

## Toronto Employment and Social Services – Divisional Dashboard

Activity	Metric	Definition
Financial and Employment Benefits Administration	Number of single parent families with child support agreements	Number of single parent families on Ontario Works (OW) receiving support payments.
	Total amount of benefits paid	All client benefit payments for social assistance and employment programs.
Provide Individualized Employment Service Planning	Number of OW clients placed in jobs	Number of clients who begin work while on OW, exit OW for employment or who start a job placement during the current year.
	Percentage of caseload with Employment Income	Percentage of OW clients who have employment earnings.
Eligibility Determination and Case Management	Average Monthly Caseload	Average monthly cases served during the current year.
	Social assistance response time to client eligibility (Days) (OMBI)	The average response time from initial screening of an application for OW to the time an eligibility decision is rendered.
Develop and Implement Integrated Employment Strategies	Number of Employer partnerships	Number of employers participating in employment service initiatives with the City.
	Number of jobs made available through employer partnerships	Number of jobs made available to OW clients through an employer partnership or employment initiative.
	Job Retention Percentage	Clients who leave OW due to earnings and/or employment for up to 24 months that return to social assistance in a given month as a percentage of all new OW cases in the current month.
	Number of participants in employment readiness programs	Number of OW clients who attend an education, training, pre-employment, job search, work placement or self employment development program