



Income Support

Assisted Living and Social Services

Employment and Financial Services Division

April 2026



Agenda



Alberta Supports Overview



Income Support Program Overview



Supporting the Application Process



What to Expect



Our Goal: To
come together to
support Albertans



Alberta Supports



Alberta Supports Contact Centre

- Albertans can call the Alberta Supports Contact Centre toll free at 1-877-644-9992, from Monday to Friday, between the hours of 7:30 a.m. and 8:00 p.m.
- 24/7 Emergency Income Support Contact Centre, toll free at 1-866-644-5135.
- An Alberta Supports Coordinator will assess their needs and provide information to help them navigate the best options for their situation.
- AlbertaSupports.ca

Income Support

Employment and Financial Services

- A Division within the Ministry of Assisted Living and Social Services
- Program Delivery divided between North & South Zone





Purpose

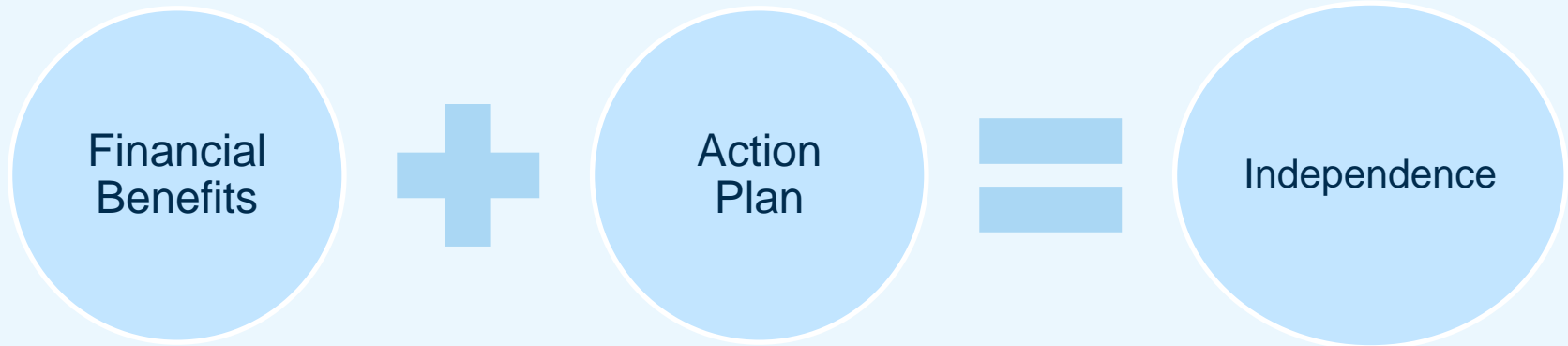
Helps unemployed, under-employed and low-income Albertans including:

- Financial assistance with basic living costs including food, clothing, and shelter.
- Health Benefits (prescription, optical, ambulance, and others).
- Supports towards independence including employment support.



Intention

To provide temporary supports while recipients move towards independence.





General Eligibility

Alberta resident

Applicant is at least
18 years of age

Eligible immigration
status

Accessing all other
income programs
and resources they
are eligible for

Actively participate
in program
expectations



Financial Eligibility



Bank statements/financial documents are required



Household income and assets are assessed against Income Support thresholds



Certain income and assets are exempt or partly exempt



Income Support Benefits



Core



Supplementary



Health



How Income Support Staff Action the Application

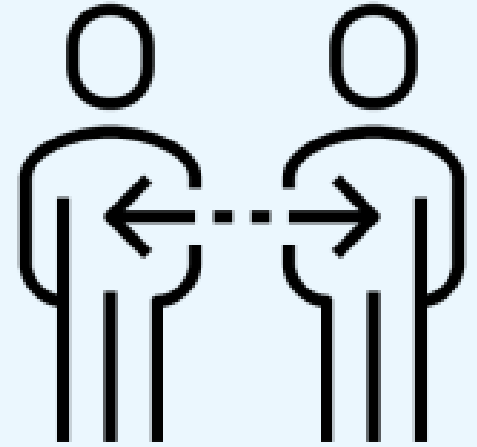
- To identify emergency applications.
- To inform the eligibility decision.
- All information provided by the applicant is reviewed and confirmed.





Assessment Conversation

- Determine applicant circumstances meet legislation requirements for eligibility.
- Collaboratively build an Action Plan supporting clients to move towards independence.
- Review program expectations.





Supporting the Application Process



Important

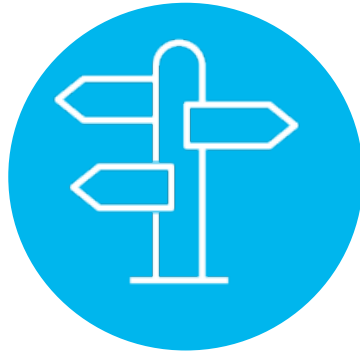
Online
Applications

Interpreter
Support

In Person
Applications



Supporting Roles



Navigator



Completer



Documentation:

Include **if available**:

- Identification for the applicant and any dependents
- Bank statements for 60 days prior to the date of application
- Direct deposit information
- Medical letter – if unable to work for medical reasons

Considerations:

- Joint accounts
- Lack of ID
- Lack of documentation at application



Alberta.ca Account

- Applicants will need an Alberta.ca account to submit an Income Support application.
- alberta.ca/alberta-ca-account-for-personal-use includes a step-by-step guide to creating an account.

Basic Account

- Available to everyone
- No proof of identity needed

Verified Account

- For Alberta residents
- Requires proof of identity



Application Details



Application – My Situation

Support

- Are you applying for yourself or somebody else?
- Do you have a Financial Administrator?
- Would you like to name an individual or organization the Income Support program can contact, or who can contact the Income Support program, about your application?

Emergency

- Do you have an eviction notice that requires you to move out within the next 5 days?
- Are your utilities being cut-off within the next 5 days? e.g. power, gas, water.
- Are you leaving an abusive situation?



Application – Personal Information

Applicant

Spouse

Dependent



Application – Financial

Income

- Are you currently working?
- What type of work do you do at this job?
- On average how many hours do you work per week?
- Are you receiving or have you applied for Employment Insurance (EI)?
- Describe all sources of income.

Assets

- Did you sell or give away any assets in the past month?
- Do you own a vehicle?
- Do you own property or land - (other than the home you live in)?
- Do you own a business?
- Do you have any other assets?



Bank Statements

Income documents - Bank statement(s) showing:

- The name of the account holder and
- 60 days of transactions for **all your bank accounts.**





Application - Declaration



The information on this application describes the financial and household situation for the applicant.



When receiving Income Support benefits, the applicant will report all money received.



I understand I have the right to appeal a decision within 30 days of being told of the decision.



I understand that I must comply with program expectations to continue to be eligible for benefits.



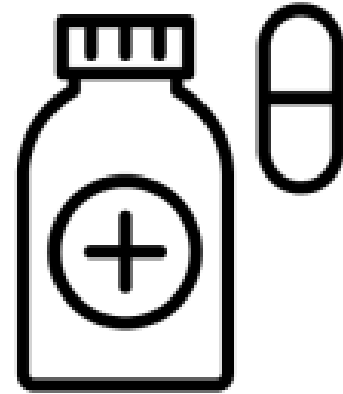
What to Expect





One Time Emergencies

- Households that have financial resources to meet their ongoing needs may be eligible for assistance with a one-time emergency.





How to Connect

- Access
- Application questions
- Consultation
- Collaboration





How ALSS and FCSS Work Together

- Income Support staff refer an Albertan to FCSS if they:
 - Are already accessing FCSS services and express a desire to seek support.
 - Are in search of community supports outside the scope of Alberta Supports



Common Goals:

Albertans participate in community life through employment, volunteerism and other opportunities that foster their wellbeing and resiliency





Contact Information



How to Apply

- Albertans can apply for Income Support online at www.alberta.ca/income-support-how-to-apply.aspx.
 - Alberta Supports Centres can be accessed to complete an online application.
- Supporting documentation should be gathered prior to applying.
- Once an application is received, Albertans can expect a call to determine their eligibility.
- Emergency applications are addressed within two business days.
- Albertans have the right to appeal eligibility decisions.



How to Contact

- Contact information for all Alberta Supports Centres is found at AlbertaSupports.ca
- Contact Centres:
 - North 1-844-415-4900
 - South 1-855-297-4833
- Income Support Contact Centre, which is available 24 hours a day, seven days a week, toll free at 1-866-644-5135



Questions

