SOCIAL ASSISTANCE

SNAPSHOT
MUNICIPAL AVERAGES FOR 2017

Monthly Social Assistance Case Load

4,926

per 100,000 households

SSIM206 (SERVICE LEVEL)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY

IT TAKES
5.2 DAYS
TO DETERMINE ELIGIBILITY

SSIM405 (CUSTOMER SERVICE)

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

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 providing the average number of business days from the day that the application was submitted to the day the application was processed (i.e. approved or denied).

In November 2014, the Service Delivery Model Technology (SDMT) was replaced with the Social Assistance Management System (SAMS). Due to the phase-in period, only 2016 and 2017 data is being reported.
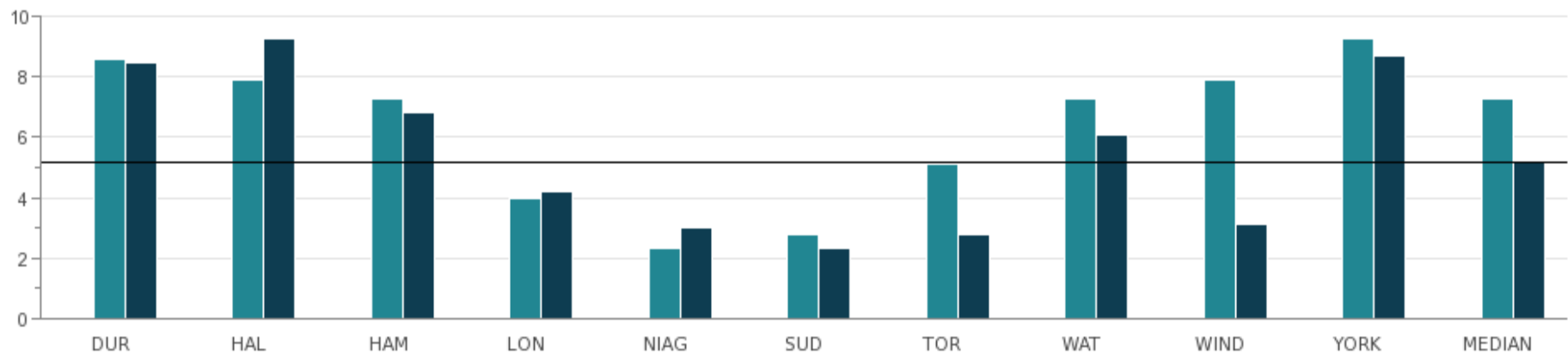
|	DUR	HAL	HAM	LON	NIAG	SUD	TOR	WAT	WIND	YORK	MEDIAN
2016	8.6	7.9	7.3	4.0	2.3	2.8	5.1	7.3	7.9	9.3	7.3
2017	8.5	9.3	6.8	4.2	3.0	2.3	2.8	6.1	3.1	8.7	5.2

Source: SSIM405 (Customer Service)

Windsor: Business process changes since April 2017 have enabled the Employment and Social Services (E&SS) Department to meet the Ministry prescribed response time. The average response time has remained consistently below the Provincial response time average since April 2017.

Fig. 29.2 Monthly Social Assistance Case Load 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 the phase-in period, only 2016 and 2017 data is being reported.

(In Thousands)
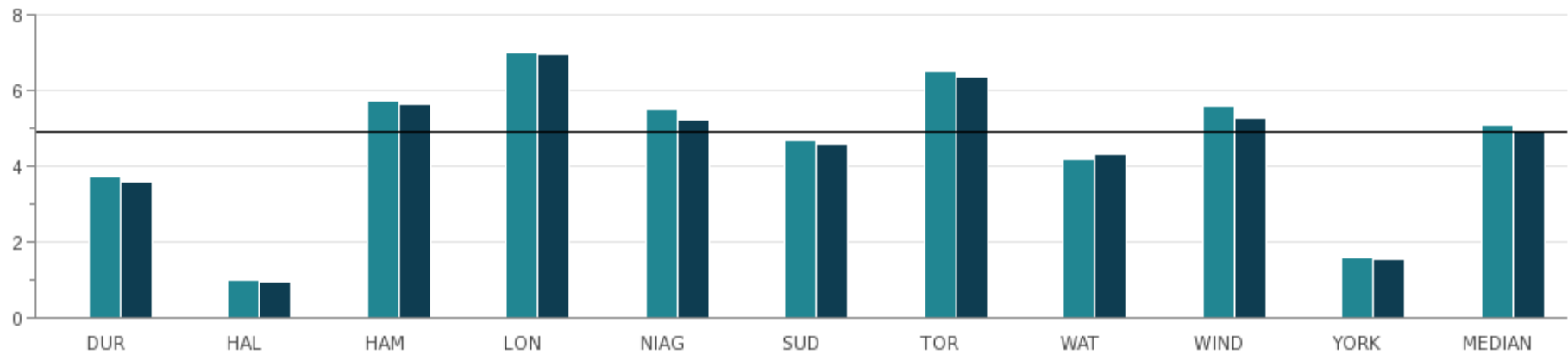
	DUR	HAL	HAM	LON	NIAG	SUD	TOR	WAT	WIND	YORK	MEDIAN
2016	3,713	976	5,721	7,021	5,484	4,676	6,508	4,199	5,594	1,590	5,080
2017	3,583	936	5,626	6,986	5,246	4,605	6,392	4,334	5,263	1,553	4,926

Source: SSIM206 (Service Level)