

Frequently Asked Questions

Why can't I receive Temporary Financial Assistance (TFA) in Whitehorse?

The TTC can only provide services within the Teslin Tlingit Traditional Territory in the Yukon. Citizens living outside the TTC Traditional Territory, can apply to Indigenous Service Canada located at the Elijah Smith building in Whitehorse.

Can the TTC help me find a job?

Yes. When you apply for TFA, the TTC will work with you on setting up a case plan. The case plan will take you through all the steps you need, such as training, to help you find a job in your area of interest. The Workforce Development Department is available to help all citizens with career planning, resume writing and interview training.

How can I appeal a decision on my TFA file?

Any decision made on your TFA file can be appealed. All aspects of the appeal process are kept confidential. The appeal process starts with you sending a letter to the TFA Case Worker which describes the reason for appealing. The TFA Case Worker or the Workforce Development Department are available to help with letter writing.

Stage 1: Review by the Health and Social Department

- The client sends an appeal letter to the TFA Case Worker. This letter must be sent within 30 days of when the decision being appealed was made.
- Within 10 days of receiving the letter, the Health and Social Department meets with the client and considers the appeal. The Health and Social Department lets the client know their decision in writing.

Stage 2: Review by Executive Council

- The client lets the Health and Social Department know that he/she is not happy with their decision, and would like to appeal to Executive.
- The Health and Social Department sets up a meeting date with Executive and informs the client. The client, or the client's chosen representative, attends the meeting