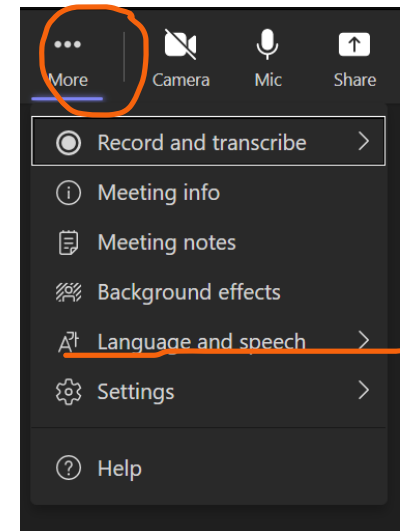
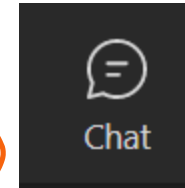


# Welcome!

- Thank you for joining the webinar on **Introducing the Benefits Wayfinder** hosted by Prosper Canada.
- The presentation will begin shortly. (Audio will begin when the presentation starts)

## Webinar logistics

- Audience members have all been put on “mute” for this webinar.
- Please share any questions you have using the “chat box” (located in the menu bar at the top of your screen).
- If you would like to ask a question that is not visible to the attendees or for follow-up after the session, please email us at [events@prospercanada.org](mailto:events@prospercanada.org).
- For closed captioning, on the top right menu bar, click the three dots with the word ‘More’ under it, then select ‘Language and Speech’ and then ‘Turn on Live Captions’.
- We will share webinar slides with all participants and post a recording of the session within a few days.



## Introductions: Our facilitators



**Janet Flynn**  
Prosper Canada  
[Jflynn](https://www.linkedin.com/in/jflynn)  
[@prospercanada.org](https://www.prospercanada.org)



**David Ike**  
Prosper Canada  
[davidike](https://www.linkedin.com/in/davidike)  
[@prospercanada.org](https://www.prospercanada.org)



# Land acknowledgement



*Art by Simon Brascoupé and digital illustration by Mairi Brascoupé*

## Prosper Canada: Who we are

Founded in 1986, Prosper Canada is a national charity dedicated to expanding economic opportunity for Canadians living in poverty through program and policy innovation.

We help service systems and organizations in all sectors to build proven financial empowerment approaches into their businesses in ways that:

- Are **sustainable**
- Help them **achieve their goals**
- Tangibly **increase the financial well-being of people living on low incomes**



## Our presentation

1. Welcome and introductions
2. Our goals for today's session
3. Why these tools were created
4. The Benefits Wayfinder and the Disability Benefits Compass
  - Tool walk-through with a persona
  - How to use the tool and search for benefits
5. Ways to use the Benefits Wayfinder – tax clinics
6. Access to Benefits training available
5. Q&A

## Our goals for today

- Understand how you might use the **Benefits Wayfinder** and **Disability Benefits Compass** to help someone find benefits, learn how to apply and get help if needed.
- Learn about ways to integrate benefits access with tax filing supports.

# Context

## Why we created the **Benefits Wayfinder** and the **Disability Benefits Compass**

- Missed income
- Complex processes
- Frontline need



# The Benefits Wayfinder

[Benefitswayfinder.org](https://benefitswayfinder.org)

An online tool that helps Canadians living on low and modest incomes find and track benefits they could get.

- Simple, intuitive navigation, virtual guide, plain language
- Information on benefits people may be eligible to receive
- Federal, provincial and territorial government information and benefits
- One stop resource with four ways to search for benefits
- Can be used by clients individually and by practitioners to support clients with benefits navigation

Primary sponsor



**TD READY  
COMMITMENT**

Supported by



## Meet Aisha



### **Aisha, Ontario**

- Married
- Mother of two young children (one with a disability)
- Permanent resident of Canada
- Employed part-time, looking for full-time work
- Household income is under \$25,000 per year
- Is not up to date filing her income taxes
- Worried about paying her rent and bills, may need childcare if full-time work is found

## The Disability Benefits Compass <https://disability.benefitswayfinder.org>

An online tool that provides information about the **four key disability benefits** in your province or territory.

- Plain language and designed by people living with a disability and support staff.
- Within each step are tips, examples, frequently asked questions (FAQ), resources, challenges you may encounter and who to contact for help
- Find out what to expect after you apply and the next steps to take if your application is approved or denied

The project is funded in part by the Government of Canada's Social Development Partnerships Program – Disability Component.

Canada

# How to use the Benefits Wayfinder

- **Use yourself** - find information, training.
- **Use with community members:**
  - Taxes not filed – benefits available.
  - Taxes filed – benefits checkup.
- **Encourage money conversations:**
  - Tax clinic – refer to dedicated benefits navigator.
  - 1-to-1 follow-up appointment – separate from tax clinic.
- 1-to-1 benefits meeting tips.

## NEW! Bridge to Benefits: Implementing benefits access in social services

The [Bridge to Benefits tool](#) provides information for **organizations** considering starting, refining or expanding their work in access to benefits services.

Contains **information and resources** on how to provide services for:

1. Learning about benefits
2. Applying for benefits
3. Getting benefits
4. Maintaining benefits

Also includes:

- Why benefits matter
- Other ways to support clients
- Best practices
- Related supports

This course will also be available from the **Agency portal** section of the Benefits Wayfinder.

## Online training (\$56.50 includes HST)

The [Foundations of Access to Benefits](#) course helps you gain essential knowledge and skills to support community members with access to benefits.

Upon completion of this course, you will receive:

- A certificate of completion
- A practitioner guide to support your use of the Benefits Wayfinder tool
- Access to further training

This course will be available for up to six weeks upon registration.

We estimate that this course requires approximately 3-4 hours to complete and is delivered through self-directed online learning modules.

## Question and answer period



### Questions for us?

Please add your questions to the chat.

Or email us at

[events@prospercanada.org](mailto:events@prospercanada.org)

## Question

Q - How is Prosper Canada's Benefits Finder similar to Gov't of Canada Benefits Finder?

<https://srv138.services.gc.ca/daf/q?id=4c890850-ee41-458b-ad80-4c5ff31c5d11&goctemplateculture=en-ca>

A - The Benefits Wayfinder includes 'intermediate' plain language summaries. While the Federal finder takes you straight from a 2-sentence intro to the main benefit page, the Benefits Wayfinder has an intermediate summary that gives the highlights of the benefit in plain language, including eligibility criteria and how to apply.

The Benefits Wayfinder enables you to find benefits without answering any questions (unlike the federal site), by using the "Starting Points" feature (this feature allows you to search for benefits by category or life transition such as disability, caring for a child, emergency money need, newcomer and many more). Note that around 70% of Benefits Wayfinder users do not use the questionnaire to find benefits, suggesting that this option is critical for many people.

The Benefits Wayfinder is focused solely on benefits that will put money in your pocket or reduce your expenses. It does not have local and municipal benefits, but this is being looked into by our team.

The Benefits Wayfinder is designed to enable 1-on-1 support with a community member and support person, allowing for customization of community members' benefits list and save/email the list for revisiting in the future.



## Contact information

### Prosper Canada

60 St. Clair Avenue East, Suite 700

Toronto, ON M4T 1N5

(416) 665-2828

[www.prospercanada.org](http://www.prospercanada.org)

<http://prospercanada.org/newsletter>

[Prosper Canada Online Training](#)



If you have any corrections or suggestions for other information or features you would like to see included on the **Benefits Wayfinder** or **Disability Benefits Compass**, please contact: [benefitswayfinder@prospercanada.org](mailto:benefitswayfinder@prospercanada.org)