



peterborough

Social Services

**Social Assistance
Recovery & Renewal**



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





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



Social Services



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



Social Services

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.



Social Services

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



Social Services

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:

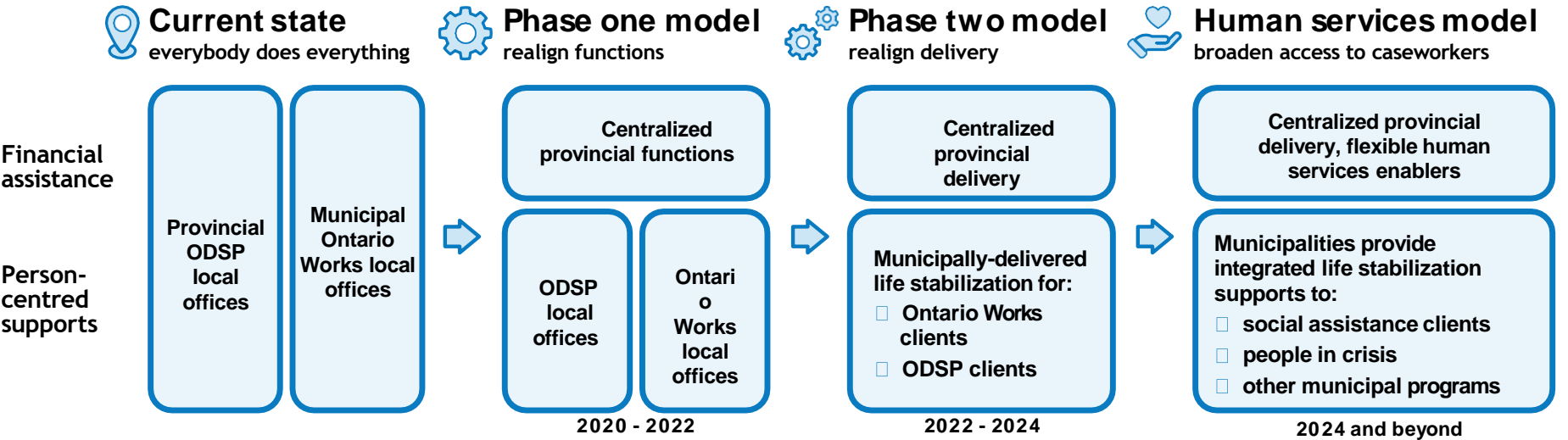
Province

- 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:



Integrated client services:



organized along
program lines

How we
operate
today

*Provincially
delivered*

*Municipally
delivered*



We will re-organize
around different
functions

Social Assistance Recovery and Renewal

*Provincially
delivered*

*Municipally
delivered*



Human Services model: broaden access to caseworkers

2024 and beyond

Centralized provincial delivery,
flexible human services enablers

Municipalities provide integrated
life stabilization for:

- ✓ social assistance clients
- ✓ people in crisis
- ✓ other municipal programs

Municipal Life Stabilization

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

Provincial Financial Assistance

Automatically verify eligibility using third party sources and issue payment



Employment Supports

Employment Ontario offers specialized services to meet local needs through integrated case management

Broader system of supports

Clients are connected to other supports such as housing, child care and healthcare using warm referrals

Integrated services

Local Perspective

- Prototyping
- New Division structure
- Desire to offer integrated services
- KPMG report recommendations



Questions?

