



“Stories from the field”:
Contextualizing the barriers
Indigenous People face

The Outreach Team

- Fall of 2016, establishment of outreach teams across Canada (5 regions)
- Prior to that, one Regional Outreach officer per region
- Mandate: help ensure that Canada's vulnerable populations receive the benefits and credits to which they are entitled



Working with Vulnerable Segments: Barriers experienced – what we've heard

➤ Literacy level

- Language barriers
- Literacy level
- Financial literacy health



➤ Lack of documentations

- Lack of identification (Birth Certificates)
- Unable to provide letter for support for Child Canada Benefit validation

Barriers continued . . .

- Lack of trust
 - Prior to establishment of the outreach teams, CRA had not developed a relationship with some Indigenous communities
 - Unaware of process and fear potential consequences (reviews/audit)
 - Benefits can 'sounds too good to be true'
- Access to services
 - Services not readily available in community
 - Unable to pass confidentiality measure for access to CRA's Benefit line phone services
 - Unreliable internet connectivity



Canada Child Benefit Initiative with Service Canada

- Collaborating with Service Canada to conduct outreach activities to promote the Canada Child Benefit (CCB) and other benefits related to tax filing
- Working to achieve 100% engagement with all Indigenous communities.
- In-person visits to 249 communities so far this fiscal, 72% of which jointly with Service Canada



Service commitments – Canada Child Benefit letters

- Letters have been simplified and uses plain language
- CRA will now accept a letter from a band council to support an indigenous person's claim to benefits and demonstrate their eligibility for Canada Child Benefit
- Increased use of telephone contact prior to adjusting Canada Child Benefit entitlement amounts

Service commitments – access and enhanced products

- Dedicated toll-free line for benefit enquiries
- Created a benefits and credits guide for the indigenous segment





Thank you
Meegwetch
Marsee
Nakurmiik
