advance for the following month on or about the third working day before the end of the month. If you started getting benefits in the middle of the month, you will get a payment from that date to the end of the month. After that, you will probably receive all your benefits near the end of the month for the next month (deposited in your bank account on the second last working day of the month).

It is important to report to your Assured Income Specialist any income you received in a month, before the end of the month. If you are working, your benefits may be held until your monthly income is reported.

You may choose to have part of your benefits issued in the middle of the month. Please ask your Assured Income Specialist about this if you would like a mid-month payment.

Overpayment and Repayment

An overpayment happens when you receive benefits for which you or your spouse are not eligible. Overpayments may happen as the Ministry estimates your monthly needs in advance and you may have a change of circumstances that you haven't yet reported to your Assured Income Specialist.

When you are receiving SAID benefits and have an overpayment, a certain amount is taken off your monthly benefit to recover the overpayment. Even if you are not receiving benefits, you are still expected to repay any overpayment.

If you are no longer receiving benefits, and you have an overpayment, you will be contacted by the Ministry's Accounts Receivable Unit to make payment arrangements you can afford.

If you do not make arrangements for repayment, overpayments may be collected from your income tax refund or other sources (e.g. GST rebate) through an arrangement with Canada Revenue Agency.

You can contact Accounts Receivable Unit at:

Ministry of Social Services
Accounts Receivable Unit
1920 Broad Street, Regina, SK S4P 3V6
Telephone: 1-800-633-5326

Health Services

When your application for benefits is approved by your Assured Income Specialist, you may be eligible for supplementary health coverage through the Ministry of Health. In most cases, you will be automatically nominated for supplementary health coverage.

If you are Status First Nations or Inuit, you will receive supplementary health coverage through Health Canada.

With the exception of travel expenses to attend medical appointments or receive treatment, your Assured Income Specialist cannot provide money for medical or health-related costs.

Please call the Ministry of Health at 1-800-266-0695 for any questions about prescription drugs, dental services, optical services, the hearing aid plan and other medical services.

If you have a disability and leave SAID to take a job, your supplementary health coverage will continue for one year. If you have high health costs after that, you may call the Contact Centre at 1-888-567-7243 to see about further coverage.

Participation Planning

Participation planning is a way to help you set goals that are important to you and identify other programs or services that might be helpful.

Participation planning is completely voluntary and your decision to participate, or not participate, has no negative impact on your monthly benefits.

Your Assured Income Specialist will ask you if you would like to discuss participation planning. Whether you decide to go ahead with a participation plan or not is your decision.

If you decide to take part in participation planning, your plan will be created describing the goals you would like to work on; the services you currently use and services that may help you reach your goals; the actions you will take to meet your goals and the actions that will be taken by your Assured Income Specialist on your behalf. You will also be asked to sign a consent form so that an exchange of information on your progress may be obtained, or shared, with service providers listed in the plan as required.

Signing the consent document will not have any negative impacts to your benefits if you no longer wish to continue with a participation plan.

Individual Employment Plan

The spouse of a SAID beneficiary who is able to work full-time (36 hours per week) may be required to seek employment and sign an Individual Employment Plan. Your Assured Income Specialist will work with your spouse to develop the Individual Employment Plan and will help review any available employment programs and services within your community. Your Assured Income Specialist can also make referrals to help your fully employable spouse to find a job, or take part in training.

Referral Services

Your Assured Income Specialist can refer you to other people or agencies to help you with things like:

- Budgeting services
- Canada Pension Plan
- Counseling services
- Education
- Home care services
- Housing
- Legal Aid
- Mental Health Services
- Parenting skills
- Training and employment programs

See page 31 of this handbook for other programs.

How to Contact Your Assured Income Specialist

Please let your Assured Income Specialist know if you have any special communications requirements and if you would prefer a specific type of communication (e.g. spoken messages rather than written; braille, etc.)

- **By phone** - Assured Income Specialists have voice mail. Leave a short message giving your full name, phone number and why you are calling. You should get a call back within 24 hours.
If you don't have a phone, or are away from home a lot during the day, please let your Assured Income Specialist know how to reach you. If you cannot get through to your Assured Income Specialist, ask to speak to someone else.
- **By mail** - Many things can be dealt with by writing to your Assured Income Specialist using the mail. Please be sure your full name is on the information/documents that are being mailed.
- **Drop off** - Some offices have mailboxes in the waiting room. You can write a note or leave information in this mailbox.
- **By appointment** - If you want to make sure your Assured Income Specialist is available, it is best to make an appointment.

- **By email** - For general program questions, cheque mail dates, to confirm receipt of information, to make an appointment or other non-personal information. Please ask your Assured Income Specialist about when it is appropriate to communicate by email.

Comments and Concerns

We would like to hear your comments and concerns about your experience with the SAID program. You can speak with your Assured Income Specialist. We understand you might feel uncomfortable doing this, so if you are not happy with the result of something, you can call the office and ask to speak with your Assured Income Specialist's supervisor. If you still have concerns, you can go through the appeal process. The appeal process is more of a last resort – that's because your Assured Income Specialist and the supervisor are there to work together to make sure your needs are being met.

Your Right to Appeal

You have the right to appeal if:

- You disagree with a Disability Impact Assessment decision.
- Your application for benefits was denied because of excess income or assets;
- Your benefits were cancelled, changed or held;
- You were assessed an overpayment;
- You disagree with a decision regarding the amount of benefits you receive;
- You disagree with a decision disallowing an application or reapplication for benefits;
- A request for benefits or an increase in benefits was not dealt within a reasonable time.

Temporary benefits during the appeal process:

Temporary benefits may be provided, if requested, until the appeal process is completed, with some exceptions.

Types of Appeals:

There are two different types of appeals:

1. Appeal of Disability Impact Assessment
2. Appeal about financial benefits

Appeal of Disability Impact Assessment

There are two steps in the Appeal of Disability Impact Assessment:

Step One – The Service Delivery Manager and the Ministry Eligibility Review Team (MERT)

Step Two – Assessment Adjudicator

Step One — Reconsideration by Service Delivery Manager/ Ministry Eligibility Review Team

- Submit your appeal in writing within 30 days from the date of the decision letter to the Manager at your nearest regional office listed on page 32 of this handbook.
- State the reason(s) for your appeal. Make sure to give an explanation of the problem.
- The Manager will ask the Ministry Eligibility Review Team (MERT) to review your case. You will be contacted within 10 days to review your appeal.
- A MERT official will contact you by phone to discuss your concerns and ensure that your description of your disability is shown in the Disability Impact Assessment. You may have a person of your choice such as a family member, a friend, or someone from the community help you during this phone call (an advocate). At your request, your advocate, other than your spouse, dependent child or funded agency, may be eligible to get a small fee.
- If the issues cannot be settled and you would like to go ahead with the next step of the appeal process, arrangements will be made for an assessment adjudicator to hear your appeal.

Step Two

- The appeal of a Disability Impact Assessment decision is held before an assessment adjudicator with expertise in disability assessment and does not work for the Ministry.
- The adjudicator may ask either you or the Ministry for additional information or require a new Disability Impact Assessment.
- The adjudicator will make a decision within 20 days after the day on which the notice of appeal is given to the adjudicator. You and the Ministry will get a copy of the decision with written reasons of the decision.
- The decision of an adjudicator is final and there is no further right of appeal.

Appeal Regarding Financial Benefits

There are three steps in the financial appeal process:

Step One — the Service Delivery Manager;

Step Two — the regional appeal committee; and,

Step Three — the Social Services Appeal Board.

The Regional Appeal Committee or the Social Services Appeal Board can decide if the rules (*The Saskatchewan Assured Income for Disability Regulations, 2012*) have been applied correctly. They cannot change the rules for how eligibility for benefits is determined.

Step One — Reconsideration by Service Delivery Manager

- Submit your appeal in writing within 30 days from the date of the decision letter to the Manager at your nearest regional office listed on page 32 of this handbook.
- State the reason(s) for your appeal. Make sure to write a short description of the problem.
- The Manager will ask senior officials to review your case. You will be contacted within 10 days to review your appeal.

- If the issues cannot be settled and you would like to proceed with the next step of the appeal process, arrangements will be made for a regional appeal committee to hear your appeal. These arrangements will be made within 20 days from the date of reconsideration decision by the Service Delivery Manager.

Step Two —Regional Appeal Committee

- Members of this committee are local citizens, and are not Ministry employees.
- You may have a person of your choice such as a family member, friend, or someone from the community (an advocate) help you present your appeal to the committee. At your request, your advocate, other than your spouse, dependent child or funded agency, may be eligible to receive a modest fee.
- Expenses at set rates for travel and meals may also be provided to you and your advocate if required outside your community of residence. Payments are made to you or your trustee.
- Your Assured Income Specialist may be able to provide you with names and addresses of advocates.
- You can bring information and documents to support your case. Your Assured Income Specialist and other staff from the Ministry will be at the hearing to answer questions.
- The Ministry will give you a copy of their report at least three working days before the appeal. It will refer to the regulation or policy that applies to your situation.
- The regional appeal committee will hear your appeal within 20 days of the reconsideration decision. You will receive a letter outlining the committee's decision.
- You or the Ministry may appeal the decision of the regional appeal committee to the Social Services Appeal Board.

Step Three —Social Services Appeal Board

- If you want to appeal to the Social Services Appeal Board, the Service Delivery Manager must receive your request in writing within 20 days of the date of the regional appeal committee's letter.
- The Board will deal with your appeal within 30 days from the date your appeal is received by the Manager.
- You can bring information and documents to support your appeal as well as someone (an advocate) to speak on your behalf.
- You will get a letter outlining the Board's decision. This decision is final. It cannot be overturned by further appeals or by the Minister.

Other Ministry of Social Services Programs

Transitional Employment Allowance

The Transitional Employment Allowance (TEA) is an income support program for those participating in approved pre-employment programs and services or for those expecting other income in a short time.

For more information call 1-866-221-5200.

Saskatchewan Assistance Program

The Saskatchewan Assistance Program (SAP) provides basic financial support for people who do not have resources to cover their basic needs of shelter, food and other necessities.

For information on application and benefits, call 1-866-221-5200. The TTY number is 1-866-995-0099.

Child Care Subsidy

Child care subsidies may be provided to low-income families who use a licensed family child care home or a licensed non-profit centre.

For more information call 1-800-667-7155.

Other Government Ministry Programs

Ministry of Health

Family Health Benefits

This program provides low-income families with additional health benefits. For more information, call the Ministry of Health at 1-800-266-0695.

Supplementary Health Program

Those who qualify for supplementary health benefits are eligible to receive a number of health services and products, in addition to the universal health benefits such as hospital and physician care. For more information, call the Ministry of Health at 1-800-266-0695.

Ministry of Immigration and Career Training

Labour Market Services

Services to help people find work or upgrade their education are available at Labour Market Services offices throughout the province.

Ministry of Advanced Education

Provincial Training Allowance

A monthly allowance may be provided for full and part-time students enrolled in adult basic education or related courses which are at least four weeks long. Allowances for living expenses are based on family size and whether or not you live with your parents.

Information about the Provincial Training Allowance and other financial and education programs such as student loans can be obtained by calling the Ministry of Advanced Education at 1-800-597-8278.

Other Programs and Services

Your Assured Income Specialist may refer you to other resources such as Employment Insurance, Legal Aid or Canada Pension Plan.

Client Service Centre

1-866-221-5200 | TTY: 1-866-995-0099

Service Centres

Buffalo Narrows 1-800-667-7685 310 Davie Street Box 220, S0M 0J0	Moose Jaw 306-694-3647 36 Athabasca St. West S6H 2B5
Creighton 1-800-532-9580 298 - 1st St. East Box 10, S0P 0A0	Nipawin 1-800-487-8594 210-1st St. East Box 1360, S0E 1E0
Fort Qu'Appelle 1-800-667-3260 177 Segwun Ave. S Box 1400, S0G 1S0	North Battleford 1-877-993-9911 300-1146 102nd St. S9A 1E9
Kindersley 306-463-5470 125 - 1st Ave. East Box 1658, S0L 1S0	Prince Albert 1-800-487-8603 1288 Central Ave. Box 3003, S6V 6G1
La Loche 1-877-371-1131 La Loche Avenue Box 70, S0M 1G0	Regina 306-787-3700 2045 Broad Street S4P 3T7
La Ronge 1-800-567-4066 1328 La Ronge Ave. Box 359, S0J 1L0	Saskatoon 1-877-884-1687 160 - 2nd Ave. S. S7K 1K5
Lloydminster 1-877-367-7707 4815 - 50th Street S9V 0M8	Swift Current 306-778-8219 #206 - 350 Cheadle St. W S9H 4G3
Meadow Lake 1-877-368-8898 U.5, 101 Railway Pl. Box 2260, S9X 1Z5	Weyburn 306-848-2404 #205 - 110 Souris Ave. N.E. S4H 2Z8
Melfort 1-800-487-8640 107 Crawford Ave. E Box 4100, S0E 1A0	Yorkton 1-877-786-3288 #200 - 72 Smith St. E S3N 2Y4

This document can be made available in multiple formats. Please call us, and we will work with you to get you this document in the format you need.



All offices are wheelchair accessible.