A working vision for social assistance

Vision:

To create an efficient, effective and streamlined social services system that focuses on people, providing them with a range of services and supports to respond to their unique needs and address barriers to success so they can move towards employment and independence.
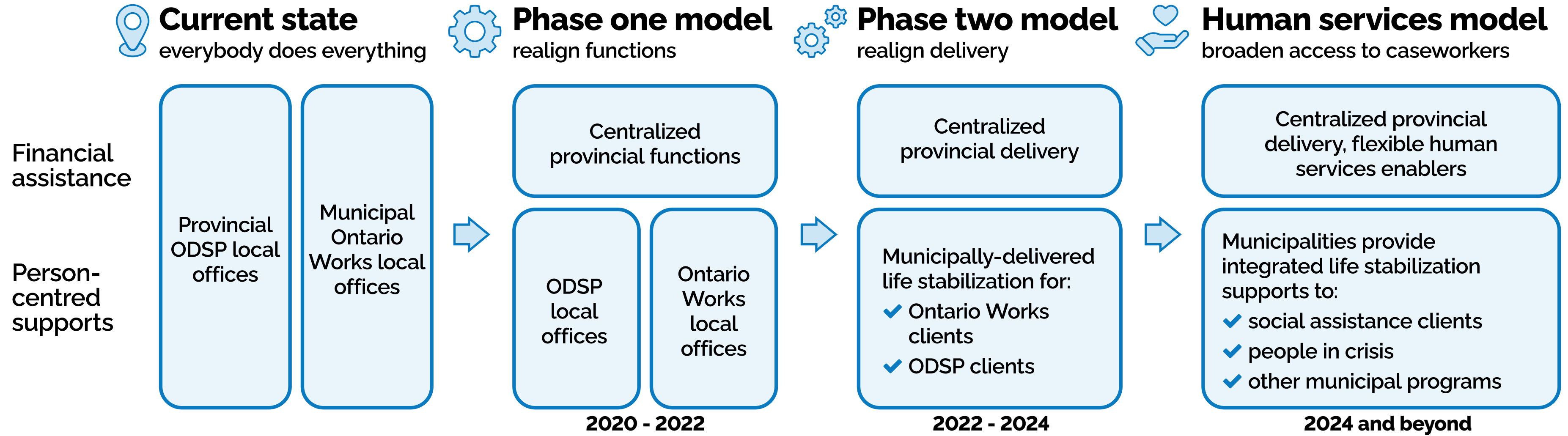
How we will realign:

Province

Delivers:

- ✔ Centralized financial assistance
- ✔ Financial controls and back-office functions suited to centralization or automation
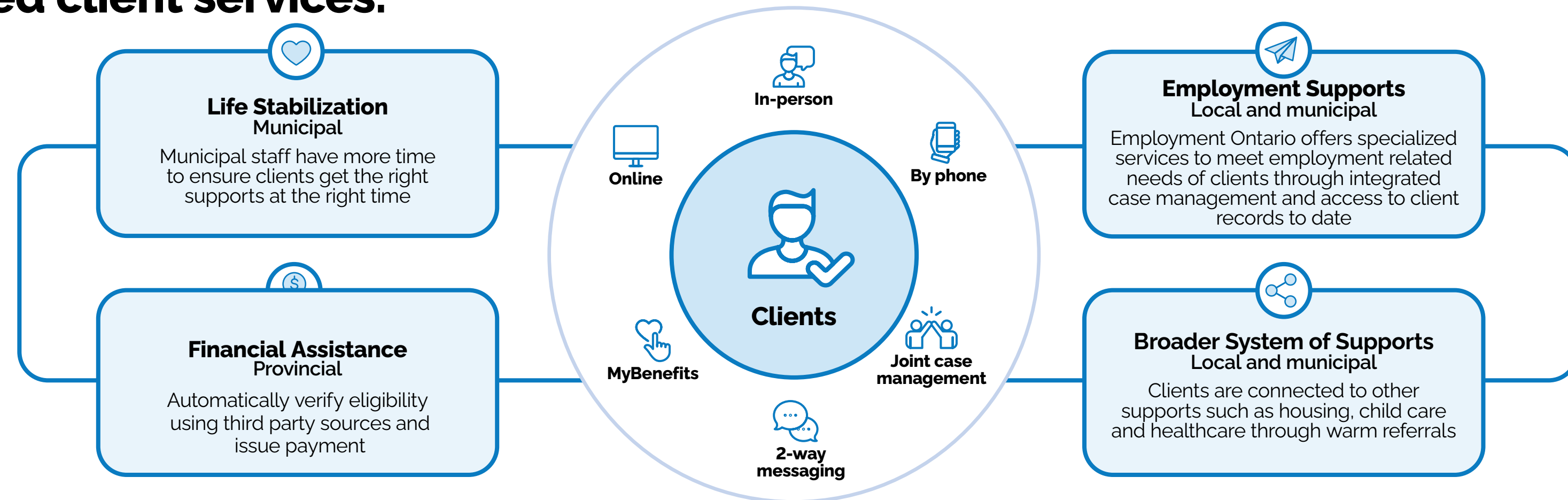
Municipalities

Delivers:

- ✔ Life stabilization – including needs assessment, service planning, warm referrals, discretionary benefits
- ✔ Person-centred, connected supports, and navigation of broader system (e.g., housing, employment, mental health)

How we will evolve over time:

Current state
everybody does everything

Phase one model
realign functions

Phase two model
realign delivery

Human services model
broaden access to caseworkers

	Current state	Phase one model	Phase two model	Human services model
Financial assistance	Provincial ODSP local offices	Centralized provincial functions	Centralized provincial delivery	Centralized provincial delivery, flexible human services enablers
Person-centred supports	Municipal Ontario Works local offices	ODSP local offices / Ontario Works local offices	Municipally-delivered life stabilization for: ✔ Ontario Works clients ✔ ODSP clients	Municipalities provide integrated life stabilization supports to: ✔ social assistance clients ✔ people in crisis ✔ other municipal programs
		2020 - 2022	**2022 - 2024**	**2024 and beyond**

Integrated client services:

Life Stabilization
Municipal
Municipal staff have more time to ensure clients get the right supports at the right time

Financial Assistance
Provincial
Automatically verify eligibility using third party sources and issue payment

Clients
- In-person
- Online
- By phone
- MyBenefits
- Joint case management
- 2-way messaging

Employment Supports
Local and municipal
Employment Ontario offers specialized services to meet employment related needs of clients through integrated case management and access to client records to date

Broader System of Supports
Local and municipal
Clients are connected to other supports such as housing, child care and healthcare through warm referrals
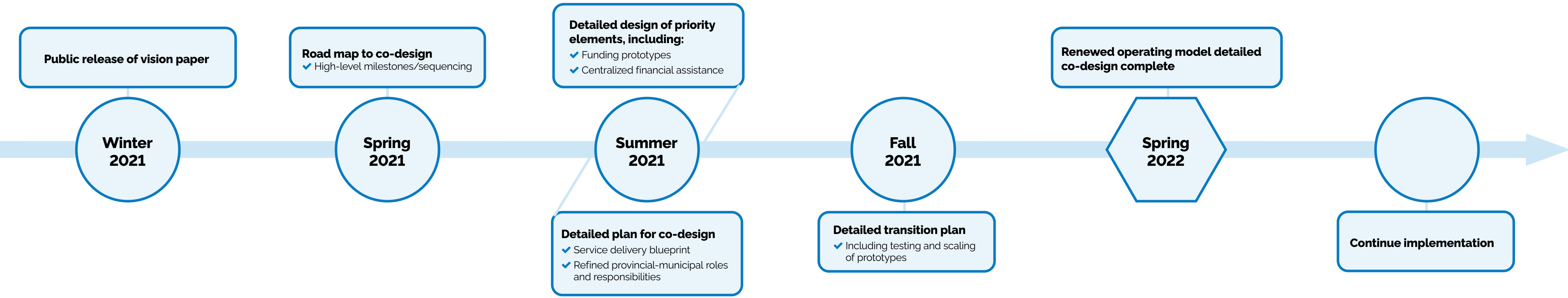
Ontario

Social assistance: where we're headed

In the short term: co-designing a renewed operating model

Prototype and implement: developing centralized provincial functions, starting with intake, and tools and processes to support life stabilization

Co-design: engaging to design key operating model layers, provincial and municipal functions, principles and processes

Public release of vision paper

Road map to co-design
- ✔ High-level milestones/sequencing

Detailed design of priority elements, including:
- ✔ Funding prototypes
- ✔ Centralized financial assistance

Renewed operating model detailed co-design complete

Winter 2021

Spring 2021

Summer 2021

Fall 2021

Spring 2022

Detailed plan for co-design
- ✔ Service delivery blueprint
- ✔ Refined provincial-municipal roles and responsibilities

Detailed transition plan
- ✔ Including testing and scaling of prototypes

Continue implementation

In the long term: moving to a human services delivery model

- ✔ In the human services model, benefits like social assistance become "tools" in the caseworker toolbox, as opposed to the other way around

- ✔ Caseworkers are knowledgeable about the broader system of benefits and supports, and can guide people to the supports they need – whether Ontario Works or something else

- ✔ People seeking help are triaged by municipal caseworkers, supported as needed, and potentially diverted from social assistance

Social assistance

Mental health & addiction

Health care
- ✔ Help accessing primary care
- ✔ Public health programs

Local partnerships
Warm referrals to local supports

Housing

Person-centred municipal supports
- ✔ Local focus
- ✔ Well-connected
- ✔ Warm referrals

Other benefits income
- ✔ Tax credits
- ✔ ADP, home and vehicle modifications
- ✔ Child, spousal, sponsor support

Employment Ontario
- ✔ Common assessment
- ✔ Integrated planing

Child care

Other services
- ✔ Life skills
- ✔ Justice and legal supports
- ✔ Youth programs
- ✔ Literacy and numeracy
- ✔ Immigration and settlement services

Ontario