

## IMPORTANT

Immediately complete and return to the Contact Centre:

- your Confirmation of Eligibility form;
- your Direct Deposit form; and
- a voided cheque.

### Telephoning the Contact Centre:

If you live in Regina, you can contact SES or SRHS by calling 787-4723. If you live outside Regina, you can contact SES or SRHS by calling 1-888-488-6385.

### Call the Contact Centre if you want to:

- apply or reapply for the Saskatchewan Employment Supplement or the Saskatchewan Rental Housing Supplement;
- report changes to your income;
- report changes to your monthly rental payment amount;
- report a move or a change in the condition of your home;
- report a change to the disability housing supports; and
- change your PIN number.

Once you have applied for SES or SRHS, you have two options. You may:

- use our automated telephone system; or
- speak directly with a Client Service Specialist.

### Your Account Number:

The Contact Centre will assign an account number to your file. You will find this number on the upper, right-hand corner of your Confirmation of Eligibility form. This is a very important number because you need to use it to access your SES or SRHS account.

### Your PIN number:

You will receive a temporary PIN number in the mail, along with a small pink card. To activate your account, follow the instructions on the card. You will then have access to our automated telephone system for reporting changes to your income or rental payment amounts.

This PIN number is used to access your SES or SRHS account through the automated telephone system.

### Your Password:

When you applied for SES or SRHS, you were asked to choose a password. Do not share this password with anyone as it is used to access your SES and SRHS account.

### Confidentiality:

We want to ensure your SES and SRHS account is kept strictly confidential which is why we require you to use a password when dealing with Contact Centre staff. For the protection of SES and SRHS clients and to verify information, all telephone conversations are recorded.

### Using the Automated Telephone System:

Our automated telephone system is available from 7:00 a.m. to 11:00 p.m. every day to report changes.

To use the automated telephone system, you will need:

- your account number; or
- your health services number (the number on your health card); and
- your temporary PIN (sent to you by mail and accompanied by a small, pink instruction card).

### Speaking to a Client Service Specialist: (a Contact Centre person)

Except for statutory holidays, Client Service Specialists are available to speak with you:

- Monday to Friday from 7:00 a.m. to 7:00 p.m.; and
- Saturday and Sunday from 8:00 a.m. to 5:00 p.m.

To access your SES or SRHS account, you will need:

- your account number; or
- your health services number (the number on your health card); and
- your password.

### Random Audits:

Each month, the computer randomly selects a number of active SES and SRHS client files to be reviewed. It is important that you keep your:

- paystubs;
- an accurate record of child or spousal support;
- Income Tax Return or an accurate record of your income from farming or other self-employment;
- rental receipts.

If your file is selected for review, you will be required to verify your income, your family unit and address.

If you have applied for SRHS you will also be required to verify your monthly rental payment.

### SRHS Random Home Inspections:

For clients who have applied for SRHS, your account may be randomly selected for a home inspection.

If your account has been selected, a home inspector will set up an appointment, at your convenience, to come and inspect your home to verify that:

- your home meets the health and safety requirements of the program; and
- the identified disability housing supports are in place.

### Your Right to Appeal:

You have 30 days in which to appeal a decision you feel is unfair.

Your appeal must be in writing and addressed to the Contact Centre Program Manager at:

2151 Scarth Street  
Regina, Saskatchewan  
S4P 3V7

Your letter should clearly state the reasons for your appeal and should include your account number. The Program Manager will review your case and get back to you with a decision within 20 days.

If you are still not satisfied, you have 30 days in which to appeal in writing to an independent adjudicator who will make a decision within 20 days. The decision of the adjudicator is final.

### Family Health Benefits:

If you receive the Saskatchewan Employment Supplement or the Saskatchewan Rental Housing Supplement **and** you have children under the age of 18 years, you and your family may receive Family Health Benefits. Anyone registered with Saskatchewan Health as part of your family unit is included in this coverage.

If you wish to know the exact date your Family Health Benefits begin, you may call a Client Service Specialist after you receive your first SES or SRHS payment.

If there are any changes to your address or family unit, you must contact Saskatchewan Health (see number below) and/or the Contact Centre.

If you have any questions about Family Health Benefits, contact:

Saskatchewan Health,  
Toll-free, at 1-800-266-0695.  
If you live in Regina, call 787-3124.

If you are a single individual or a couple without children receiving the Disability Rental Housing Supplement you are not eligible for the Family Health Benefits.



Saskatchewan  
Community Resources

## Building Independence

The Saskatchewan Employment Supplement and the Saskatchewan Rental Housing Supplements are part of the Province's *Building Independence Strategy*. *Building Independence* works by addressing the issues that can make it hard for some families and people with disabilities to move out of poverty.

The **Saskatchewan Employment Supplement (SES)** is a monthly payment that adds to income from a job, farming, self-employment, or child or spousal support. It is intended to help low-income working families with the costs of raising children.

The **Saskatchewan Rental Housing Supplement (SRHS)** is a monthly payment that assists low-to-moderate income families and persons with disabilities with their monthly household rental costs. It is intended to help make quality housing more affordable for Saskatchewan residents.

There are two components to the SRHS:

1. The Family Rental Housing Supplement provides benefits for low-to-moderate income families, with children under the age of 18, for their household rental costs.
2. The Disability Rental Housing Supplement provides benefits for low-to-moderate income single individuals, families and couples without children who have supports in their household to accommodate a disability-related need.

**Are SES and SRHS Taxable?** No. SES and SRHS benefits are tax free.

### Eligibility – to be eligible for SES or SRHS you must:

- reside in Saskatchewan; and
- hold a valid Saskatchewan Health Services card.

### Further SES eligibility requirements, you must:

- receive income from employment, self-employment and/or child or spousal support;
- have children under the age of 18 years; and
- have a gross monthly family income of less than \$3000.

### Further SRHS eligibility requirements, you must:

- pay a monthly rental amount for your accommodations;
- have children under the age of 18 years or have recognized disability supports in your home; and
- reside in a home that meets certain minimum health and safety criteria.

## Housing Types not Eligible for SRHS

The following accommodations are not eligible for SRHS:

- individuals and families who own their homes;
- room and board arrangements;
- any home or facility that provides both accommodation and some degree of supervision such as: an approved group home, a facility operated by a regional health authority, a personal care home, a private-service home or a residential service facility; and
- communal living arrangements.

### Eligibility Requirements for the Disability Rental Housing Supplement – examples of recognized disability-related housing supports:

- **accessibility supports** such as ramps, elevators, street level entrances and widened doorways or hallways;
- **location supports** such as your home being located close to services and supports that are used on a regular basis; and
- **other physical supports** such as audio or visual alarms, intercoms, grab bars, bath lifts, lowered counters or permission to keep a service animal.

### How SES and SRHS Benefits are Calculated:

**SES** – benefits are calculated on:

- the total gross income (total income before deductions) your family received in the previous month; and
- the size of your family.

**SRHS** – benefits are calculated on:

- the total gross income (total income before deductions) your family received in the previous month;
- the size of your family;
- the location of your accommodation (city, town, etc.);
- the amount of rent paid; and
- the assessed need for disability housing supports.

### Reporting your Income:

If your income changes from month to month, you must report before the 18th of **every** month. If your income remains the same each month, you need to report only when you are required to complete a **Mandatory Report**.

You only need to complete one income report if you applied for SES and SRHS.

### Income that must be reported:

You need to report all gross income (before deductions) received from the following sources: employment, farming, self-employment, child or spousal support.

## Other Income:

The following incomes are not eligible for a SES benefit. However, they must be reported to the Contact Centre for Building Independence each month as they are included in your total family income when the amount of your SES and SRHS benefit payments are calculated:

- Old Age Security (OAS), Guaranteed Income Supplement (GIS) and Saskatchewan Income Plan (SIP) benefits;
- personal retirement income such as superannuation earnings, RRSPs, annuities, etc.;
- Quebec Pension Plan (QPP) income;
- Worker's Compensation benefits from other provinces; and
- other types of taxable income such as dividends from bonds, disability benefits, scholarships, bursaries, etc.

You are to report only money you actually received during the month. If the amount of your gross monthly income changes, the amount of your SES or SRHS benefit may also change.

### Income you do not need to report:

- Canada Pension Plan (CPP) income;
- Employment Insurance (EI) benefits;
- Worker's Compensation (WCB) benefits; and
- child/spousal payments deposited to the General Revenue Fund (Assignment of Rights) by Maintenance Enforcement on your behalf.

CPP, EI and WCB are not eligible for a SES benefit. However, they are included in your total family income when the amount of your SES and SRHS benefit payments are calculated. These amounts are automatically obtained from the applicable agency.

### Income from self-employment and farming:

- If you have been a farmer or have been self-employed for more than 12 months, you must report the farm's or the business's gross income from your previous year's Income Tax Return.
- If you have been farming or have been self-employed for less than 12 months, you must report your farm's or the business's previous month's gross income until you complete your next Income Tax Return.
- If you are an owner/operator of an incorporated business, your eligibility will be based on the business's gross earnings.

## Reporting Monthly Rental Payment for SRHS:

If your rental amount changes, you must report the change to the Contact Centre to update your SRHS account.

## Health and Safety Requirements for SRHS:

If you move, or if there is a change in the condition of your home, you must telephone the Contact Centre immediately to update your SRHS account.

## Confirmation of Eligibility:

A Confirmation of Eligibility (COE) form will be mailed to you. This form must be completed, signed and returned. The Contact Centre must receive the COE before the end of the month following your application for SES or SRHS; example: if you applied on March 20, the Contact Centre must receive your COE by April 30. If you do not return your COE on time, you must reapply.

## How SES and SRHS benefits are paid:

SES and SRHS are deposited directly into your bank account on the last working day of each month. Therefore, you must:

- have a bank account in your name or a joint account with your spouse;
- fill out a Direct Deposit form; and/or
- provide the Contact Centre with a voided cheque (preprinted with your name and account information).

## Direct Deposit Form:

The information needed for direct deposit of your SES and SRHS benefits is contained on the back of your Confirmation of Eligibility form. Before you can receive benefits, the Contact Centre must receive the information signed by you or completed, signed and stamped by your bank. If, at any time, you change your banking arrangements, you must telephone the Contact Centre immediately to get a new Direct Deposit form.

## Mandatory Reports:

Mandatory reports are completed four times per year. You report in your birth month and then every three months after that; i.e., if you were born in February, you must complete a Mandatory Report in February, May, August and November.

The Contact Centre will send you an information sheet at the start of each month in which you need to report; however, it is your responsibility to call. You must report before the 18th of that month.