

SOCIAL ASSISTANCE



VALUE PROPOSITION

I expect that in my time of financial need, I will be treated fairly, with respect, and I will receive the benefits and additional supports I am eligible for in a timely manner.

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

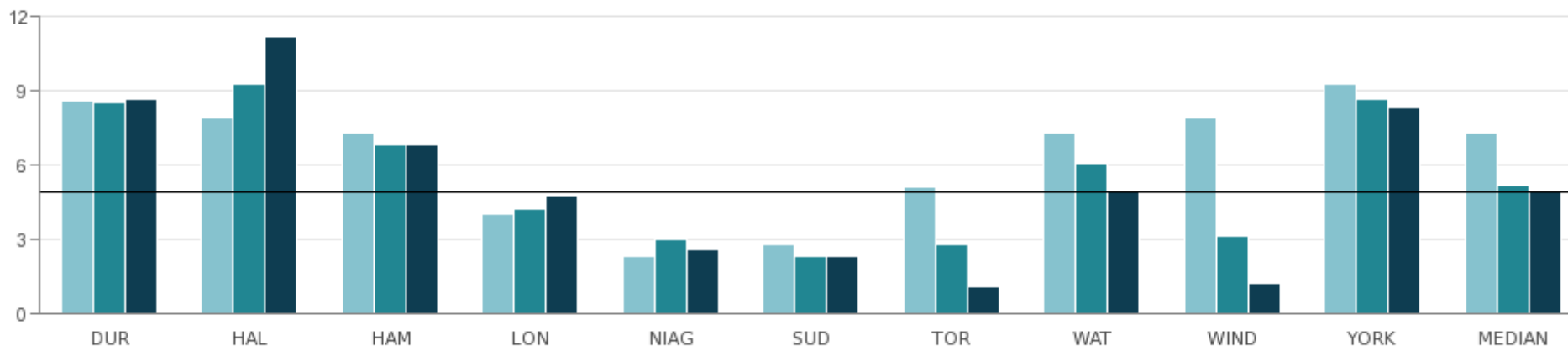
Office location, public transit and method of accessibility vary

For a full description of influencing factors, please go to: www.mbncanada.ca

Social Assistance

Figure 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).



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
2018	8.7	11.2	6.8	4.8	2.6	2.3	1.1	5.0	1.2	8.3	4.9

Source: SSIM405 (Customer Service)

Toronto: Decrease is due to an improvement in the application process, which enables eligibility to be established at the applicant's first point of contact through the centralized application centre.

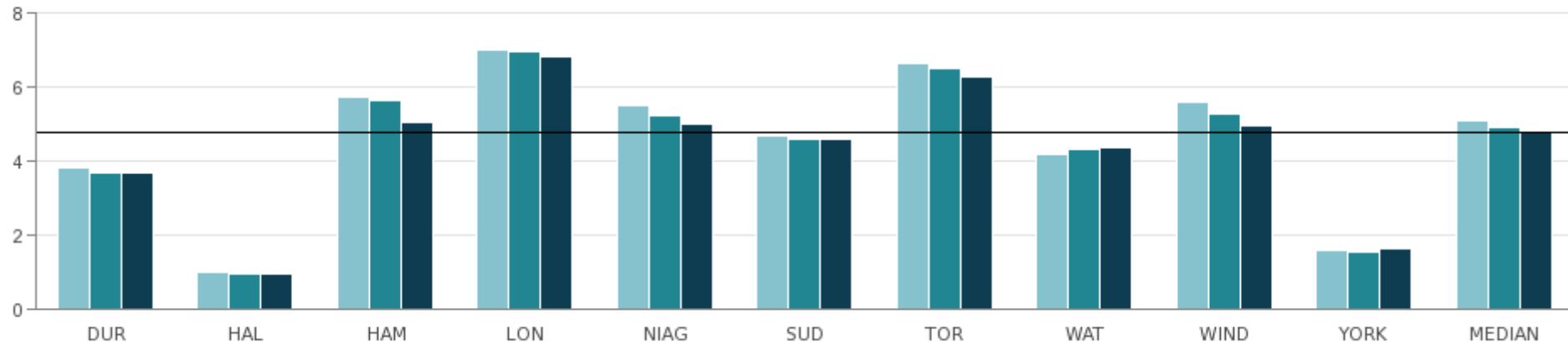
Windsor: Business process changes since April 2017 have enabled the Employment and Social Services (E&SS) Department to meet the Ministry prescribed response time. The average response time has remained consistently below the Provincial response time average since 2017.

Social Assistance

Figure 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 Thousands)



2016	3,810	976	5,721	7,021	5,484	4,676	6,631	4,199	5,594	1,590	5,080
2017	3,690	936	5,626	6,986	5,246	4,605	6,506	4,334	5,263	1,553	4,926
2018	3,660	934	5,065	6,831	5,013	4,610	6,257	4,363	4,946	1,642	4,778

Source: SSIM206 (Service Level)

