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Background

Consolidated Municipal Service Managers (CMSM's) are responsible for core social services like income support, children's services, homelessness and social housing.

In Social Assistance the responsibility currently includes:

- Delivery of the Ontario Works (OW) financial assistance program
- Providing services that are people-focused and outcomes driven
- Co-funding services
- Producing employment outcomes



2




Background

Provincial announcement February 11th

- studies and recommendations made to the Province on the social assistance system in Ontario
- modernization initiatives
- desire to have better outcomes for people
- lessons learned from COVID responses
- recognition that municipalities understand the needs of their communities




3



Key Changes

- recognition that the social assistance system can be complex and difficult to navigate
- recognition that social services staff spend too much of their time on paperwork
- Conclusion that provincial and municipal roles in social assistance delivery should be reconsidered




4

Social Assistance Transformation

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.



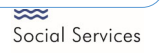
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Social Assistance Transformation

How we will realign

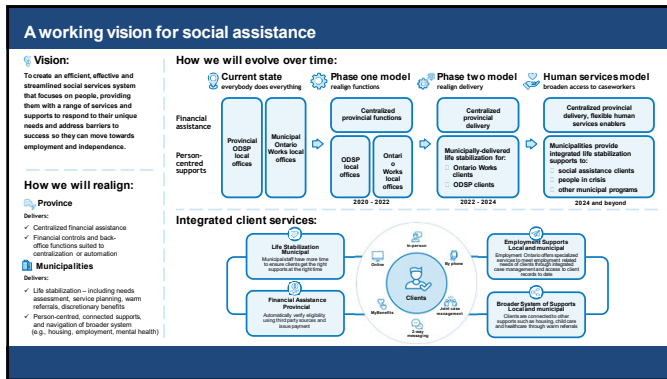
Province Delivers:
Centralized financial assistance
Financial controls and back-office functions

Municipality Delivers:
Life stabilization – needs assessments, service planning, warm referrals, discretionary benefits
Person-centered, connected supports, and navigation of broader system

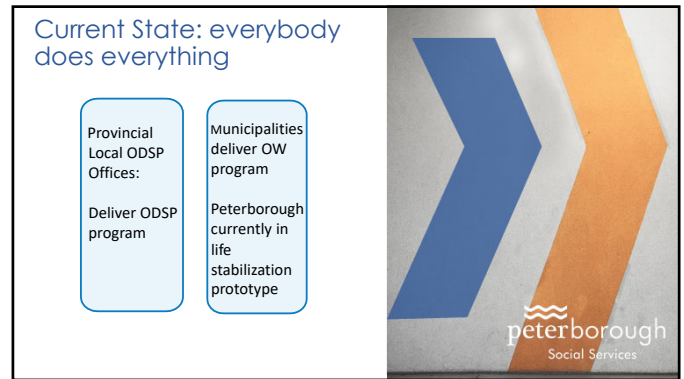


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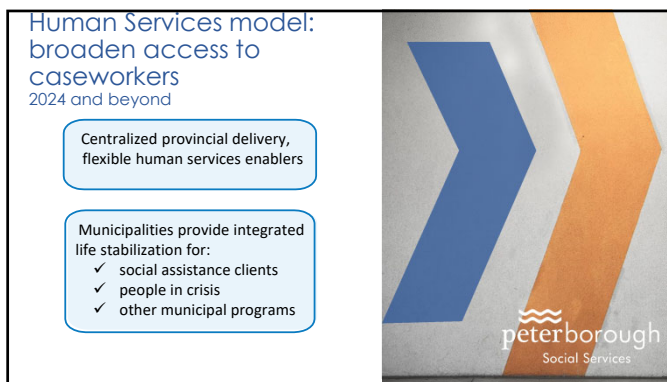
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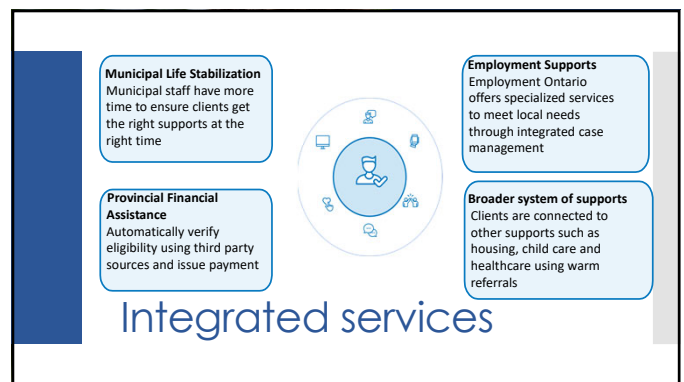
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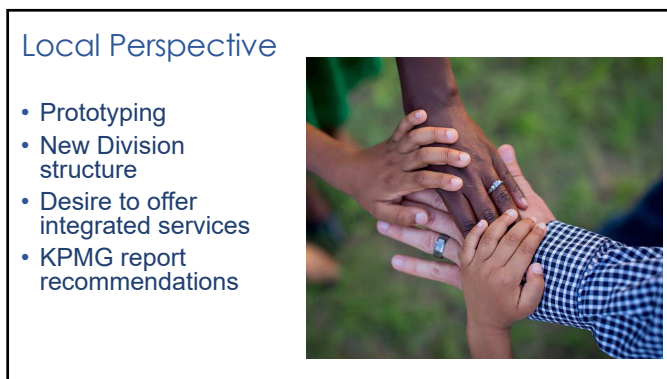
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