

Income Support

Assisted Living and Social Services

Introduction

Alberta's Income Support program can help with basic living costs and other necessities. Depending on their needs and situation, individuals may be eligible for assistance.

Benefits

There are three types of benefits:

- **Core Essential:** to assist with essential needs like food, clothing, household needs, personal needs, phone service, laundry and basic transportation.
- **Core Shelter:** to assist with the costs of housing, such as rent, mortgage payments, utilities, property taxes and damage deposit.
- **Supplemental:** to assist with specific one-time or ongoing expenses such as special dietary needs, travel costs, childcare and fleeing abuse benefits.

Eligibility

Income Support applicants must:

- live in Alberta,
- be at least 18 years old,
- be a Canadian citizen, permanent resident, refugee or refugee claimant, and
- have personal ID and if applicable, information about their spouse/children.

Required Documents

Applicants will need:

- identification for themselves, their spouse/partner and any dependent children,
Note: applicants leaving an abusive situation are not required to provide spouse/partner information on their applications.
- bank statements from the past 60 days showing all transactions up to the application date for all household members,
- a completed Direct Deposit Registration form, and
- a doctor's letter showing an applicant is unable to work due to medical reasons, if applicable.

If an applicant is unable to obtain the required documents, they may still apply, and their situation will be discussed during the assessment process.

How to Apply

Albertans can apply for benefits online at alberta.ca/income-support-how-to-apply or by calling the Alberta Supports Contact Centre at 1-877-644-9992, 7:30 a.m. to 8:00 p.m. Monday through Friday.

After Applying

- Individuals will be contacted within 7-10 days after their application is submitted.
- An Employment Readiness Assessment will be completed to see what additional supports can be offered such as employment resources and community supports.
- Individuals in an emergency situation will be contacted within two business days.
- Applicants are expected to follow through on an Action Plan developed in collaboration with staff. This will outline steps to address barriers to employment, such as accessing medical care, employment services or community supports.

Agency Contact Line

For immediate assistance, agency staff can call the Alberta Supports Contact Centre at 1-877-644-9992 and press 6 to speak to an advisor.

Emergency Assistance

Emergency benefits may be available to meet immediate needs such as food, accommodation, clothing, medication and transportation by contacting the 24-hour Income Support Contact Centre at 1-866-644-5135.

Contact Us

Income Support clients can contact their local Alberta Supports office or find an office by visiting: alberta.ca/alberta-supports.