

# SOCIAL ASSISTANCE

## SNAPSHOT MUNICIPAL AVERAGES FOR 2016

Monthly Social Assistance Case Load

**5,080**

per 100,000 households

SSIM206 (SERVICE LEVEL)



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY

IT TAKES  
**7.3 DAYS**  
TO DETERMINE ELIGIBILITY

SSIM405 (EFFICIENCY)

### KEEP IN MIND:

## Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from city-to-city.



### Client Profile

*Caseload turnover impacts support provided to meet program demand*



### Demographics

*Differing population types impact service need and cost*



### Economic Conditions

*Cost of living will affect measures*



### Employability

*Clients with one or more barriers to employment impact employability*



### Organizational Form

*Staff caseload, in-house and contracted services differ per municipality*



### Urban Form

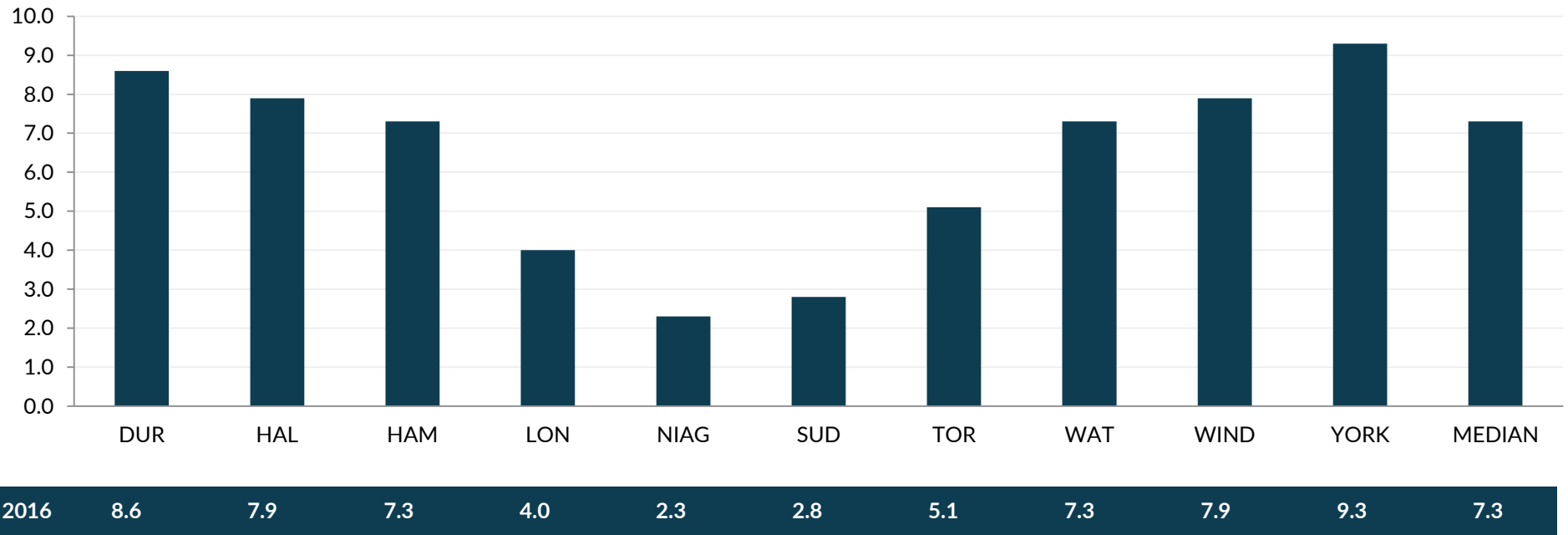
*Office location, public transit and method of accessibility vary*

*For a full description of influencing factors, please go to: [www.mbncanada.ca](http://www.mbncanada.ca)*

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

This measure provides an indicator of service and accessibility for Ontario Works programs by identifying the amount of time (in days) between a client first applying for assistance and completing their eligibility meeting with a staff member.

In November 2014, the Service Delivery Model Technology (SDMT) was replaced with the Social Assistance Management System (SAMS). Due to a phasing-in period in 2015, only 2016 data is being reported.

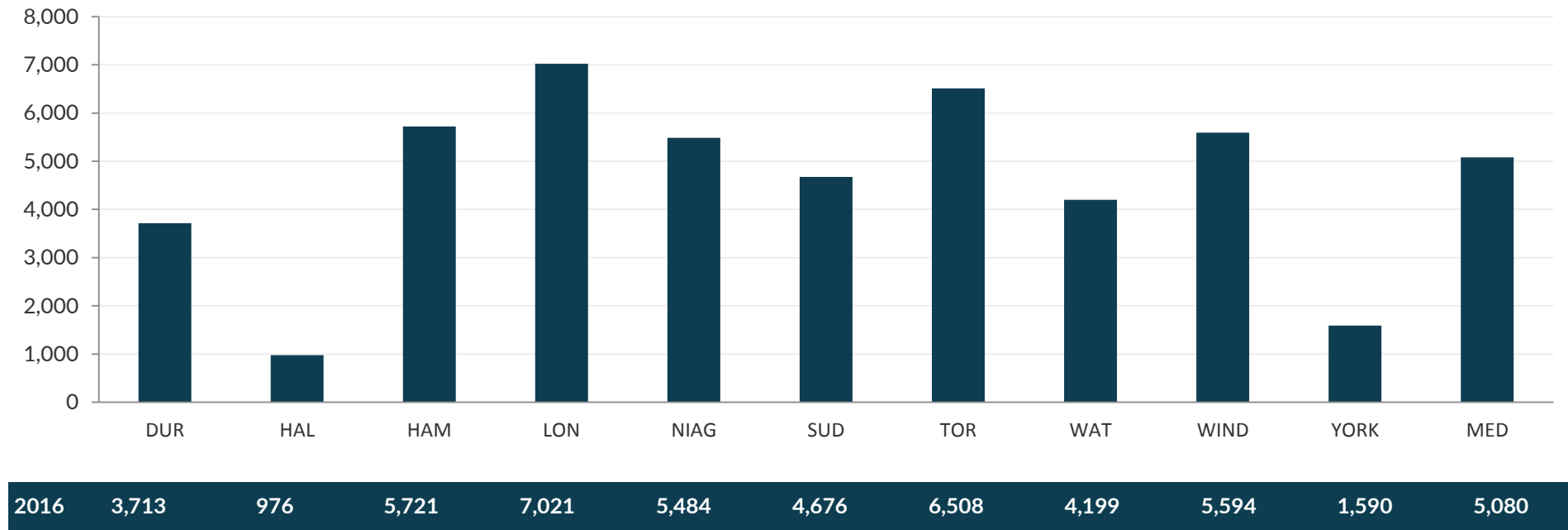


Source: SSIM405 (Customer Service)

### Fig. 29.2 Monthly Social Assistance Caseload per 100,000 Households

This measure provides a metric that allows for accurate comparison of the number of Ontario Works cases in each community, as well as indicating whether Ontario Works usage is increasing or decreasing in a community.

In November 2014, the Service Delivery Model Technology (SDMT) was replaced with the Social Assistance Management System (SAMS). Due to a phasing-in period in 2015, only 2016 data is being reported.



Source: SSIM206 (Service Level)

