

# 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

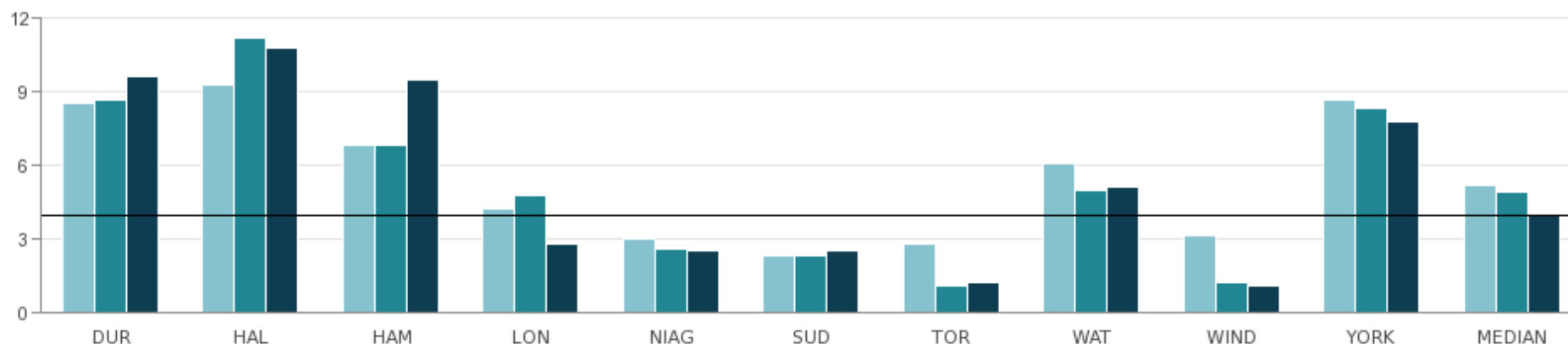
*Office location, public transit and method of accessibility vary*

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



	DUR	HAL	HAM	LON	NIAG	SUD	TOR	WAT	WIND	YORK	MEDIAN
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
2019	9.6	10.8	9.5	2.8	2.5	2.5	1.2	5.1	1.1	7.8	4.0

Source: SSIM405 (Customer Service)

**Durham:** The increase in the response time from 2018 to 2019 was the result of a clean-up of a report from the Ministry on old application cases that were stuck without a decision of eligibility. Cases were assigned a decision of eligibility and have since been corrected.

**Hamilton:** Increase in numbers for September and October 2019 due to the outdated pending application clean up activity.

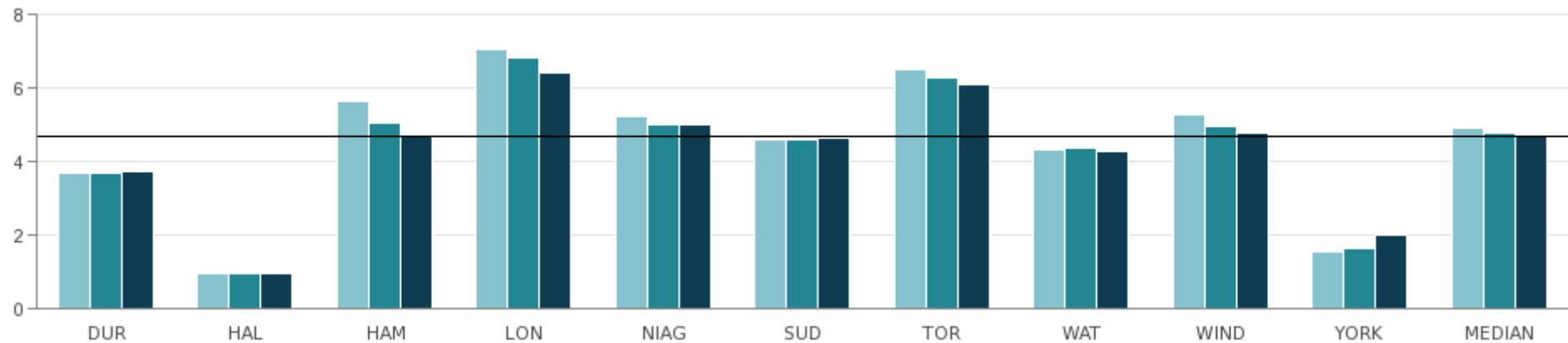
**Windsor:** Business process changes since April 2017 have enabled the Employment and Social Services (E&SS) Department to meet the Ministry prescribed response time. The average response time has remained consistently below the Provincial response time average since 2017.

# 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)



2017	3,690	936	5,626	7,046	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
2019	3,709	946	4,742	6,402	4,997	4,655	6,102	4,283	4,797	1,977	4,699

Source: SSIM206 (Service Level)

