

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON MAY 28, 2019
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	2018 ONTARIO WORKS PARTICIPANT AND SERVICE DELIVERY PROFILE

RECOMMENDATION

That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home, the following report on the 2018 Ontario Works Participant and Service Delivery Profile **BE RECEIVED** for information purposes.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- 2016 Participant Profile Report-City of London Social Services/Ontario Works Program Delivery (CPSC July 18, 2017).
- Purchase of Service Agreements-Ontario Works Employment Assistance Services (CPSC December 10, 2018)
- Ontario Works Employment Innovations Bridges Out of Poverty & Circles Evaluation #2 (CPSC November 13, 2008)

STRATEGIC PLAN LINKAGES 2019-2023
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Strengthening Our Community

- Londoners have access to the supports they need to be successful.
- Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city.

Growing Our Economy

- London creates a supportive environment where entrepreneurs, businesses, and talent can thrive.

Leading in Public Service

- Londoners experience exceptional and valued customer service.
- The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service.

BACKGROUND

City of London Social Services administers the Ontario Works program on behalf of the Province as a Consolidated Municipal Service Manager (CMSM). Ontario Works is an employment assistance and financial support program focused on helping individuals and families gain and maintain sustainable employment through training, education, developing “hard” and “soft” employment skills, linking participants to opportunities, and providing individualized supports as needed. The City of London has responsibility to effectively deliver service and supports that respond to the needs of Ontario Works Participants residing in the London community. Attached as “Appendix A” City of London Ontario Works Participant & service Delivery Profile.

During 2018 the Ministry of Children, Community, and Social Services (MCCSS) announced a plan for Social Assistance Reform. While much information is still to be learned about the future state of the Ontario Works program, the intent of the attached report is to provide an overview of Ontario Works participants and service delivery information from January –December 2018, highlighting key elements of the local context. There are currently six Social Services offices across the City of London from which, the information contained in this report is drawn from. Data and information provided in the report is extracted from Ministry of Children, Community & Social Assistance (MCCSS) Performance Reports, the Social Assistance Management System (SAMS), Social Services Client Management System (CMS) and City of London Financial Business Supports monitoring reports. Any data referenced from MCCSS or SAMS is reflective of the City of London

CMSM, which includes Middlesex County who held a caseload in 2018 averaging 358 benefit units.

FINANCIAL IMPACT

2018 Caseload and Expenditures				
		2018 Budget	2018 Actual	2018 Surplus/(Deficit)
Average Monthly Caseload		11,900	11,699	201
Total Expenditures	Gross ¹	\$112,383,600	\$109,538,430	\$2,845,170
	Net (0%)	\$0	\$0	\$0
Average Case Cost	Gross ¹	\$787	\$780	\$7
	Net (0%)	\$0	\$0	\$0
Note: Ontario Works program costs are 100% funded by the Province. Expenditures and Average Case cost exclude Discretionary Benefits, Repayments and Reimbursements, and Transition Child Benefit.				

The caseload forecast and budget were set in 2015 as part of a multi-year service plan with the Ministry. The gross surplus is 2.5% of the total budget. Positive reductions in the caseload through increased exits to employment contributed to a smaller than expected caseload size.

CONCLUSION

The ongoing Social Assistance reform efforts of MCCSS will continue to be monitored and client demographic information along with localized data will help inform future service delivery models. The City of London has demonstrated a decrease in client caseload size in 2018 while managing to surpass all Provincial employment service targets set by MCCSS. Throughout 2018, City of London Social Services remained committed to providing localized service in order to work with the broader community to ensure the most vulnerable receive supports required.

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Cc. Elaine Sauve, Program Supervisor, Ministry of Community and Social Services
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