



16 Social Assistance Services

What is the Service?

Municipalities provide mandated employment and financial assistance to eligible residents under the provincial Ontario Works (OW) program.

Basic financial assistance helps with the cost of food and shelter, drugs and other exceptional needs. Employment assistance helps participants in obtaining skills that support progress toward sustainable employment and includes assisted job search, volunteering, job-specific skills training, self-employment activity and employment placement. The province assists with the cost of client benefits and program administration.

Specific objectives include:

- Basic needs for food and shelter
- Employment and training-related supports
- Health-related supports (e.g. basic dental, prescription medication, vision care)

Influencing Factors:

Client Profile: The nature of a caseload includes transient clients and those clients moving on and off the caseload from precarious work situations. Caseload turnover significantly impacts administrative support provided to meet program demand.

Demographics: Populations with limited or no English language skills, and the case mix and size of families vs. individuals, all impact service needs and cost.

Economic Conditions: Economic conditions impact all measures. The cost of living, between municipalities, will affect a number of measures.

Employability: Clients with one or more barriers to employment including lack of education and skills, little or no work experience and/or no Canadian work experience.

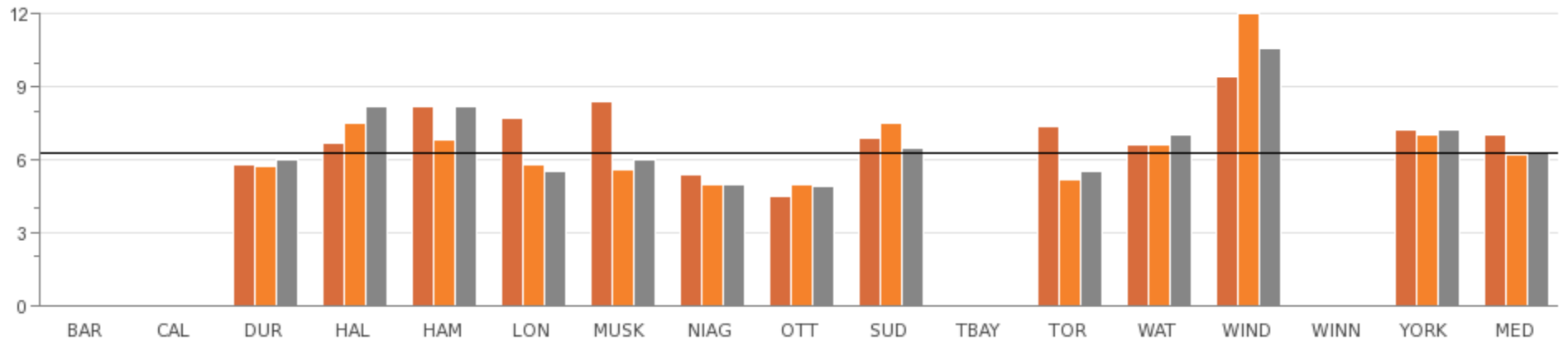
Organizational Form: Staff caseloads and the degree of support provided differ between municipalities. Functions of direct client services may be contracted out in some municipalities.

Urban Form: Office location, the availability of public transit, and the method of accessibility i.e. the availability of an intake screening unit (ISU) or a telephone application centre.

Social Assistance Services

How long does it take to determine client eligibility?

Fig 16.1 Social Assistance Response Time to Client Eligibility (Days)

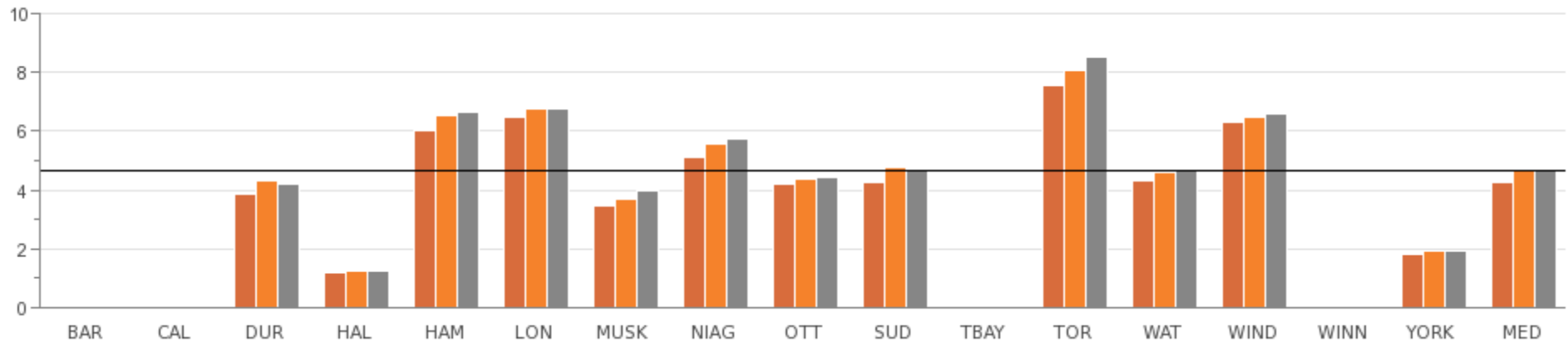


Source: SSIM405 (Customer Service)

How many households are receiving social assistance?

Fig 16.2 Monthly Social Assistance Case Load per 100,000 Households

(In Thousands)



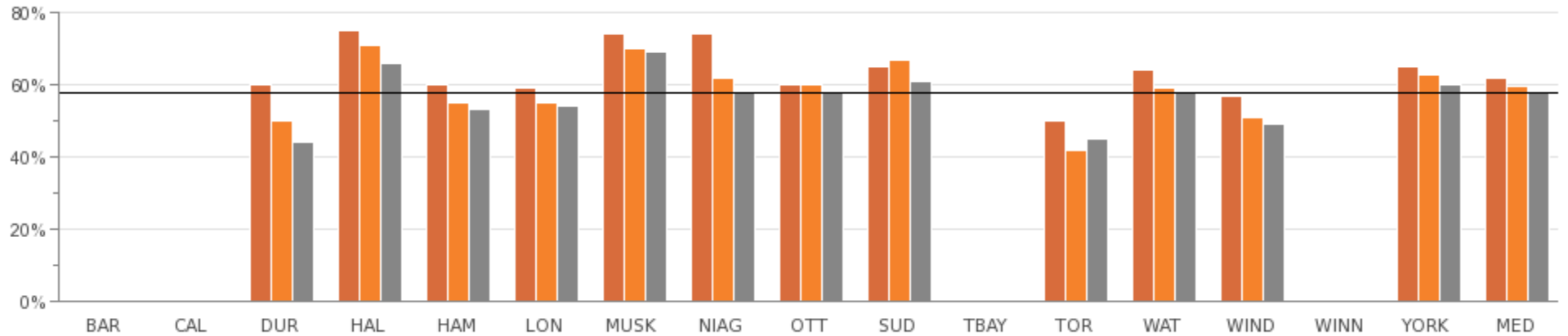
2009	N/A	N/A	3,843	1,157	6,042	6,458	3,433	5,090	4,198	4,247	N/A	7,563	4,304	6,312	N/A	1,814	4,276
2010	N/A	N/A	4,295	1,223	6,532	6,767	3,675	5,581	4,344	4,781	N/A	8,106	4,602	6,462	N/A	1,902	4,692
2011	N/A	N/A	4,218	1,251	6,676	6,739	3,996	5,737	4,433	4,690	N/A	8,515	4,671	6,595	N/A	1,913	4,681

Source: SSIM206 (Service Level)

Comment: The measure provides an indication of the economic and social well-being of a community. The highest concentration of caseloads remains in large urban areas; and caseloads directly influence the overall cost of service delivery.

What percent of clients receive assistance for less than 12 months?

Fig 16.3 Percent of Social Assistance Cases on Assistance less than 12 Months

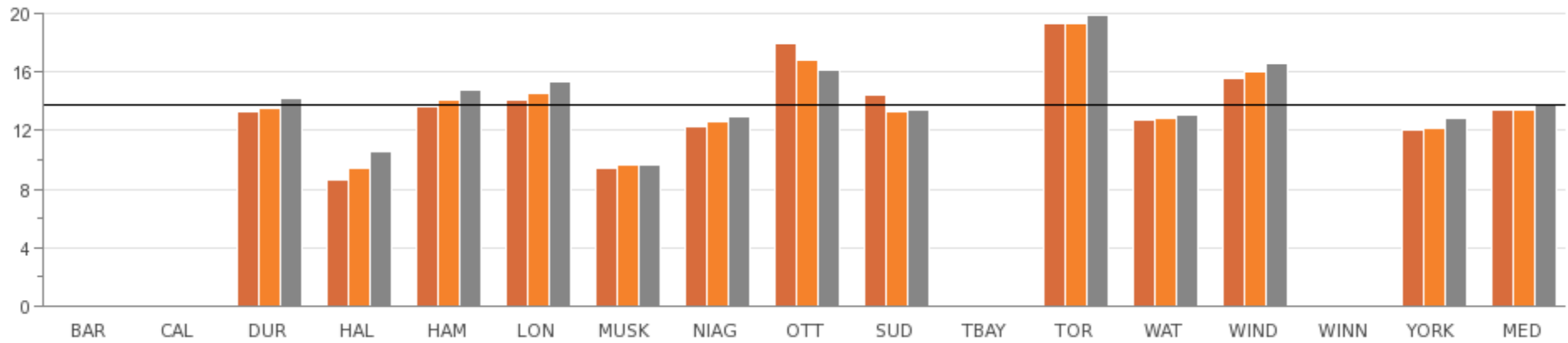


2009	N/A	N/A	60%	75%	60%	59%	74%	74%	60%	65%	N/A	50%	64%	57%	N/A	65%	62%
2010	N/A	N/A	50%	71%	55%	55%	70%	62%	60%	67%	N/A	42%	59%	51%	N/A	63%	60%
2011	N/A	N/A	44%	66%	53%	54%	69%	58%	58%	61%	N/A	45%	58%	49%	N/A	60%	58%

Source: SSIM110 (Community Impact)

What is the average length of time that clients receive social assistance?

Fig 16.4 Average Time on Social Assistance (Months)



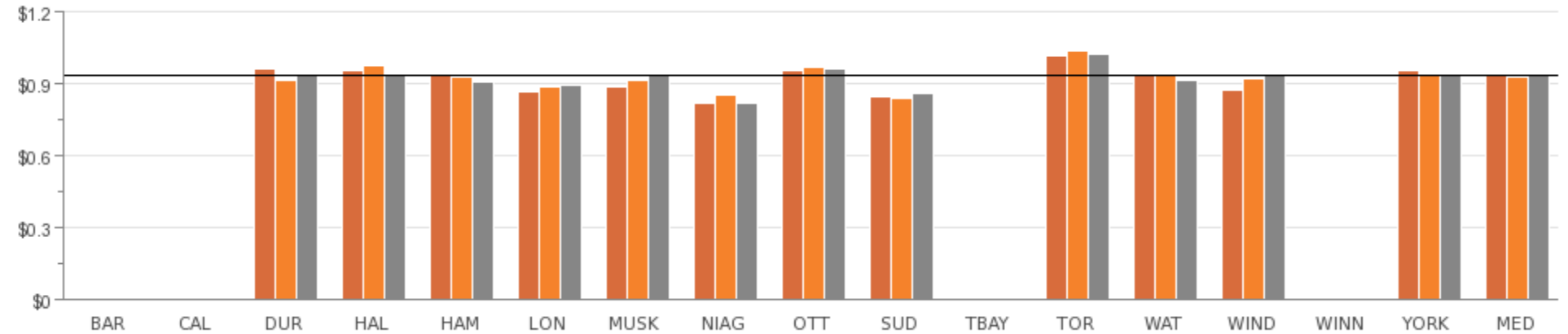
2009	N/A	N/A	13.3	8.6	13.6	14.1	9.4	12.3	18.0	14.5	N/A	19.4	12.7	15.6	N/A	12.1	13.5
2010	N/A	N/A	13.5	9.4	14.1	14.6	9.6	12.6	16.8	13.3	N/A	19.3	12.8	16.0	N/A	12.2	13.4
2011	N/A	N/A	14.2	10.6	14.8	15.4	9.7	13.0	16.1	13.4	N/A	19.9	13.1	16.6	N/A	12.9	13.8

Source: SSIM105 (Community Impact)

What is the cost per case?

Fig 16.5 SSIM315 - Monthly Social Assistance Operating Cost (Administration and Benefit) per Case

(In Thousands)



2009	N/A	N/A	\$964.37	\$954.51	\$932.45	\$864.51	\$888.34	\$816.03	\$956.54	\$844.00	N/A	\$1,019.22	\$939.51	\$876.48	N/A	\$955.57	\$935.98
2010	N/A	N/A	\$911.27	\$974.33	\$931.17	\$887.90	\$914.06	\$853.36	\$969.40	\$840.29	N/A	\$1,038.97	\$933.93	\$924.07	N/A	\$943.33	\$927.62
2011	N/A	N/A	\$941.61	\$938.30	\$906.82	\$893.29	\$935.96	\$818.02	\$965.85	\$856.72	N/A	\$1,025.87	\$913.47	\$933.28	N/A	\$940.46	\$934.62

Source: SSIM315 (Efficiency)

Comment: Administration Cost represents the average cost to deliver and administer the programs and services. The administration cost per case can be influenced by the caseload size and demographics, services provided and local labour costs.

Benefits Cost represents the average cost of benefits paid to social assistance client. This cost can vary based on the caseload mix (single and family) and the types of benefits required. The Province mandates eligibility criteria and benefit amounts, resulting in generally an 80:20 Provincial: Municipal cost-share. Benefits provided by the municipality beyond this mandate are funded 100% by the Municipality.

What is the cost per case?

Fig 16.6 Monthly Social Assistance Cost Per Case

Municipality	Monthly Social Assistance Administration Operating Cost per Case			Monthly Social Assistance Benefit Cost per Case		
	2009	2010	2011	2009	2010	2011
Durham	\$262.56	\$227.46	\$242.28	\$701.81	\$683.81	\$699.33
Halton	\$239.37	\$250.56	\$220.21	\$715.15	\$723.77	\$718.09
Hamilton	\$176.27	\$171.30	\$167.52	\$756.18	\$759.86	\$739.30
London	\$171.00	\$181.02	\$189.88	\$693.52	\$706.88	\$703.41
Muskoka	\$264.62	\$261.77	\$273.18	\$623.72	\$652.29	\$662.78
Niagara	\$150.84	\$151.64	\$142.85	\$665.19	\$701.72	\$675.17
Ottawa	\$246.95	\$251.26	\$253.69	\$709.59	\$718.14	\$712.16
Sudbury (Greater)	\$244.20	\$219.63	\$226.25	\$599.80	\$620.66	\$630.46
Toronto	\$222.66	\$244.89	\$234.48	\$796.56	\$794.08	\$791.39
Waterloo	\$205.22	\$202.59	\$184.89	\$734.29	\$731.34	\$728.57
Windsor	\$135.45	\$160.23	\$165.94	\$741.03	\$763.84	\$767.34
York	\$227.75	\$212.74	\$207.77	\$727.83	\$730.59	\$732.69
Median	\$225.21	\$216.19	\$213.99	\$712.37	\$720.96	\$715.13

Source: SSIM305 and SIM310 (Efficiency)