

INCOME ASSISTANCE APPLICATION

To apply for Income Assistance there are a few options:

- + Online using the My Self Serve
- + Streamline Application
- + If you are unable to complete the online application you can also apply through:
 - Phone: 1-866-866-0800
 - At a Ministry office

STEP ONE

Applying Online at My Self Serve (MySS)

To apply for income assistance you must first create a MySS account (if you do not already have one). If you cannot complete the application online, please contact the Ministry at **1-866-866-0800** or go to your local office. To set up an account you will need your SIN and an email address.

To apply visit: <https://www.myselfserve.gov.bc.ca>

You can use My Self Serve to:

- + Message/communicate with the Ministry
- + Make service requests and track the status of your requests
- + Submit your monthly reports
- + Monitor and sign your employment plan
- + Find out what you may receive for your next payment

STEP TWO

Collect Documents

When completing the application it is important to fully submit it (even if you haven't finished collecting all the requested documents) to avoid postponing the process. You will have time to collect these documents after you submit the application. Some documents that you may be required to provide include, but are not limited to:

- + Identification
- + Bank statements
- + Proof of rent
- + Proof of assets (i.e. car)
- + Proof of any sources of income
- + Citizenship or immigration status



MY SELF SERVE REGISTRATION

- + Register for My Self Serve
- + Check email for email confirmation link
- + Click link, then "Get a BCeID"
- + "Register for a Basic BCeID"
- + Follow instruction, create a user name, password, and 4-digit PIN for the MySS
- + Account should be prepared in 5 minutes, refresh the page to check. If it doesn't load within 5 minutes, call the Ministry (**1-866-866-0800**) to get it fixed.

TIP

If you have a scanner, you can upload all documents online during your application. You may want to write down your Service Request number in case you need to drop off, mail, or fax in documents to the Ministry.

OPTIONS TO SUBMIT DOCUMENTS

- + Upload them on My Self Serve
- + Drop them off at a local Ministry office
- + Fax them in: **1-855-671-8801**

INCOME ASSISTANCE APPLICATION

STEP THREE Ministry Worker Call

A Ministry worker should contact you within:

- + **5 business days** for all applications
- + **1 business day** for applicants fleeing abuse

If you do not hear from the Ministry within those time frames, you should call them at their toll free number:
1-866-866-0800.

During the call you will be asked about your application and to provide clarity for the intake worker assigned to your file. The worker may ask for more documents, and can give you more time to collect them. After all documents and questions have been answered, the Ministry worker can determine eligibility for assistance.

IF DENIED Reconsideration Request

If you are told you are not eligible for benefits, you may want to ask the Ministry the reasons why. If you believe the Ministry's decision is wrong, you have 20 business days (from the date when you learned of the denial) to challenge the decision and to submit a reconsideration request.

STREAMLINED APPLICATION

If you have received assistance at least once in the last 6 months, you may not have to go through the 2 stage application process. You may be approved for a streamlined application at the Ministry's discretion and will need to simply submit a **Monthly Report** form.

