

Ministry of Social Development and Poverty Reduction

Overview of Temporary Financial Assistance

Presented to: United Way British Columbia

Date: July 14th, 2022

Ministry of Social Development and Poverty Reduction

SDPR provides a system of financial supports and services to help individuals achieve better outcomes.

Ministry services include:

- Income and Disability Assistance;
- Hardship Assistance;
- [Employment Services](#) – [WorkBC](#); and
- Accessibility Directorate.

Hardship Assistance

Hardship Assistance can be provided to meet the essential needs of persons who are not eligible for income or disability assistance.

All hardship assistance is provided on a temporary basis for one month at a time, and eligibility must be re-established for each month it is requested.

Eligibility

Circumstances where hardship assistance may be provided:

- **Fleeing Armed Conflict Abroad;**
- Awaiting Employment Insurance;
- Awaiting Other Income;
- Assets in Excess;
- Income in Excess;
- Immediate Need;
- Sponsorship Undertaking Default;
- Identity Not Established;
- SIN Required;

Applying for Hardship Assistance

Individuals can apply for hardship assistance through any of the following options:

- Online at myselfserve.gov.bc.ca
- Online with staff support; or
- Staff assisted

Interpreters are available in Ukrainian, Russian and 140 other languages to assist with the application process.

There is access to free public Wi-Fi and computers to access My Self Serve during office hours.

Application Information

To apply for [hardship assistance](#) under the category of “[Fleeing Armed Conflict Abroad](#)”, you will need to provide the following:

- Applied/received the one-time federal financial assistance;
- Identification;
- Bank statements;
- Verification of shelter costs (if any); and
- Additional information/documentation (if needed).

Applicant's Rights

- Have your eligibility determined on the basis of the information you provide.
- Receive courteous, respectful, efficient and fair service.
- Right to receive all benefits for which they qualify.
- Get access to programs that will help you find work, subject to availability.

Applicant's Responsibilities

Before applicants are eligible for benefits, they must:

- Complete and sign the application;
- Conduct a reasonable work search – if required. Be prepared to discuss their activities (such as job search, preparing for a job search, attending English classes etc.); and
- Provide supporting documents regarding income, assets, and any other information relating to eligibility requirements.

Determining Eligibility

Eligibility will be determined when all of the following criteria are met:

- Has a temporary resident visa that is issued through an emergency authorization process for humanitarian reasons related to armed conflict;
- the applicant meets all other eligibility criteria; and
- undue hardship will otherwise occur.

Hardship assistance in this category is limited to six months maximum. These months do not need to be consecutive.

Hardship Assistance Includes

A monthly hardship assistance rate that is based on your situation and the size of your family unit.

In addition, you will receive:

- Medical services plan coverage;
- Non-deductible PharmaCare prescription coverage; and
- Some health & general supplements.

Hardship Employable Status Rates

Family Unit	Maximum Rates
Single Person	\$935.00
Couple	\$1,525.00
Single parent with 1 child	\$1,280.00
Single parent with 3 children	\$1,225.58
Couple with 1 child	\$1,720.00
Couple with 3 children	\$1,820.00
Couple with 5 children	\$1,920.00
Additional children	\$50.00 per child- shelter increments

Reasons Applicant May Not Qualify

- Assets or income over the allowable limits.
- Full time post-secondary student.
- Applicants may be eligible for benefits or assistance from other sources and they must use those resources before applying for Hardship Assistance.

PPMB Category

- The [Persons with Persistent Multiple Barriers \(PPMB\) category](#) provides assistance to recipients who have long-term barriers to employment that are not expected to be overcome in the short term.
- PPMB recipients are exempt from employment obligations.
- Family units where one or both recipients are eligible for PPMB may be provided a higher support rate and additional supplements.

Hardship PPMB Category Rates

Family Unit	Maximum Rates
Single Person	\$985.00
Couple	\$1,575.00
Single parent with 1 child	\$1,330.00
Single parent with 3 children	\$1,475.58
Couple with 1 child	\$1,820.00
Couple with 3 children	\$1,920.00
Couple with 5 children	\$2,020.00
Additional children	\$50.00 per child- shelter increments

PWD Designation

The [Persons with Disabilities \(PWD\) designation](#) is for recipients who:

- Have a severe physical or mental impairment that is expected to continue for more than two years;
- Are significantly restricted in ability to perform daily-living activities; and
- Require assistance with daily living activities.

PWD recipients are exempt from employment obligations.

Family units where one or both recipients are eligible for PWD may be provided a higher support rate and additional supplements.

Hardship PWD Designation Rates

Family Unit	Maximum Rates
Single Person	\$1358.50
Couple	\$1,948.50
Single parent with 1 child	\$1,703.50
Single parent with 3 children	\$1,848.50
Couple with 1 child	Up to \$2,618.50
Couple with 3 children	Up to \$2,718.50
Couple with 5 children	Up to \$2,818.50
Additional children	\$50.00 per child- shelter increments

Hardship Assistance Benefits

- The Ministry provides basic medical and emergency dental coverage for hardship assistance recipients.
- The ministry provides a range of health supplements such as:
 - Natal supplement & infant formula supplement;
 - Eye exams and optical supplements;
 - Supplement for alcohol or drug treatment;
 - Diet supplement & short term nutritional supplement.
- The ministry provides a range of general supplements such as:
 - Crisis supplements;
 - Identification supplements;
 - Moving & transportation supplement;
 - School start-up supplement;
 - Security deposit supplement;
 - Transportation supplement (PWD designation only).

Community Relations and Service Quality (CRSQ) Managers

- Provide a linkage between communities, clients and the Ministry, focusing on Service Quality
- Maintain ongoing relationships with advocates, community partners, post-secondary institutions, Hospitals, social workers, and other ministries
- Work closely with municipal, provincial and federal levels of government
- Support clients and community partners through changing technologies, environments and policy improvements
- Each CRSQ represents a stream/area of work, and works collaboratively with staff to resolve/support client and/or community partner's needs.

Who are Your Community Relations and Service Quality Managers?



SPECIALIZED SERVICES:
Funeral Assistance, Special Care
Facilities, Case Review Team,
etc.

Ian Harrower and
Pennie Smith
North



CRSQ ISSUES SUPPORT

Kellie Vachon
Interior



CRSQ ISSUES SUPPORT

Peta Poulton and Mira
Culen
Vancouver Island



CONTACT CENTER
(includes ACE & Bus Pass)

Specialized Services*:
*EPs & Reconsiderations

Nadia Boukhouali
Vancouver Island

**HA, HEALTH SUPPLEMENTS
MED TRANS**



INTAKE
(Applications general)

Michele Lauzon
Lower Mainland



CRSQ ISSUES SUPPORT

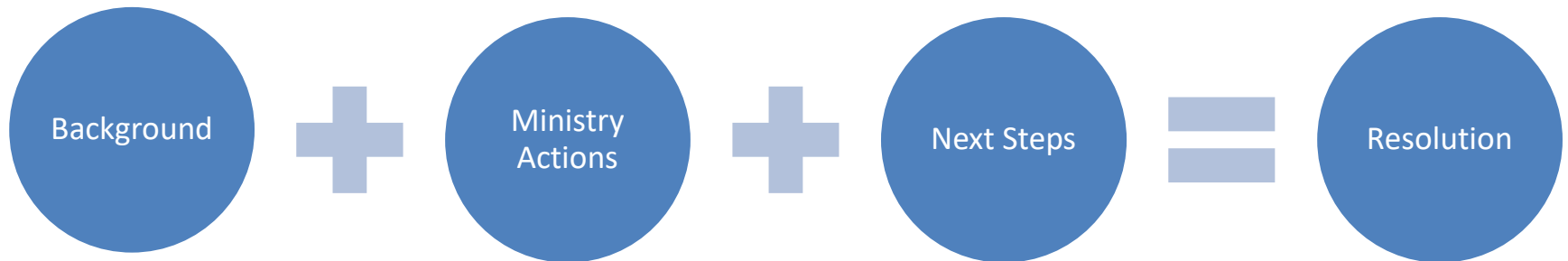
Steven Clayton
Lower Mainland



INTAKE
(Applications general)

John Bethell
Lower Mainland

Issues Process



Issues or complaints to the ministry come from various sources: Complaint resolution process (from clients directly), Office of the Ombudsperson, from Advocates, MLAs/Constituency Assistants, General Information requests by public, media alerts/media threat, etc.

Questions

- Contact: Anita LaHue
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- Contact: Ann Evans Locker
Ann.EvansLocker@gov.bc.ca

