

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON JULY 18, 2017
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	2016 PARTICIPANT PROFILE REPORT – CITY OF LONDON SOCIAL SERVICES / ONTARIO WORKS PROGRAM DELIVERY

RECOMMENDATION

That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home, the following report on the 2016 Participant Profile Report – City of London Social Services/Ontario Works Program Delivery **BE RECEIVED** for information purposes.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- Ontario Works Participants Profile, July 2014 (CPSC October 6, 2014)

BACKGROUND

Overview of Report

This report is an overview of the information related to participants involved in the City of London’s delivery of the Ontario Works program for the period of January to December 2016. This caseload information is based on the aggregate data captured in the Participant Profile Report attached as Appendix A as well as accompanying financial expenditure information for the same January to December 2016 period.

The report provides the City of London, Municipal Council and the broader community with Ontario Works program participant/caseload information needed to support informed planning and trend analysis. The data for the Participant Profile Report is provided by Ministry of Community and Social Services reports and from information extracted from the Social Assistance Management System (SAMS), the database system used by the City of London as the Consolidated Municipal Service Manager (CMSM) for the delivery of the Ontario Works program.

Links to Corporate Strategic Plan

Gathering this important information and understanding the Ontario Works Participant Profile links to two key areas of focus in the City of London’s 2015-2019 Strategic Plan:

Strengthening our Community and the strategy of providing *Caring and compassionate services*, specifically:

“Eliminate barriers for individuals facing poverty, mental health and addictions and help them find pathways to be successful.”

“Provide social services including Ontario Works in the community.” and

Growing Our Economy and the strategy of providing *diverse employment opportunities*, specifically:

“Improve delivery and coordination of employment services through partnerships with community organizations, funders, and employers.”

Participant Profile Report - Participant Involvement/Caseload Highlights and Trends

Approximately 12,000 households totaling over 21,000 people, including adults and children, received Ontario Works assistance each month in the City of London in 2016. The following summary provides a general picture of the 2016 participant involvement/caseload:

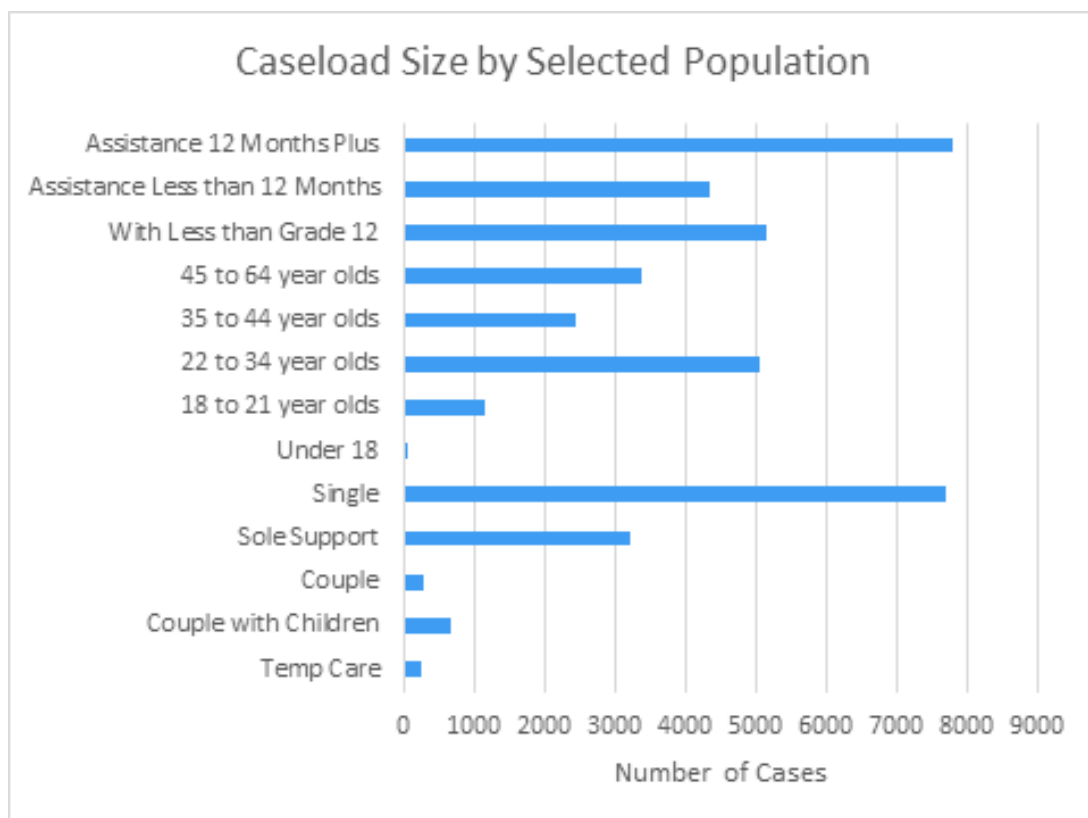
- From 2007 to 2016 , the City of London caseload has increased by 58 percent overall
- The households receiving Ontario Works assistance as a percentage of London’s total population has been decreasing since 2011. (6.6 percent in 2011; 5.5 percent in 2016)

- The average number of months on assistance was at its lowest in 2009 (18 months), and has increased each year to 34 months in 2016.
- Single individuals accounted for 82 percent of the overall caseload growth since 2007 while single individuals with dependents accounted for 11 percent.
- The 25 to 34 year old age group accounted for 38 percent of the overall caseload growth since 2007 reflecting 31.2 percent of the overall caseload in 2016.
- The 55 to 64 year old age group accounted for 18 percent of overall caseload growth since 2007 reflecting 10.8 percent of the overall caseload in 2016.
- The proportion of households with children receiving Ontario Works has declined from 44 percent in 2007 to 34 percent in 2016.
- In 2016, approximately 1,628 households receiving Ontario Works assistance reported earned income on a monthly basis. The number of households reporting earned income has increased from 11 percent to 13 percent since 2013.
- In 2016, households receiving Ontario Works assistance have reported an average monthly earned income of \$739.00. The level of earned income has increased each year since 2012 and increased significantly between 2014 and 2015.
- Exits from Ontario Works to employment represented 17.4 percent of all terminations in 2016 which is a decrease from 23 percent in 2014.

Breakdown of Participant Involvement/Caseload by Selected Populations

The following chart provides an overview of some of the populations that may have unique and distinct characteristics and needs.

Total 2016 Participant Involvement / Caseload 11,885



In 2017, Social Services and ITS will be undertaking a full review of the data extracts produced by Social Assistance Management System (SAMS) technology. Conducting this review will provide a more comprehensive snap shot of London Social Services / Ontario Works Selected Populations.

FINANCIAL IMPACT

The expenditures for the delivery of the Ontario Works Program are cost shared between the Province of Ontario and the City of London. The 2016 the City of London cost share is 5.8 percent and the funding is included in the City's multi-year budget process.

2016 Caseload and Expenditures

		2016 Budget	2016 Actual	2016 Surplus/(Deficit)
Average Monthly Caseload		11,800	11,885	(85)
Total Expenditures	Gross	\$104,784,000	\$103,596,351	\$1,187,649
	Net (5.8%) ¹	\$6,077,472	\$5,970,274	\$107,198
Average Case Cost	Gross	\$740	\$726	\$14
	Net (5.8%) ¹	\$43	\$42	\$1

1 Note: Net share reduced to 5.8%, which reflects the seventh year of the Provincial upload of OW benefit costs. There are some OW cases funded 100% by the Province. For this reason, actual net is less than 5.8% of the actual gross. Average Case cost excludes Transition Child Benefit.

CONCLUSION

Ontario Works is an active employment program designed to assist persons in need including single people, couples with and without children, and sole support parents, through the provision of employment supports and financial assistance. The goal of Ontario Works is to support members of our community to become self-sufficient.

The City of London remains committed to its role as the CMSM for the delivery of the Ontario Works program in London and for the provision of essential supports and services to those in need and eligible for the program.

Despite the caseload level remaining relatively stable, Civic Administration continues to work diligently with community stakeholders to develop new and innovative opportunities to provide supports to Ontario Works Participants.

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APPENDIX A

PROFILE OF LONDON'S ONTARIO WORKS PARTICIPANTS, 2016

A POLICY AND PLANNING SUPPORT REPORT

May, 2017

1. CASELOAD SIZE AND DISTRIBUTION

Technical Note:

- Data for this profile is drawn from a variety of sources including Social Assistance Management System (SAMS) reports, Ministry of Community Social Services (MCSS) intranet reports and internal City of London reports. Specific data sources are referenced in footnotes throughout this document.
- Historically, the London Ontario Works Participant Profile was based on City of London level data however with the shift in Provincial technology from Service Delivery Model Technology (SDMT) to SAMS in 2014, a majority of the data elements contained in this document are reported at the Consolidated Municipal Service Manager (CMSM) level unless otherwise noted.
- Historically, many of the data elements in the Ontario Works Participant Profile were based on a July snapshot of the caseload. Demographic data in this report is primarily aggregate annual data in response to an unavailability of caseload data on a monthly basis.

Highlights:

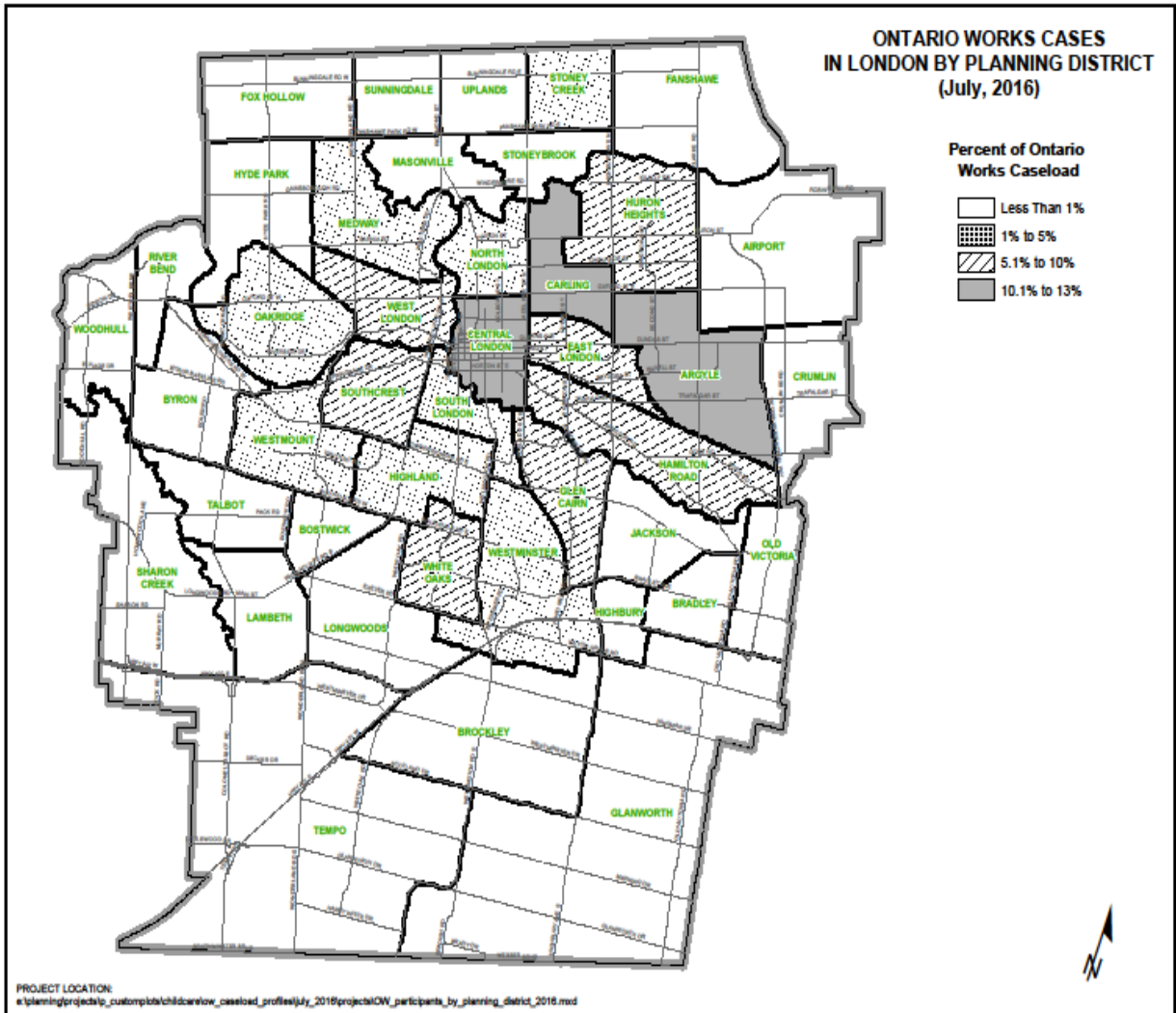
- Since 2007, the City of London caseload has increased by 58 percent.
- Caseload growth from 2012 to 2014 remained under 1 percent, but it has increased over the last two years growing 4 percent in 2015 and 3 percent in 2016.
- The average number of months on assistance was at its lowest in 2009 (18 months), and has increased on a year-over-year basis to 34 months in 2016.
- The singles caseload accounted for 82 percent of the overall caseload growth since 2007 while the sole support (single parent) caseload accounted for 11 percent.
- The 25 to 34 year old age group accounted for 38 percent of the overall caseload growth since 2007 while the 55 to 64 year old age group accounted for 18 percent of overall caseload growth.
- The proportion of households with children receiving Ontario Works has declined from 44 percent in 2007 to 34 percent in 2016.
- In 2016, on average 1,628 households receiving Ontario Works assistance reported earned income on a monthly basis. The number of households reporting earned income has increased year-over-year since 2013.
- In 2016, households that reported earned income had an average monthly earned income of \$739.00. The level of earned income has increased year-over-year since 2012 and increased significantly between 2014 and 2015.
- Exits to employment represented 17.4 percent of all terminations from Ontario Works in 2016.

Approximately 12,000 households totaling over 21,000 people including adults and children received Ontario Works assistance each month in the City of London in 2016. This represents approximately 5.5 percent of London's total population.

[Ontario Works Cases by Planning District¹](#)

Central London, Carling and Argyle planning districts continue to have the highest percentages of households receiving Ontario Works assistance.

¹ Postal code data was extracted from SAMS CRS100m report (July 2016) and conversion to planning district frequencies and mapping was completed by the City of London Planning Department

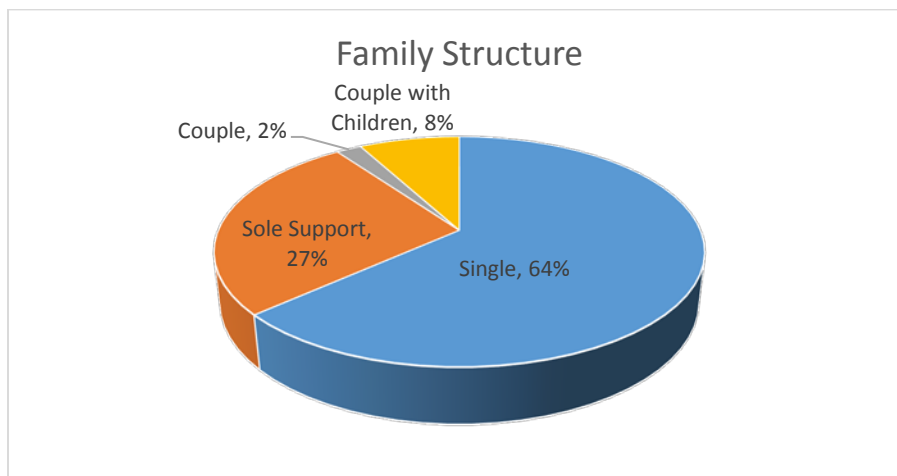


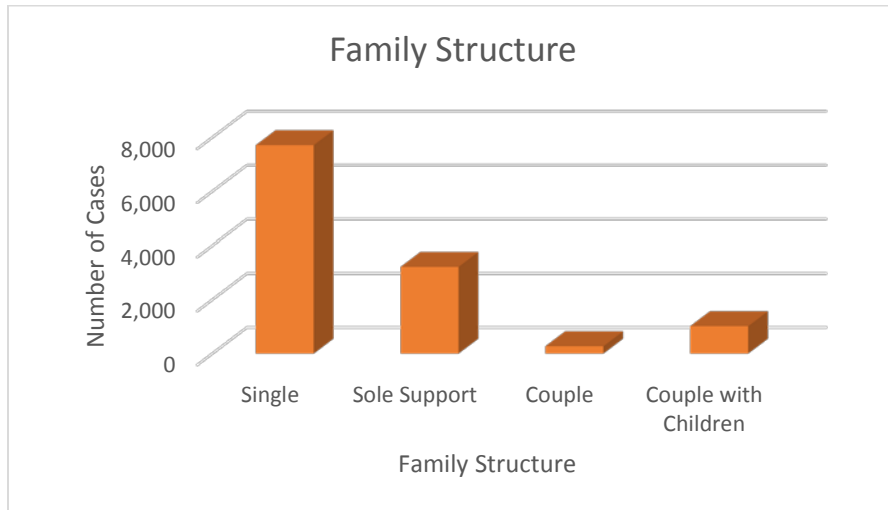
2. CASELOAD PROFILE

Family Structure²

In 2016, almost two thirds of the caseload consisted of single individuals and just over one third of the caseload were families with children, of which 78 percent were sole support families.

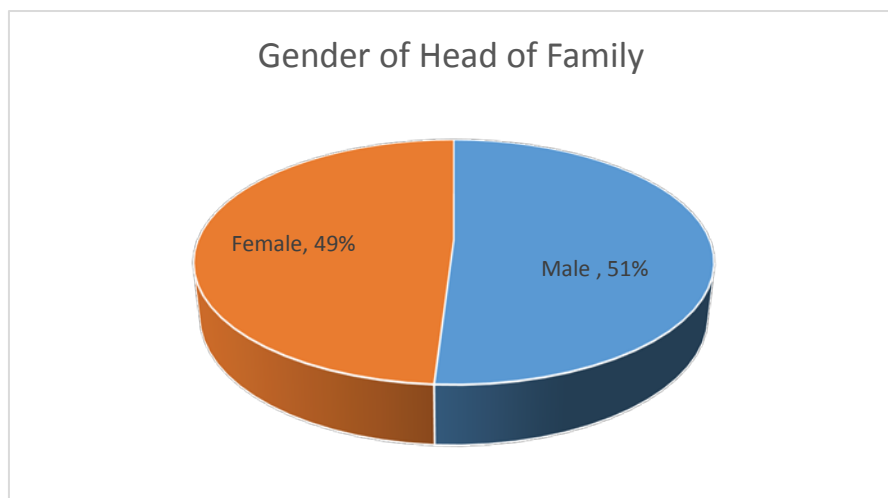
Sole support parent is defined as a person who is single, separated, divorced, or widowed and has a dependent child or children living with them on a full-time basis.





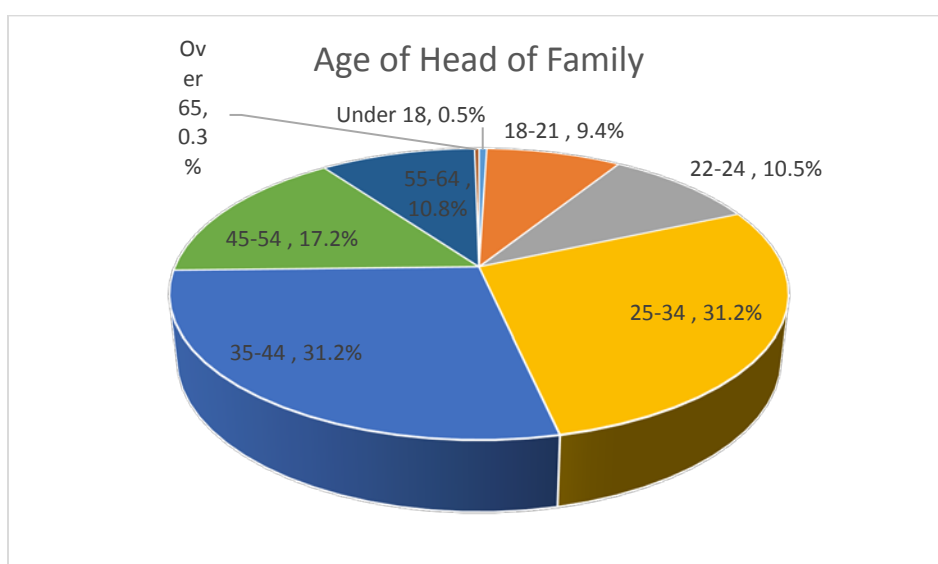
Gender³

In 2016, the gender of the head of family was almost evenly split between male and female which has been a consistent pattern over the last few years.

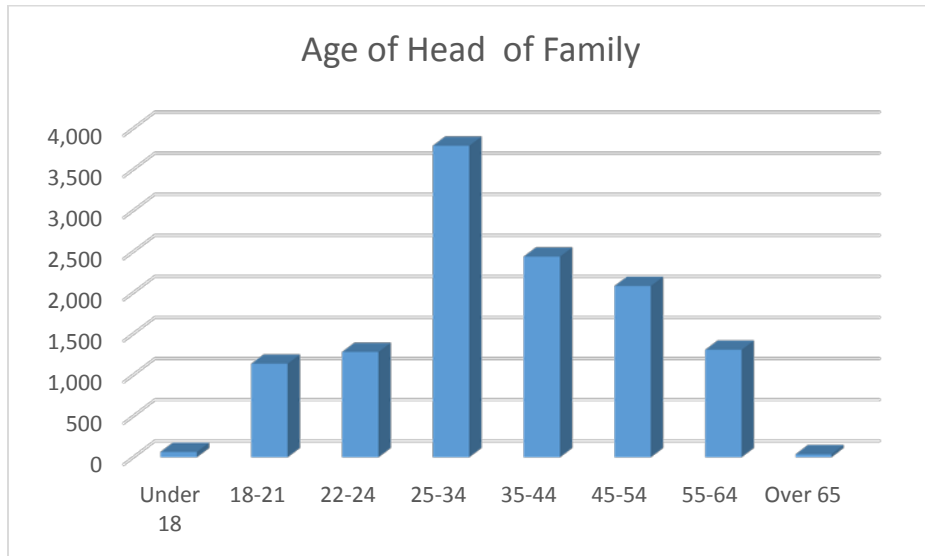


Age of Head of Family⁴

In 2016, almost two thirds of the caseload was headed by individuals between 25 and 44 years of age.

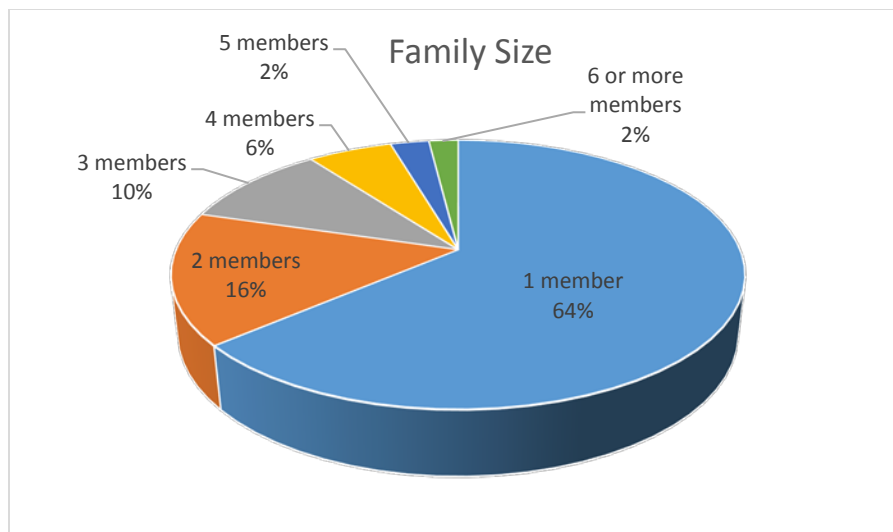


3 MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance.
 4 MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance.



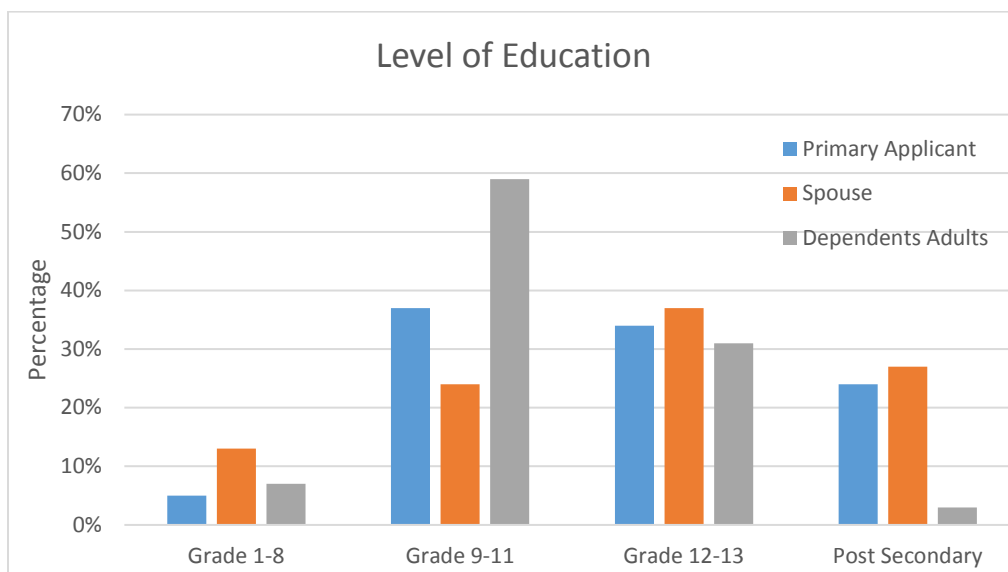
Family Sizes

In 2016, only 10 percent of the caseload consisted of families with 4 or more members. Almost two thirds of the caseload consisted of single member households.



Education⁶

In 2016, almost 60 percent of primary applicants on the caseload were high school graduates and of these, one quarter had a post-secondary education. Spouses of applicants had a similar rate of post-secondary education, but also had a much higher rate of a less than high school education level (Five percent for applicants and 13 percent for spouses). Approximately two thirds of dependent adults had not graduated from high school.

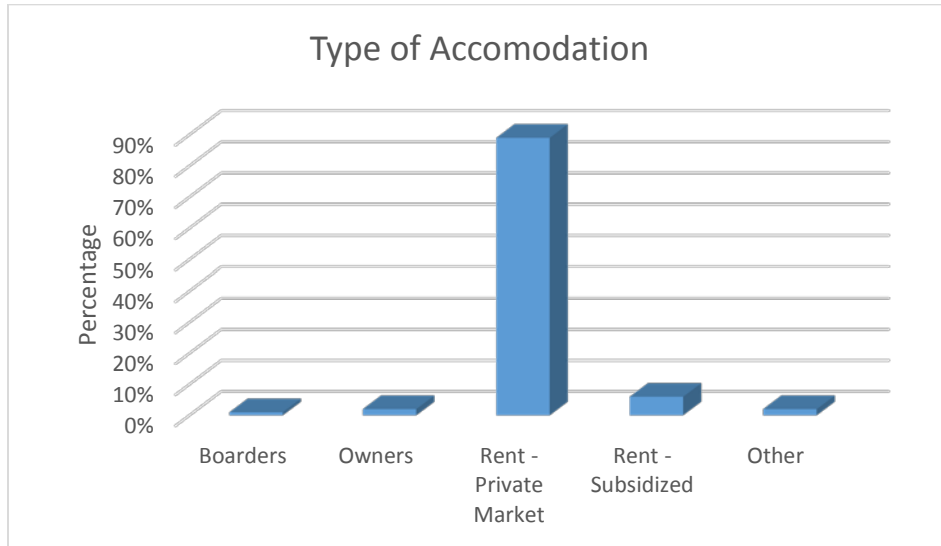


5 MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance.

6 MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance.

Type of Accommodation⁷

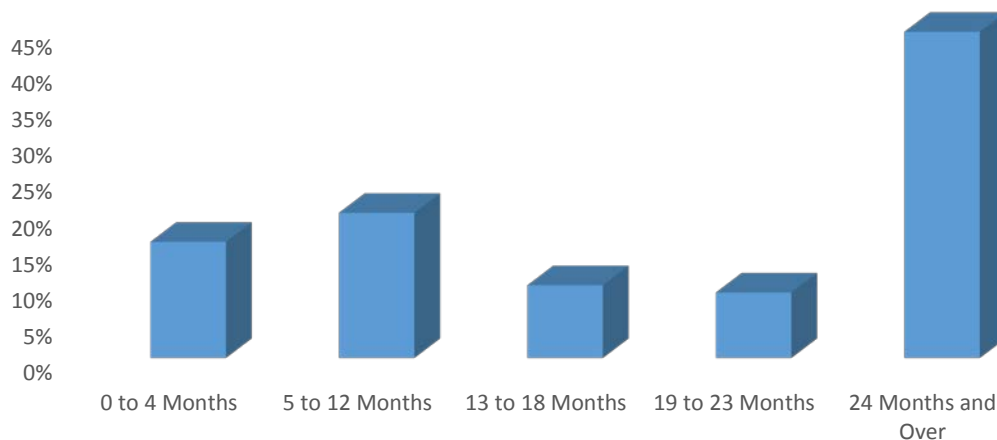
In 2016, 95 percent of the caseload lived in rental accommodation of which six percent was subsidized. Two percent of the caseload lived in owned accommodation and one percent were boarders. Two percent of the caseload were in the “other” category which includes interval or transitional housing, homeless and unknown accommodation status.



Time on Assistance⁸

In 2016, the average time on Ontario Works assistance for the caseload was 34 months. One third of the caseload has been active for less than one year and 16 percent for four months or less.

Percentage of Households By Months Receiving Assistance



3. CASELOAD DYNAMICS

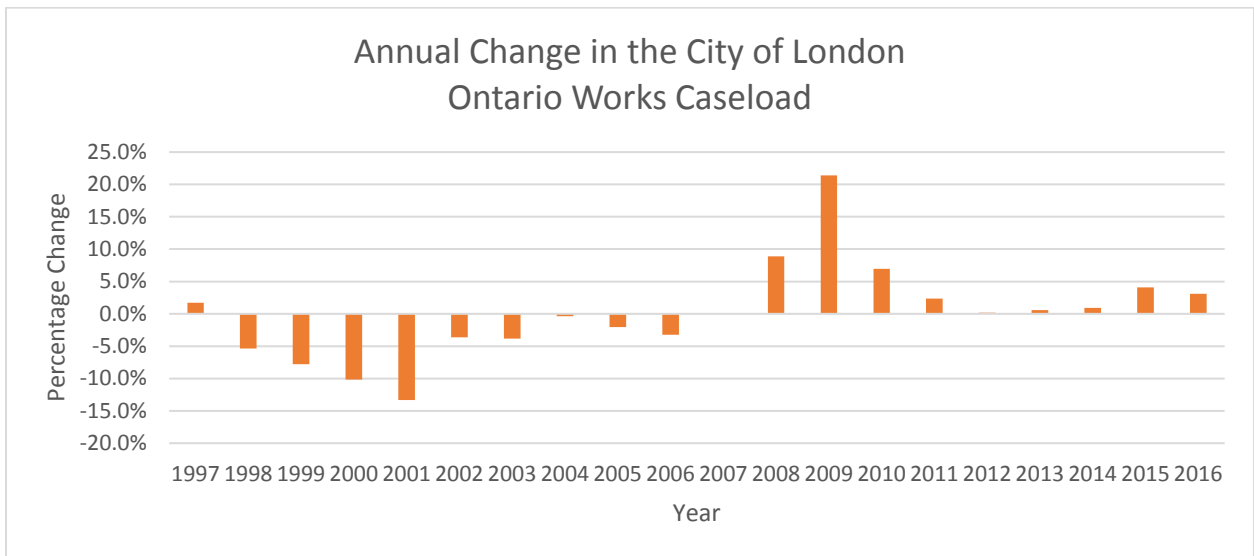
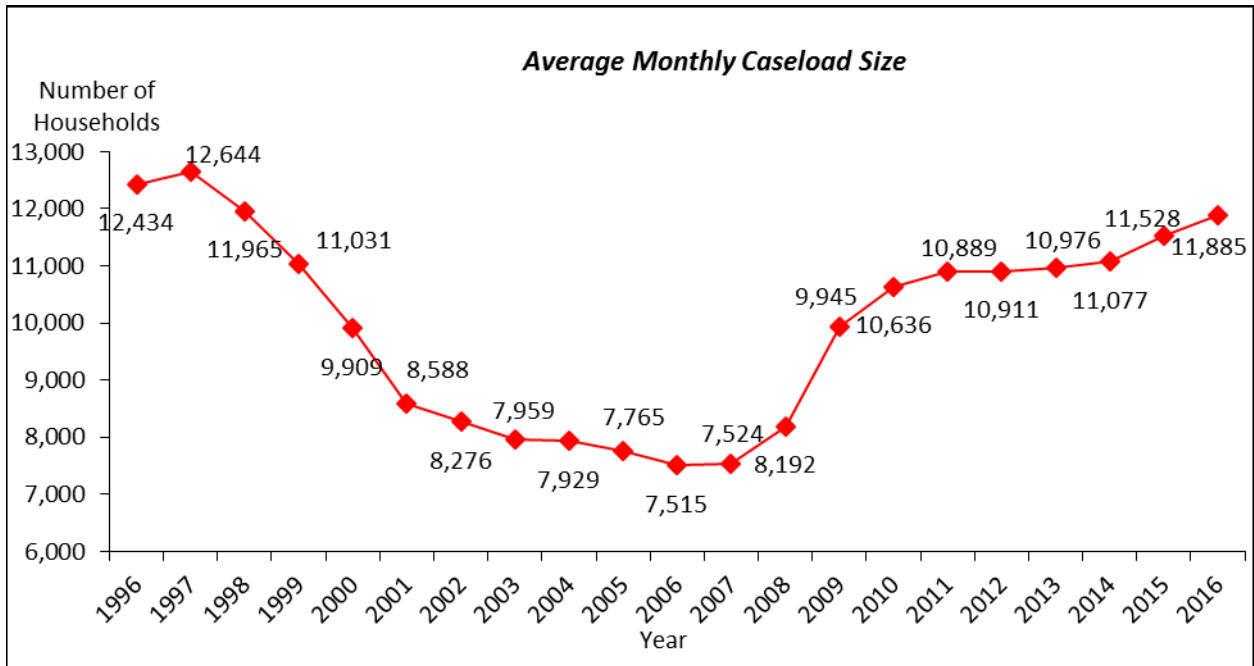
Caseload⁹

Since 2007, the year sustained caseload growth began, the City of London caseload has increased by 58 percent. The largest annual increase in the caseload occurred in 2009 with an increase of 21 percent. Caseload growth from 2012 to 2014 remained under one percent, but it has increased the last two years growing four percent in 2015 and three percent in 2016.

7 MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance.

8 MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance.

9 Average monthly caseload size is for the City of London and not the London CMSM. Data from City of London Finance Department.



[Entries and Exits¹⁰](#)

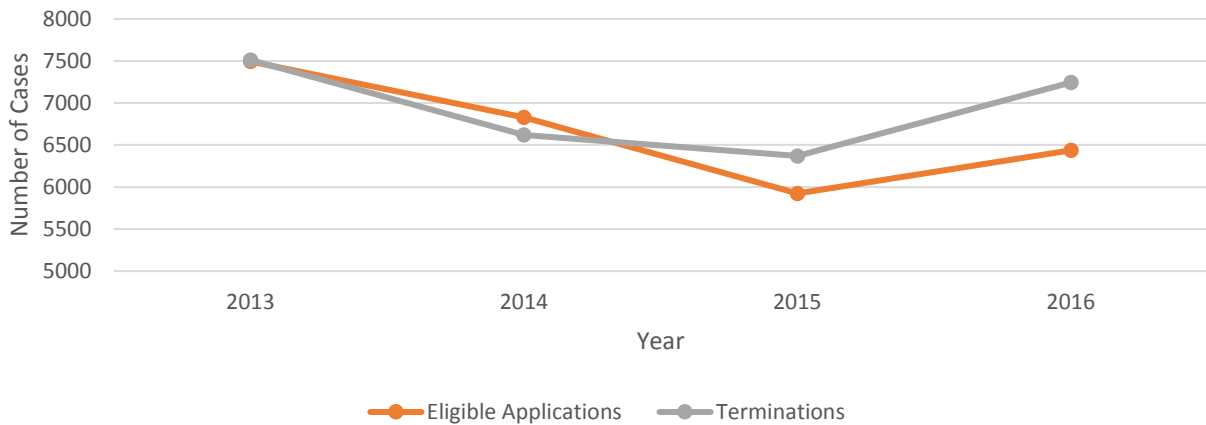
Historically, entry and exit data was used in the participant profile as an explanatory tool with respect to caseload growth. When entries exceeded exits, this was expected to have an upward pressure on caseload growth and conversely, when exits exceeded entries, this was expected to have a downward pressure on caseload growth.

Prior to the implementation of the SAMS data base, entries and exits were measured by using the number of eligible applications to represent entries and terminations to represent exits. In a SAMS environment, eligible applications and termination data is available as well as data on cases added and cases removed. These data sets depict contrasting trends which will require further investigation in order to determine the utility of each and are presented here for illustrative purposes only.

Comparing eligible applications to terminations suggests that entries and exits were a stabilizing factor on the overall caseload in 2013 and 2014 and that in 2015 and 2016 with exits exceeding entries downward pressure should have been exerted on the overall caseload.

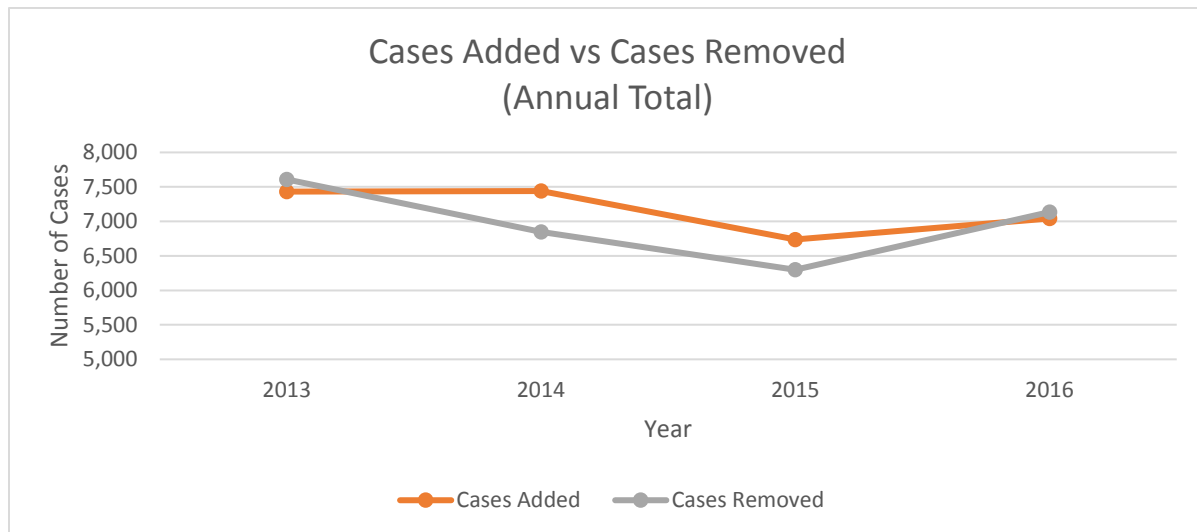
¹⁰ MCSS Social Assistance Extranet: Social Assistance Operations Performance Report. (March 2017) Indicator 8a – Applications found eligible, Indicator 24 – Number of cases terminated, Indicator 19 – Cases added to caseload and Indicator 20 – Cases removed from caseload.

Eligible Applications vs Terminations
(Annual Total)



Comparing cases added to the caseload to cases removed from the caseload suggests that entries and exits were a stabilizing factor on the overall caseload in 2013 and 2016 and that in 2014 and 2015 with entries exceeding exits upward pressure should have been exerted on the overall caseload.

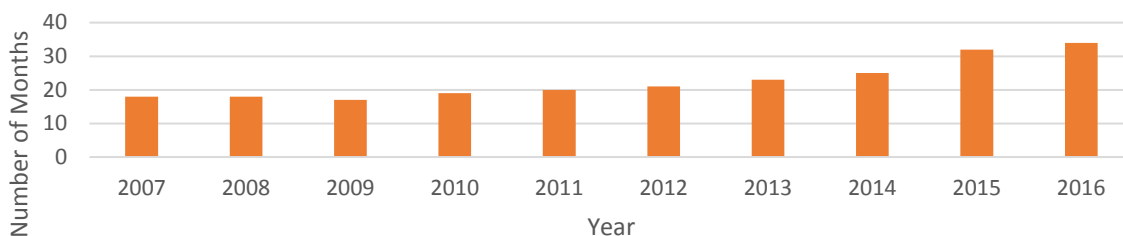
Cases Added vs Cases Removed
(Annual Total)



[Time on Assistance¹¹](#)

The average number of months on assistance was at its lowest in 2009. This was due to the high number of entries to Ontario Works and the low number of exits from the program. Since that time on assistance number have increased on a year-over-year basis.

Average Time on Assistance
(Months)



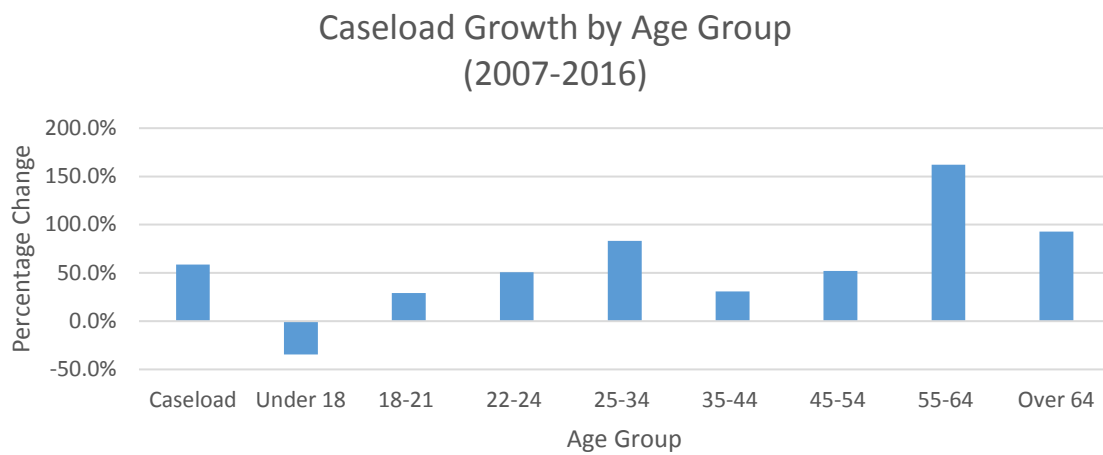
[Age¹²](#)

Since 2007, the 25 to 34 year old age group accounted for 38 percent of the overall caseload growth. This age group has grown has by 83 percent.

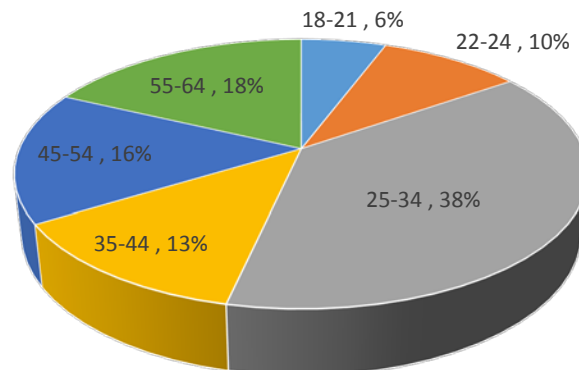
11 MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance (2004-2013) and Ontario Works Caseload at a Glance.

12 MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance (2004-2013) and Ontario Works Caseload at a Glance.

Since 2007, the 55 to 64 year old age group accounted for 18 percent of overall caseload growth. This age group has grown by 162 percent.



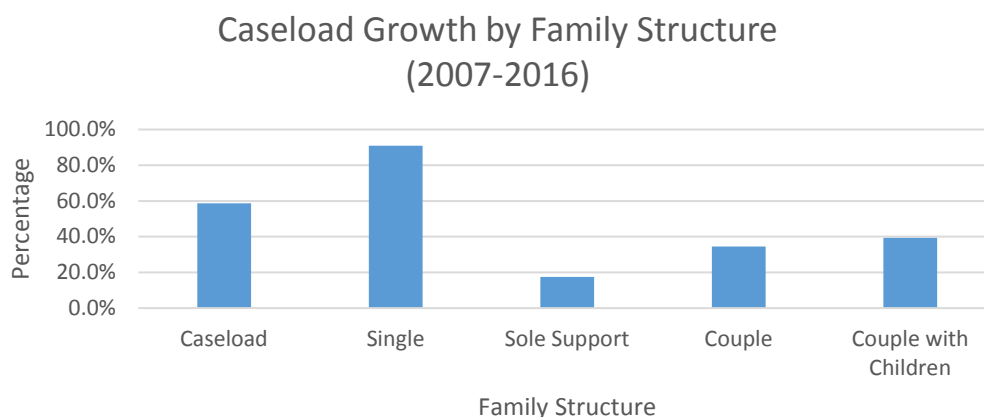
Relative Contribution to Caseload Growth by Age Group (2007-2016)



[Family Structure¹³](#)

Since 2007, the singles caseload has grown by 91 percent, the couples with children caseload 39 percent, the couples caseload 34 percent and the sole support caseload 18 percent.

The singles caseload accounted for 82 percent of the overall caseload growth since 2007 while the sole support caseload accounted for 11 percent.



[Family Size¹⁴](#)

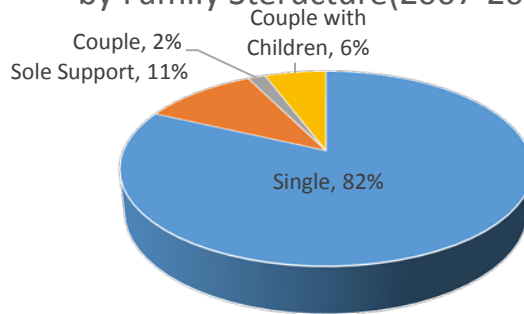
Since 2007, one member households and six or more member households have grown the most, increasing 91 percent and 72 percent respectively.

13 MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance (2004-2013) and Ontario Works Caseload at a Glance.

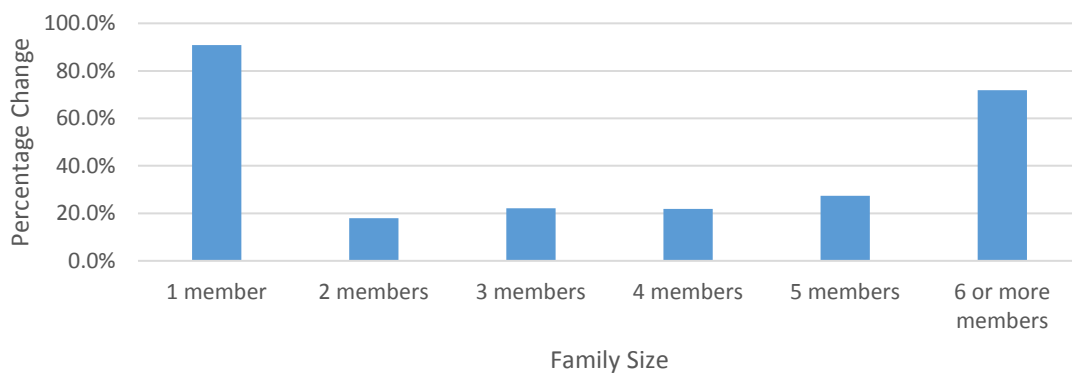
14 MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance (2004-2013) and Ontario Works Caseload at a Glance.

The one member households accounted for 82 percent of the overall caseload growth since 2007 while the two member households accounted for seven percent of overall caseload growth.

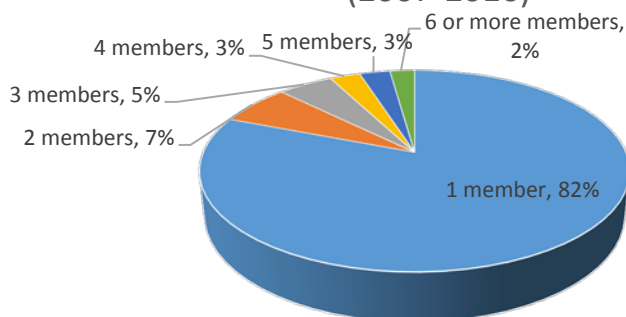
Relative Contribution to Caseload Growth by Family Structure(2007-2016)



Caseload Growth by Family Size (2007-2016)



Relative Contribution to Caseload Growth by Family Size (2007-2016)

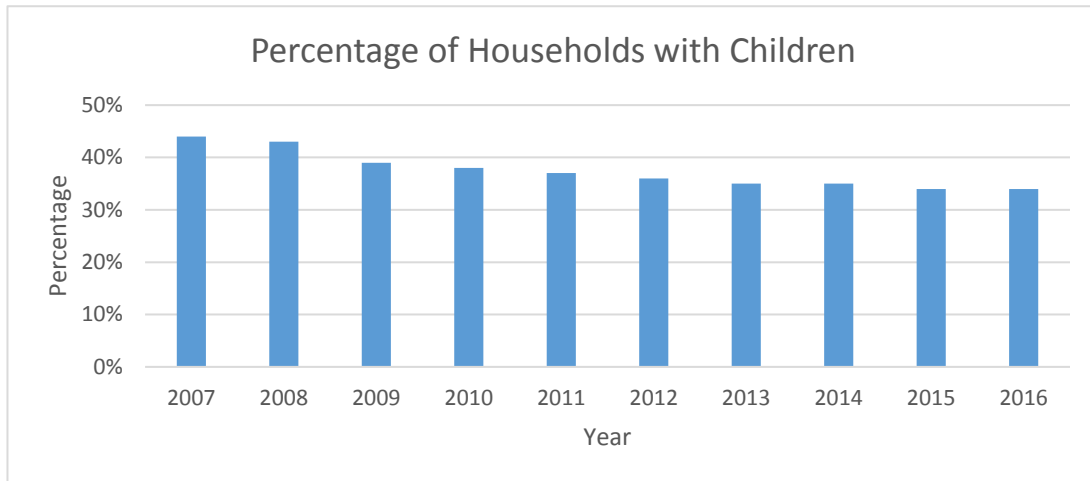


[Children¹⁵](#)

From 2007 to 2016, the percentage of cases with children receiving Ontario Works has declined from 44 percent to 34 percent.

From 2007 to 2016, the percentage of children living in families receiving Ontario Works increased by 24 percent. Most of this growth from 2007 to 2016 was due to an increase in the number of children six years of age and under.

¹⁵ MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance (2004-2013) and Ontario Works Caseload at a Glance.



[Interpreter Requests¹⁶](#)

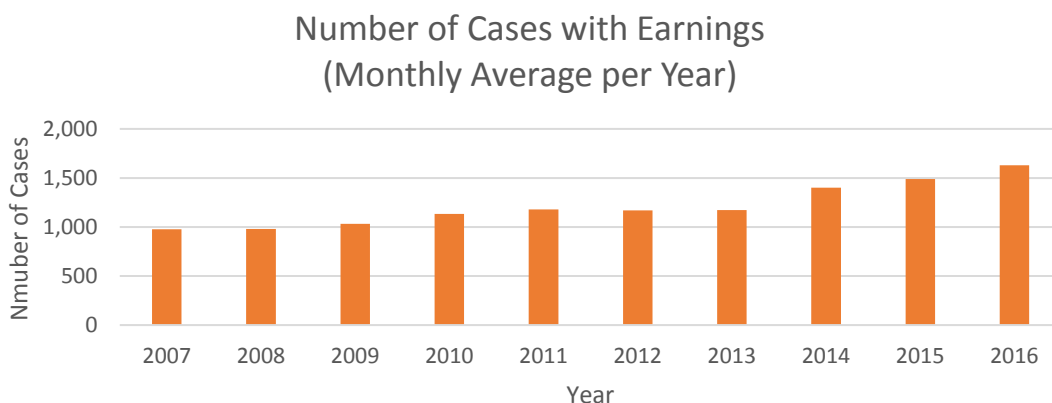
Historically, Spanish was the most requested language for interpreter services. In 2015, Arabic surpassed Spanish as the most requested language. In 2016, Arabic accounted for 43 percent of interpreter requests followed by Spanish at 21 percent of requests.

2011	2012	2013	2104	2015	2016
210 Requests per month	189 Requests per month	169 Requests per month	146 Requests per month	105 Requests per month	191 Requests per month
SPANISH	SPANISH	SPANISH	SPANISH	ARABIC	ARABIC
ARABIC	ARABIC	ARABIC	ARABIC	SPANISH	SPANISH
FARSI	OTHER	FARSI	NAPALI	NAPALI	NAPALI
FRENCH	FARSI	NEPALI	FRENCH	VIETNAMESE	FARSI
KAREN	VIETNAMESE	KAREN	VIETNAMESE	FARSI	VIETNAMESE
VIETNAMESE	KAREN	KHMER	FARSI	FRENCH	FRENCH
KHMER	DARI	VIETNAMESE	DARI	KHMER	ASSYRIAN
OTHER	FRENCH	DARI	KAREN	ALBANIAN	ALBANIAN
DARI	KHMER	FRENCH	ASSYRIAN	KAREN	KHMER
SOMALI	SOMALI	SOMALI	KURDISH	DARI	DARI

4. CASELOAD OUTCOMES

[Employment Income¹⁷](#)

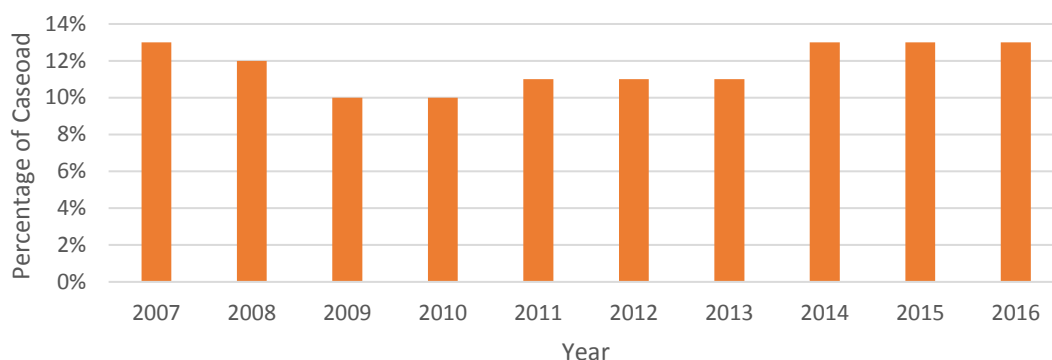
In 2016, approximately 1,628 households (13 percent overall caseload) receiving Ontario Works assistance reported earned income on a monthly basis. The number of households reporting earned income has increased year over year since 2013. In 2016, approximately 105 households per month had a level of earned income that allowed them to exit Ontario Works.



¹⁶ City of London, Community Services internal data set

¹⁷ MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance (2004-2013) and Ontario Works Caseload at a Glance.

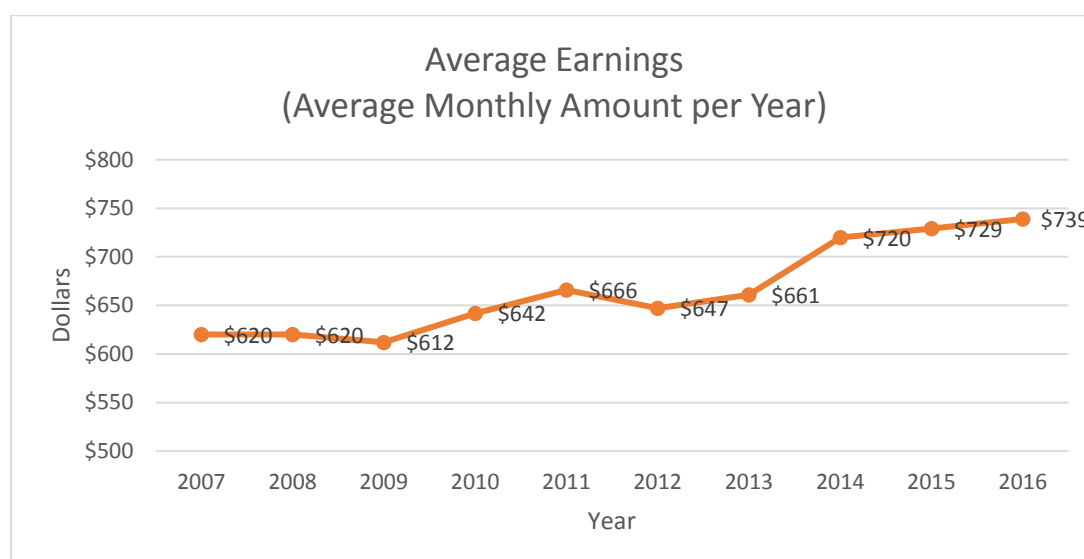
Percentage of Caseload with Earnings (Annual Average)



Earnings¹⁸

In 2016, households that reported earned income had an average monthly earned income of \$739.00. The level of earned income has increased year over year since 2012 and increased significantly between 2014 and 2015. This increase was likely due to the impact of a change in Ontario Works income deduction rules.

Prior to September 1, 2013 for every \$1.00 earned \$0.50 was deducted from the benefit amount. After that date, the first \$200.00 of earned income was exempt from deductions and for earned income above that amount for every \$1.00 earned \$0.50 was deducted from the benefit amount.



Exits to Employment¹⁹

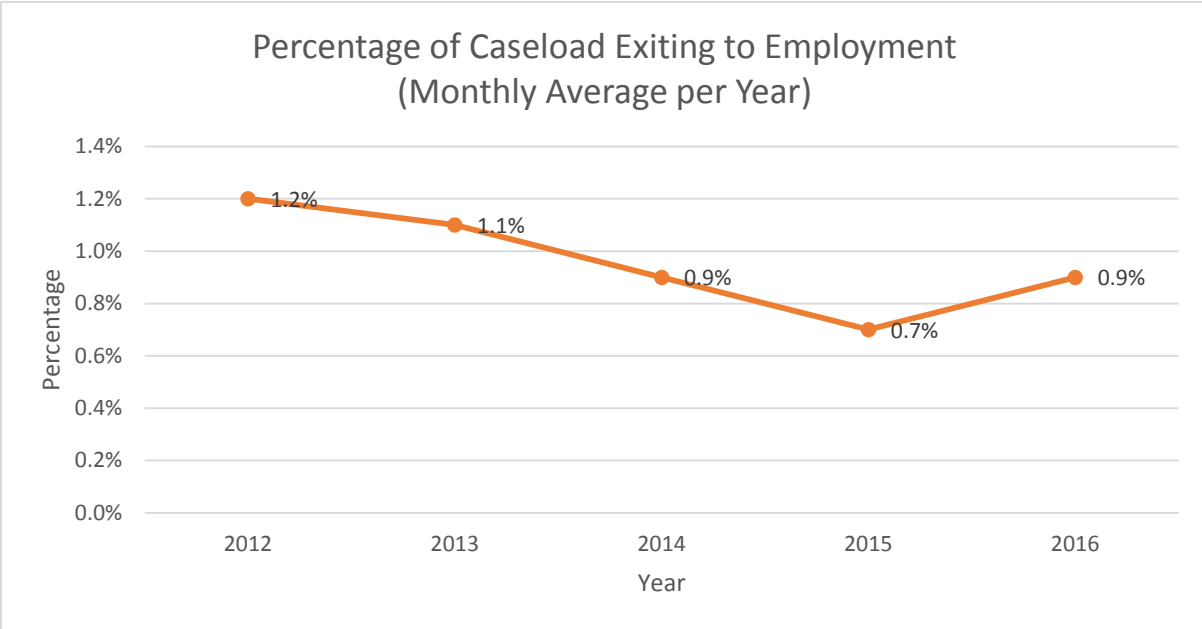
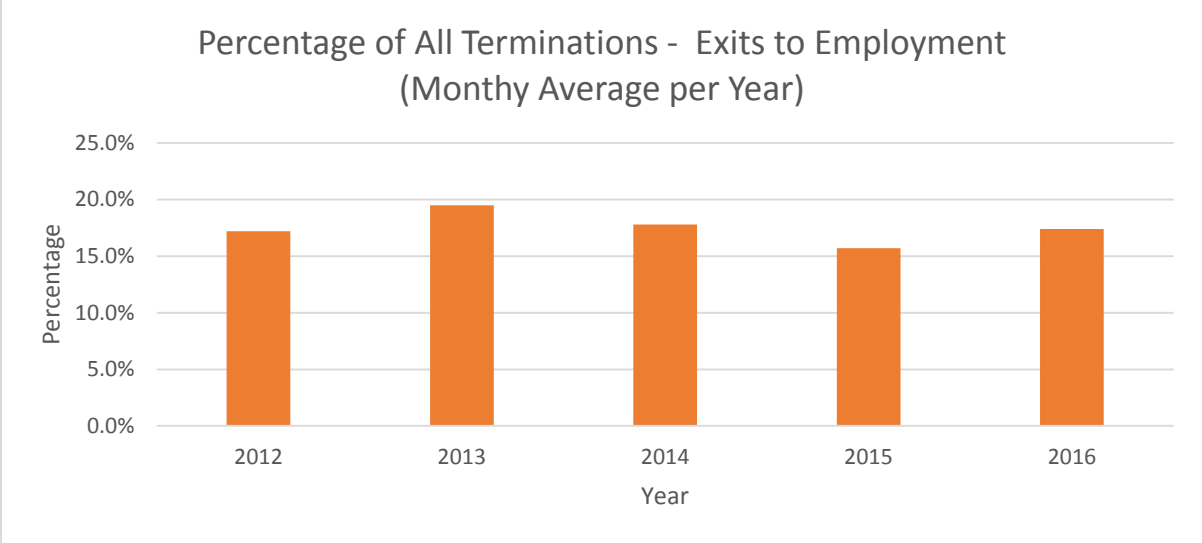
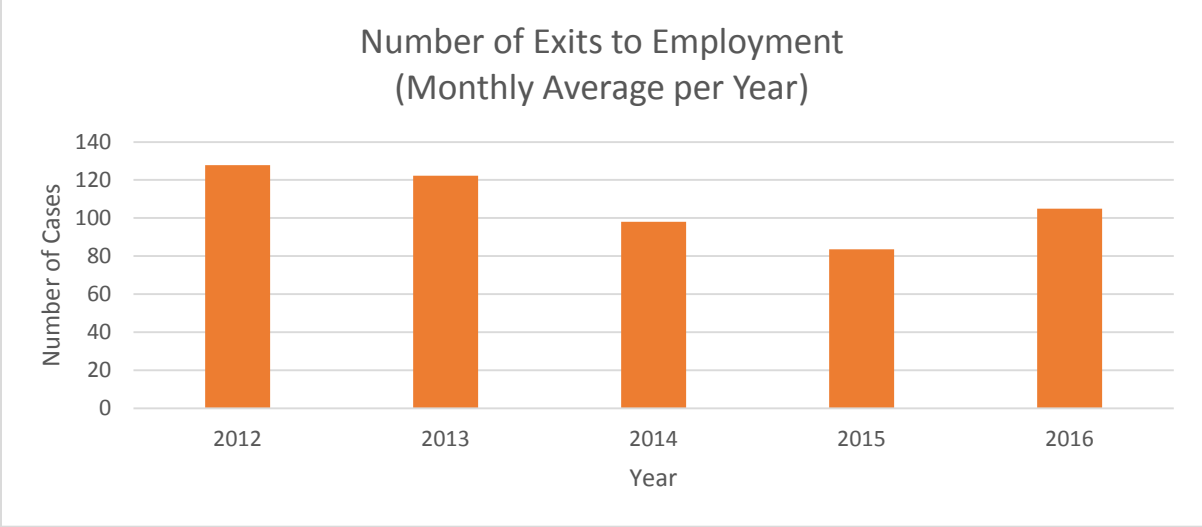
In 2016, an average of 105 Ontario Works files were terminated each month due the recipient gaining employment with a sufficient level of earned income that made them no longer eligible to receive Ontario Works assistance. The level of exits to employment has been increasing since 2014.

Exits to employment represented 17.4 percent of all terminations from Ontario Works in 2016.

In 2016, approximately one percent of the caseload exited Ontario Works to employment on a monthly basis.

¹⁸MCSS Social Assistance Extranet: Ontario Works Caseload at a Glance (2004-2013) and Ontario Works Caseload at a Glance.

¹⁹ MCSS Social Assistance Extranet: Social Assistance Operations Performance Report. (March 2017) Indicator 26 – Number of exits to employment, Indicator 27 - % of terminations to employment, Indicator 28 - % of caseload exiting to employment. Annual data for the year 2012 is based on a monthly averaging of April to December data.



GLOSSARY

Case refers to a benefit unit containing all members of a household. (i.e. a family on social assistance is counted as one case).

Consolidated Municipal Services Manager (CMSM) consolidation of municipal service management has resulted in the creation of 47 Consolidated Municipal Service Managers across the province. In Northern Ontario, it is known as District Social Services Administration Boards (DSSABs). In Southern Ontario, the CMSM area is frequently aligned along the upper tier boundary (region or county) and includes a separated town or city if one exists within its geographic boundary. The Service Manager can be either the upper tier or the separated municipality. Under municipal leadership, CMSMs are implementing a more integrated system of social and community health services for delivery of: Ontario Works, Child Care and Social Housing. Some CMSMs are also taking on responsibility for other services such as Land Ambulance Services and Public Health. The London CMSM includes the City of London and Middlesex County.

Service Delivery Model Technology (SDMT) was designed as a technology to facilitate single-tier delivery of the social assistance and employment initiatives in Ontario and to replace the interim computer systems of Caseworker Technology and Ontario Works Technology, as well as the outdated Comprehensive Income Maintenance System (CIMS) and Municipal Assistance Information Network (MAIN) computer systems. SDMT was functional from January 2002 until November 2014. SDMT reports were produced at the provincial level, generally on a monthly basis and are available primarily in a PDF format.

Social Assistance Management System (SAMS) was put in place to deliver Ontario Works, the Ontario Disability Support Program (ODSP) and Assistance for Children with Severe Disabilities (ACSD). The new system replaced the deemed aging and inadequate SDMT system. SAMS has been functional since November 2014. SAMS reports are produced at the provincial level, generally on a monthly basis and are available primarily in an Excel format.

Social Assistance Operations Performance Reports are produced monthly and are available at the provincial level and for each ODSP local office/Ontario Works delivery agent. These reports are used to support broader service management planning, performance outcomes and contracting activities.