



# A long-term vision, starting with recovery:

People on social assistance achieve independence and financial resilience through an ecosystem of connected and personalized supports, supported by a streamlined and responsive system

## Where we've been...



- Growing caseload and costs (5%/year)
- Focus on administration and processes, not support
- Broader system is siloed, hard to navigate, leading to poor life and employment outcomes

## Where we're headed...



- When federal benefits end, Ontarians who remain out of work are likely to turn to Ontario Works – the scale and timing of the impact to social assistance depends on the speed and nature of economic recovery, and public health factors

## What we'll do now: focused action in four key areas to get ahead of a surge in social assistance cases



### Accelerated digital delivery solutions

To improve access and service delivery during the pandemic

- new, easy online application
- digital disability forms
- MyBenefits expansion
- 2 way messaging
- video chat
- e-document management



### Centralized and automated delivery

Reduce red tape and let caseworkers focus on working with clients

- centralized intake
- digital identity verification
- centralized key ODSP health benefits
- e-signatures



### Risk-based eligibility review

To automate eligibility assessments, reduce time spent on administration

- real-time digital verification to confirm key eligibility information
- automatic verification and validation of financial information to confirm eligibility



### Access to employment and training

Working with MLTSD, will improve access to employment and training services for clients

- enhance access to employment and training supports to help clients get back to work as jobs are available

## Where we'll go:



### Co-design a new provincial-municipal transformation vision

with municipal Ontario Works delivery partners and set the stage for longer term system transformation that drives outcomes, accountability and system performance

- **Engagement, co-design, and testing with staff and partners:** Developing a future state together
- **SA One:** Healthy, energizing workplaces; open communication that supports change; resilient organization; improved client relationships
- **Service continuity:** Continuing to deliver service excellence and accountability through change

# Social Assistance: Where We're Headed

... in the long term



... in the short term

New SA digital application in prototype sites prior to provincial rollout + centralized and automated intake and risk-based eligibility prototype

ODSP contact centre expansion begins in EST prototype sites  
First wave of benefits centralized in ODSP EST sites

Expand intake prototype to additional ~15 municipalities

New provincial-municipal transformation vision defined

New digital tools e.g. 2-way messaging, e-signature, digital disability determination package

Centralization of key ODSP health benefits administration

Expand intake prototype to 9 EST OW sites  
EST prototypes go live

Iteratively introduce central intake + risk-based eligibility to ODSP offices  
Further expand centralized Ontario Works intake to additional municipal partners

October - December

January - April

## Where We've Been

## The Current Focus

The Recovery Period  
(Sep 2020 – April 2021)

## What's Next?

The Renewal Period  
(Spring 2021 – 2024)

**Supporting clients toward success**



### Caseworkers manage all aspects of each case

- Financial eligibility
- Participation agreements
- Benefits administration
- Employment services
- Referrals and system navigation



### Prototyping new case management approaches

- Common assessment | New action plans
- Shared case management with Employment Ontario
- Increased access to employment supports
- Piloting new service delivery approaches



### A person-centred, supportive client approach across the life course

- Overall shift to life stabilization, individualized support and system navigation
- Case segmentation – high and low touch approaches based on client needs
- Better connections with Employment Ontario

**Making systems faster, fairer, more accountable, and creating time for case management**



### Modernization to speed current processes

- EDM
- MyBenefits
- RPC
- Contact Centre Pilots



### Creating centralized functions

- Centralized intake process that reduces paperwork, giving caseworkers more time to support clients through crisis and help them get back to work
- Automated, risk-based eligibility verification

### With enabling technology and policy

- New digital tools and service modernization (easy-to-use online application, expansion of MyBenefits digital platform, 2-way digital messaging between clients and caseworkers)



### Centralizing financial assistance\*

- Central teams and systems administer intake, ongoing eligibility, mandatory benefits, financial disbursement
- Expanding risk-based approaches

*\*Benefits and incentives to support clients achieve life stabilization goals will remain at the local level*

**Working with partners**



### Working with partners to address challenges of the pandemic

- Co-design and deliver emergency response initiatives
- Leverage learning to inform opportunities for the future



### Planning for renewed provincial-municipal and First Nations service delivery approaches

- Renewed provincial-municipal operating, funding and accountability models
- Plan with First Nations partners a unique approach to SA Recovery and Renewal



### Implementing a renewed service delivery vision

- Co-designing, enabling and implementing new approaches that bring us closer to Human Services Integration

- Engagement, co-design, and testing with staff and partners, including the bargaining agent: Developing a future state together
- SA One: Healthy, energizing workplaces; open communication that supports change; resilient organization; improved client relationships
- Service continuity: Continuing to deliver service excellence and accountability through change