

## 29 Social Assistance



### 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)

#### Additional Information

*2014 results are sourced from the SDMT system using 10 months of data (January – October).*

### Influencing Factors

**Client Profile:** Nature of a caseload includes transient clients, those clients moving on and off the caseload from precarious work situations, as well as clients who are receiving assistance for extended periods of time. 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. Systemic barriers also impact some individual's ability to find and sustain employment (e.g., pardons, affordable transportation).

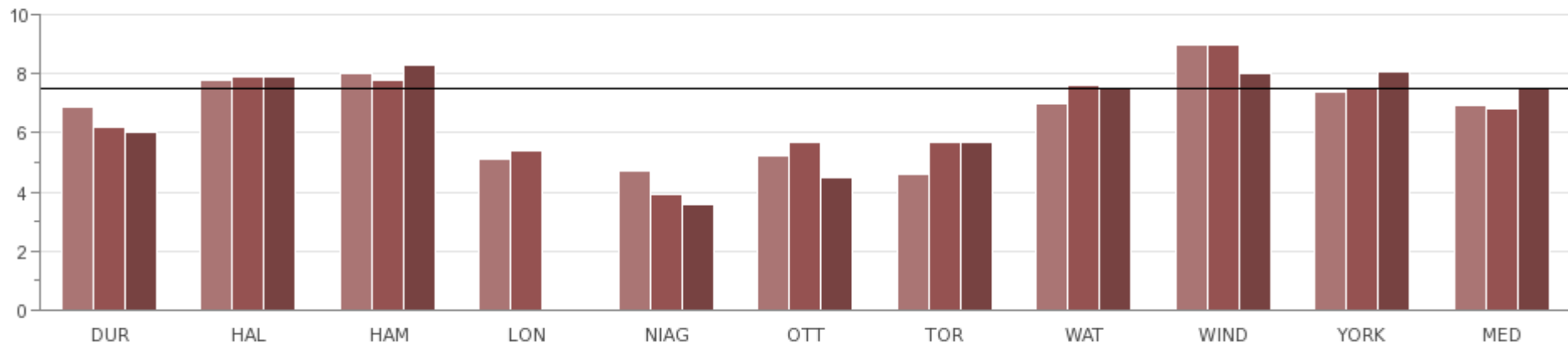
**Organizational Form:** Staff caseloads and the degree of support provided that differ between municipalities. Functions of direct client services may be contracted out in some municipalities.

**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

## How long does it take to determine eligibility for assistance?

Fig 29.1 Social Assistance Response Time to Client Eligibility (Days)



<b>2012</b>	<b>6.9</b>	<b>7.8</b>	<b>8.0</b>	<b>5.1</b>	<b>4.7</b>	<b>5.2</b>	<b>4.6</b>	<b>7.0</b>	<b>9.0</b>	<b>7.4</b>	<b>7.0</b>
<b>2013</b>	<b>6.2</b>	<b>7.9</b>	<b>7.8</b>	<b>5.4</b>	<b>3.9</b>	<b>5.7</b>	<b>5.7</b>	<b>7.6</b>	<b>9.0</b>	<b>7.5</b>	<b>6.9</b>
<b>2014</b>	<b>6.0</b>	<b>7.9</b>	<b>8.3</b>	<b>N/A</b>	<b>3.6</b>	<b>4.5</b>	<b>5.7</b>	<b>7.5</b>	<b>8.0</b>	<b>8.1</b>	<b>7.5</b>

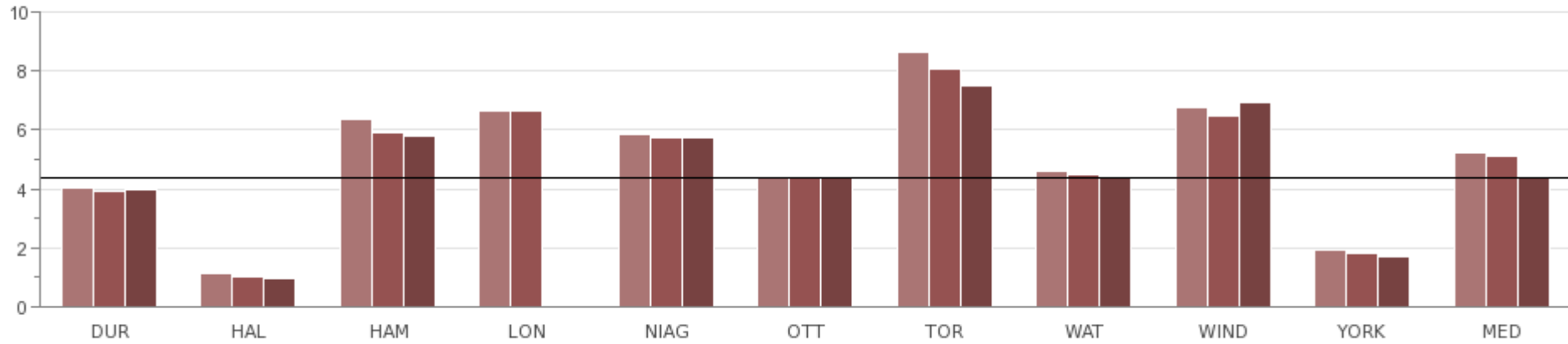
Source: SSIM405 (Customer Service)

Note: Staffing allocations, funding, caseload and intake levels and/or a combination may impact the length of time it takes to determine a client's eligibility.

## How many households received social assistance?

Fig 29.2 Monthly Social Assistance Case Load per 100,000 Households

(In Thousands)



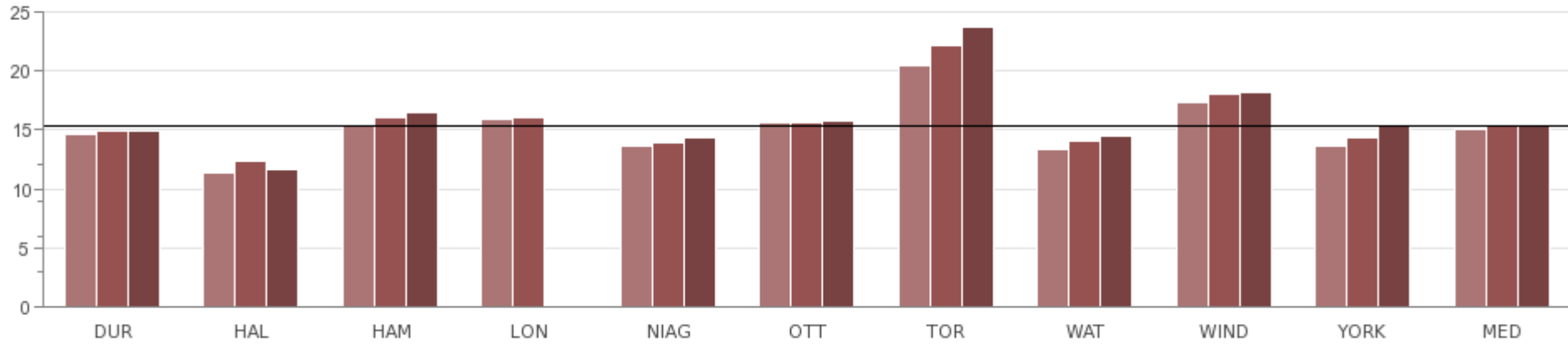
2012	4,037	1,131	6,340	6,648	5,855	4,439	8,627	4,606	6,782	1,906	5,231
2013	3,915	1,016	5,939	6,626	5,729	4,356	8,067	4,457	6,499	1,818	5,093
2014	3,965	951	5,788	N/A	5,751	4,396	7,493	4,367	6,914	1,688	4,396

Source: SSIM206 (Service Level)

Note: 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.

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

Fig 29.3 Average Time on Social Assistance (Months)



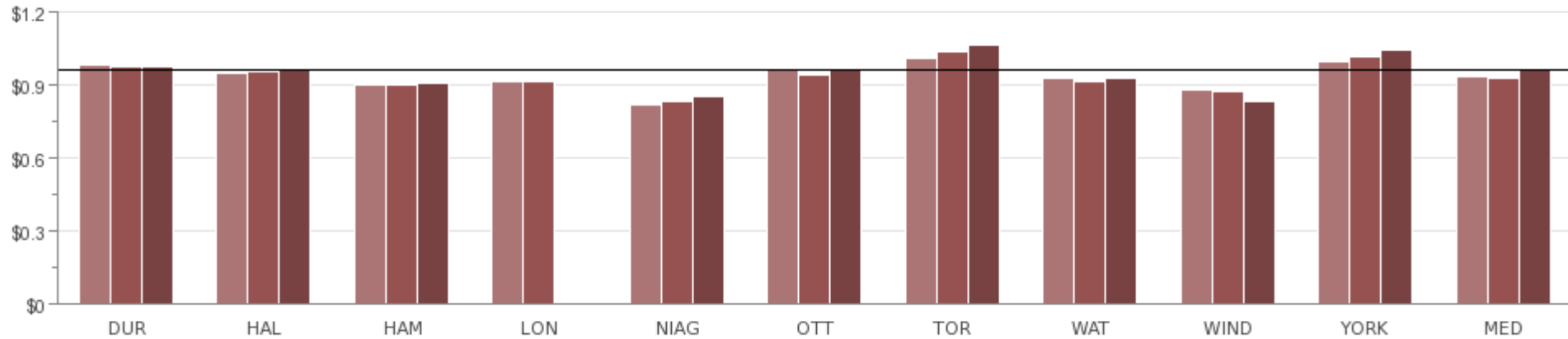
<b>2012</b>	<b>14.7</b>	<b>11.3</b>	<b>15.3</b>	<b>15.9</b>	<b>13.6</b>	<b>15.6</b>	<b>20.5</b>	<b>13.4</b>	<b>17.4</b>	<b>13.6</b>	<b>15.0</b>
<b>2013</b>	<b>14.9</b>	<b>12.3</b>	<b>16.0</b>	<b>16.1</b>	<b>13.9</b>	<b>15.7</b>	<b>22.2</b>	<b>14.0</b>	<b>18.1</b>	<b>14.3</b>	<b>15.3</b>
<b>2014</b>	<b>14.9</b>	<b>11.7</b>	<b>16.5</b>	<b>N/A</b>	<b>14.3</b>	<b>15.8</b>	<b>23.7</b>	<b>14.5</b>	<b>18.2</b>	<b>15.3</b>	<b>15.3</b>

Source: SSIM105 (Community Impact)

## What is the cost per case?

Fig 29.4 Monthly Social Assistance Operating Cost (Administration and Benefit) per Case

(In Thousands)



2012	\$980	\$947	\$898	\$916	\$818	\$967	\$1,013	\$930	\$881	\$997	\$939
2013	\$974	\$956	\$899	\$914	\$831	\$944	\$1,035	\$913	\$871	\$1,015	\$929
2014	\$975	\$971	\$910	N/A	\$855	\$962	\$1,067	\$928	\$833	\$1,042	\$962

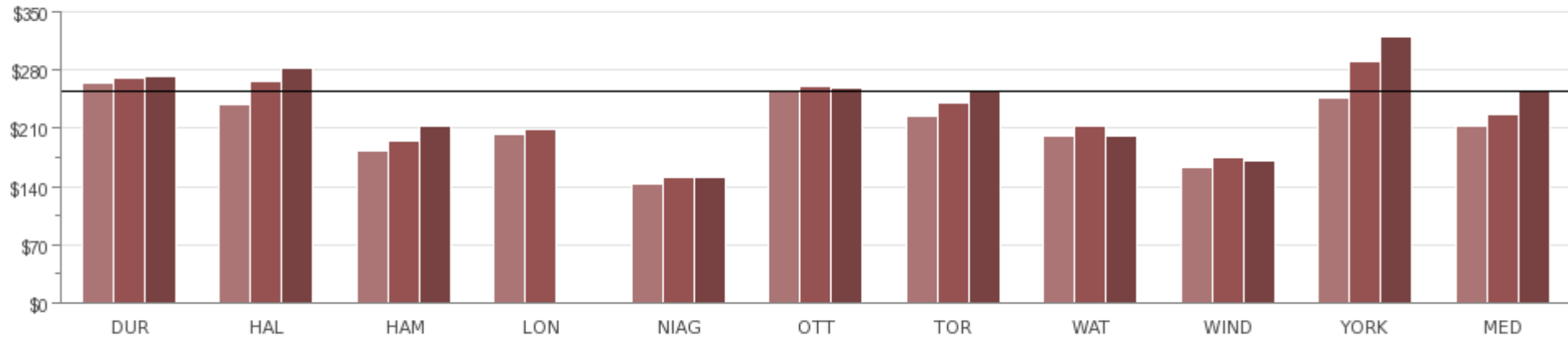
Source: SSIM315 (Efficiency)

Note: 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. Administration costs are cost-shared 50:50 with the Province.

Benefits Cost represents the average cost of benefits paid to social assistance clients. 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. Currently benefits are cost shared 88.6% Provincial, 11.4% Municipal. Benefits provided by the municipality beyond this mandate are funded 100% by the Municipality.

## What is the cost per case by type?

Fig 29.5 Monthly Social Assistance Administration Operating Cost per Case



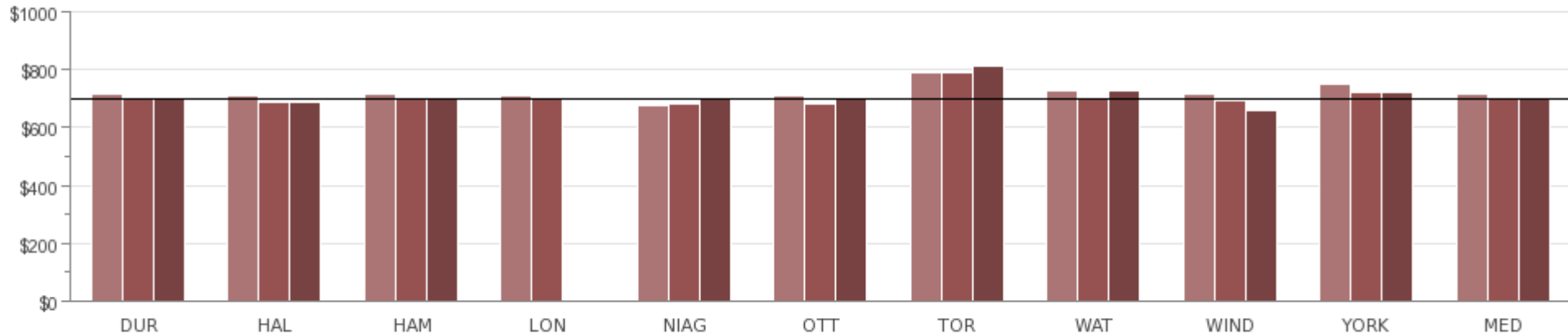
2012	\$264.22	\$238.10	\$183.58	\$202.70	\$142.34	\$256.31	\$224.35	\$200.88	\$163.88	\$247.50	\$213.53
2013	\$270.92	\$266.54	\$194.56	\$208.87	\$150.29	\$260.99	\$241.77	\$213.31	\$175.54	\$291.64	\$227.54
2014	\$272.81	\$281.85	\$212.55	N/A	\$150.13	\$259.74	\$254.35	\$201.80	\$170.99	\$319.85	\$254.35

Source: SSIM305 (Efficiency)

Note: 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. Administration costs are cost-shared 50:50 with the Province.

## What is the cost per case per type?

Fig 29.6 Monthly Social Assistance Benefit Operating Cost per Case



2012	\$715.59	\$708.77	\$714.51	\$713.46	\$676.00	\$710.28	\$788.71	\$729.50	\$716.75	\$749.80	\$715.05
2013	\$703.17	\$689.04	\$704.83	\$704.91	\$680.84	\$682.70	\$792.78	\$699.96	\$695.11	\$723.42	\$701.57
2014	\$702.28	\$689.27	\$697.93	N/A	\$704.87	\$702.04	\$812.39	\$726.53	\$662.26	\$721.89	\$702.28

Source: SSIM310 (Efficiency)

Note: 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. Currently benefits are cost shared 88.6% Provincial, 11.4% Municipal. Benefits provided by the municipality beyond this mandate are funded 100% by the Municipality.