SOCIAL ASSISTANCE

PROGRAM MAP

Toronto Employment and Social Services

Employment Services	Integrated Case Management & Service Planning	Financial Assistance
Develop and Implement Integrated Employment Strategies	**Provide Individualized Employment Planning**	**Financial and Employment Benefits Administration**
Plan and Manage Employment and Career Services	**Eligibility Determination and Case Management**	
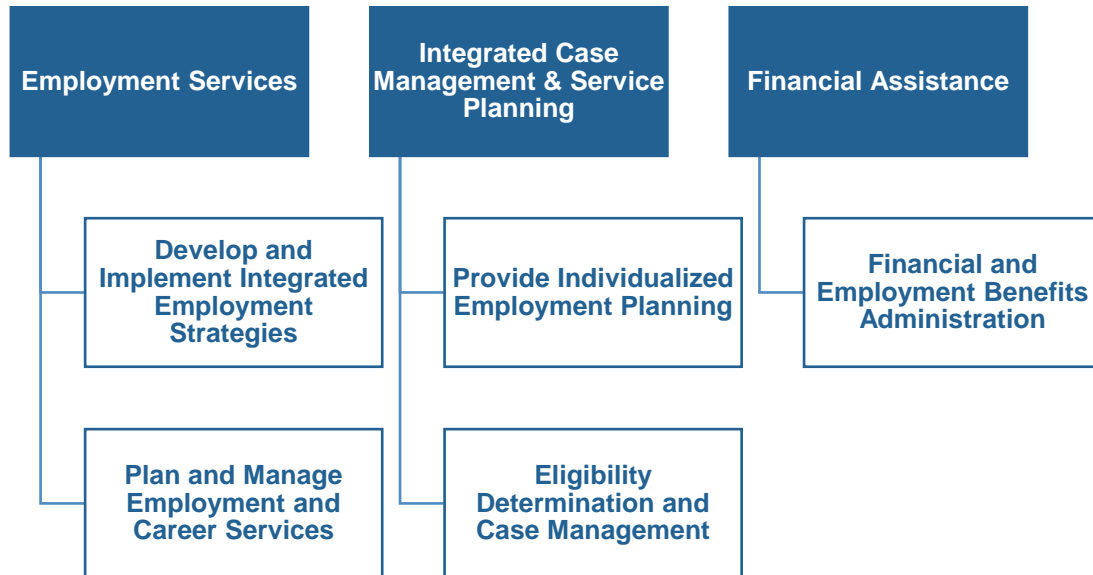
Toronto Employment and Social Services (TESS) manages the third largest social assistance delivery system in Canada. Under the authority of the Ontario Works (OW) Act and Regulations, TESS provides employment services, financial assistance and social supports to Toronto residents to strengthen their social and economic well-being in their communities.

Employment assistance helps clients find, prepare for and keep a job. This includes one on one service planning with all clients, case management, skills and job-specific training, workshops on resume writing and interviewing, and access to basic education.

Financial assistance provides basic needs, like shelter, food, clothing and health related items, such as dental services for adults, eyeglasses, and medical transportation, for clients and their families

Social supports include access or referral to other services like child care, mental health services and housing supports, as well as community and neighbourhood services like recreation programs and libraries.

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SUMMARY OF PERFORMANCE MEASUREMENT RESULTS

Question	Indicator/Measure	Internal Comparison of Toronto's 2016 vs. 2015 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2016	Chart & Page Ref.
Service / Activity Level Indicators				
How many social assistance cases are there?	Monthly Social Assistance Case Load per 100,000 Households - (service/ activity level)	**Decrease** **Rate of Social Assistance case load decreased in 2016** **(service/activity level indicator)**	**4** **Higher rate of Social Assistance case load compared to others** **(service/activity level indicator)**	29.1 29.2 pg. 4/ 5
Community Impact Measures				
How many social assistance clients are visiting Toronto's Employment Centres?	Number of Client Visits to Employment Centres - (Community Impact)	**Increase** **Client visits increased in 2016**	*N/A*	29.3 pg. 6
Customer Service Measures				
How long does it take to inform a client that they are eligible for social assistance?	Social Assistance Response Time (Days) to Client Eligibility - (Customer Service)	**Stable** **Response time was stable**	**2** **Lower response time compared to other MBNC municipalities**	29.4 29.5 pg. 7

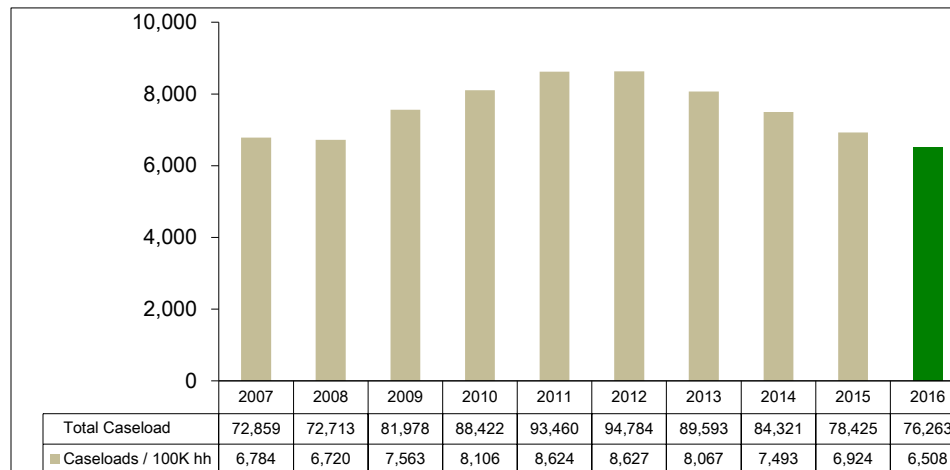| **Overall Results**		Service /Activity Level Indicators (Resources)	Performance Measures (Results)	Service/ Activity Level Indicators (Resources)	Performance Measures (Results)	
		1- Increase 0 - Stable 0 - Decrease	1 - Increase 1 - Stable 0 - Decrease	0 - 1st quartile 0 - 2nd quartile 0 - 3rd quartile 1 - 4th quartile	0 - 1st quartile 1 - 2nd quartile 0 - 3rd quartile 0 - 4th quartile	
		100% increase or stable	100% favourable or stable	0% in 1st and 2nd quartiles	100% in 1st and 2nd quartiles	

For an explanation of how to interpret this summary and the supporting charts, please see the Guide to Toronto's Performance Results. These quartile results are based on a maximum sample size of 10 municipalities.

Note: In November 2014, the Province replaced the Service Delivery Model Technology (SDMT) case management system with the Social Assistance Management System (SAMS). Due to issues with the integrity of SAMS data, it was not possible to report on Social Assistance in 2015 and reporting in 2016 has been limited to two measures. Full reporting will resume at such a time when the data integrity improves and allows for comparison across the province.

SERVICE/ACTIVITY LEVEL

Municipalities are responsible for delivering Ontario Works (OW) in accordance with provincial regulations and rules.

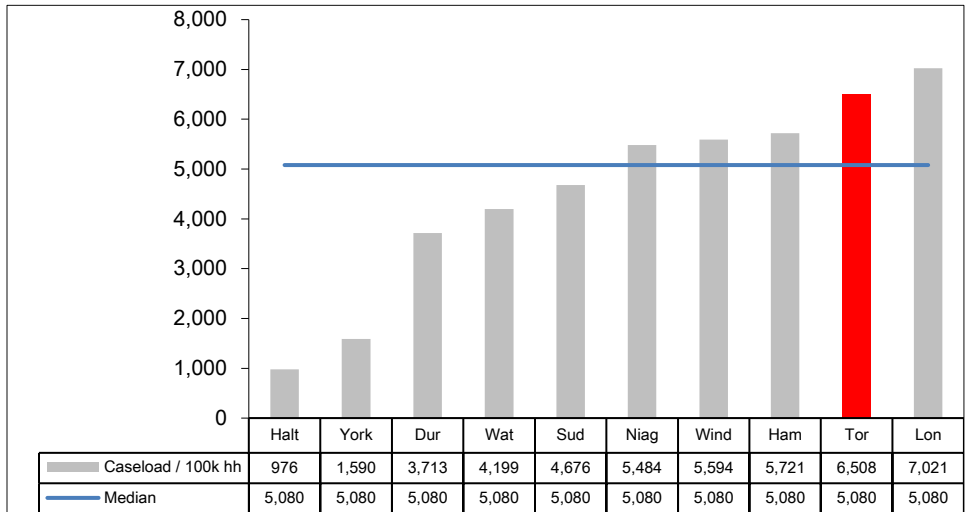### 29.1 – HOW MANY SOCIAL ASSISTANCE CASES ARE THERE IN TORONTO?

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Total Caseload	72,859	72,713	81,978	88,422	93,460	94,784	89,593	84,321	78,425	76,263
Caseloads / 100K hh	6,784	6,720	7,563	8,106	8,624	8,627	8,067	7,493	6,924	6,508

Chart 29.1 (City of Toronto) Monthly Social Assistance Case Load per 100,000 Households

Chart 29.1 provides Toronto's total number and rate of social assistance cases per 100,000 households.

A case can involve either an individual or a family. Caseload jumped in 2009 due to the impact of the recession and continued to rise through 2012. Caseload has dropped every year since as many of the most job ready Ontario Works (OW) recipients transitioned to employment in the aftermath of the recession. However, many of the remaining people on OW are more distant from the labour market, are staying on social assistance longer and require more intensive supports to transition to employment.

29.2 – HOW DOES TORONTO'S SOCIAL ASSISTANCE CASELOAD COMPARE TO OTHER MUNICIPALITIES?

	Halt	York	Dur	Wat	Sud	Niag	Wind	Ham	Tor	Lon
Caseload / 100k hh	976	1,590	3,713	4,199	4,676	5,484	5,594	5,721	6,508	7,021
Median	5,080	5,080	5,080	5,080	5,080	5,080	5,080	5,080	5,080	5,080

Chart 29.2 compares Toronto's 2016 rate of social assistance cases to other municipalities and shows Toronto ranks ninth of ten among the MBNC municipalities in terms of lowest social services cases.
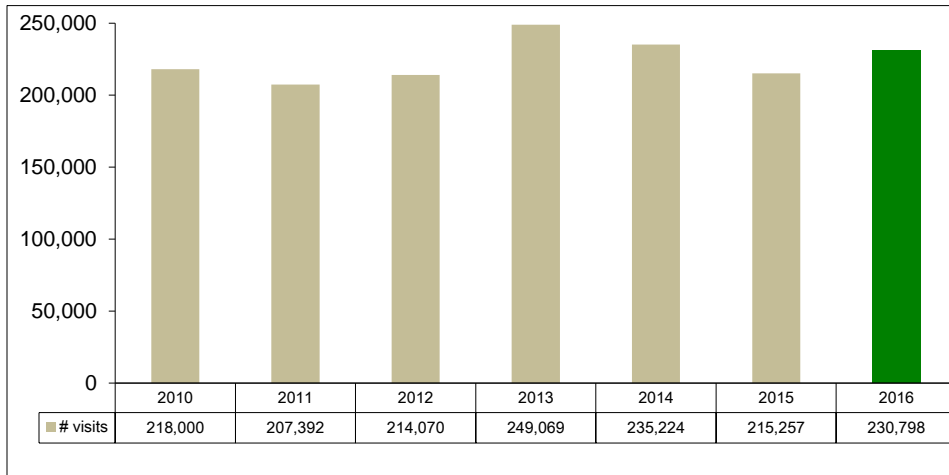
Chart 29.2 (MBNC 2016) Monthly Social Assistance Case Load per 100,000 Households

Poverty rates remain high in Toronto. According to recent statistics, almost 1 in 5 adults and more than 1 in 4 children live with an after-tax income below Statistics Canada's Low Income Measure. This is the highest rate for any large city in Canada. According to the 2011 National Household Survey, in 2010, there were 496,665 persons or 19% of Toronto's population with an after-tax income below Statistics Canada's Low Income Measure (LIM-AT).

While the unemployment rate in Toronto has returned to pre-recession levels, at 6.9% in 2016, more jobs are precarious as part-time and temporary jobs have increased faster than permanent full-time positions. Unemployment rates are consistently higher for certain groups, with rates for recent newcomers, older workers, racialized groups, and young people being at least twice as high and even higher than the overall city rate. Toronto's youth have faced troubling long-term trends with unemployment rates hovering between 15-20% for more than a decade and an estimated 10% of youth (83,000 people) are not in education, employment or training.

COMMUNITY IMPACT

29.3 - HOW MANY SOCIAL ASSISTANCE CLIENTS ARE VISITING TORONTO'S EMPLOYMENT CENTRES?

| # visits	2010	2011	2012	2013	2014	2015	2016
# visits	218,000	207,392	214,070	249,069	235,224	215,257	230,798

Chart 29.3 shows the number of client visits to Employment Centres. In 2016 there were 230,798 visits.

Chart 29.3 (City of Toronto) Number of Client Visits to Employment Centres

CUSTOMER SERVICE

At any of the City's 15 community-based Ontario Works Offices, on-line or over the phone with the division's Application Centre, individuals can apply for social assistance. Clients are assessed to determine whether they are in financial need and eligible to receive social assistance and are then subsequently informed of their eligibility. In 2016, Employment and Social Services on average received over 4,000 applications for assistance per month.

29.4 - HOW LONG DOES IT TAKE IN TORONTO TO INFORM A CLIENT IF THEY ARE ELIGIBLE FOR SOCIAL ASSISTANCE?

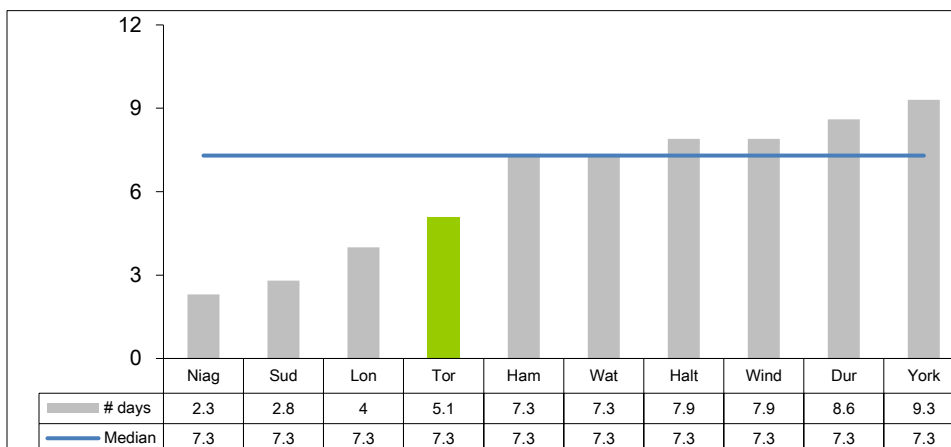|	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
# days	4.8	4.8	7.4	5.2	5.5	4.6	5.7	5.7	5.1	5.1
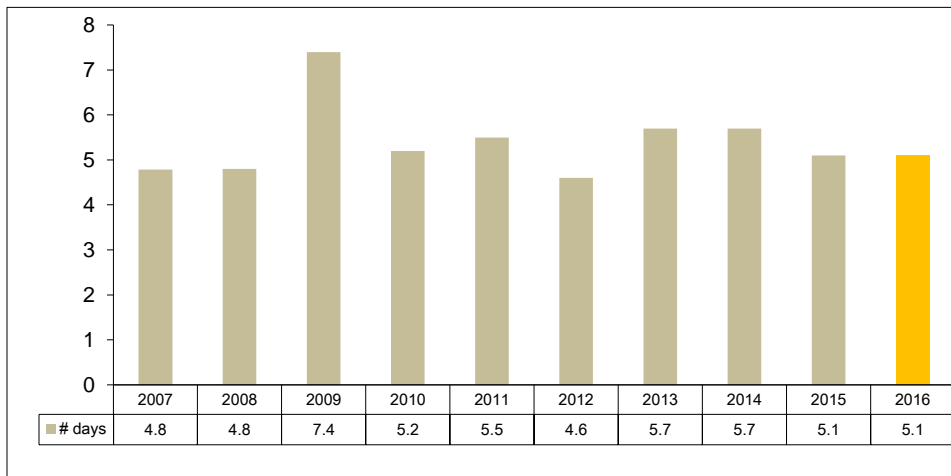
Chart 29.4 provides Toronto's average response time in days, to client eligibility requests, which is the period from the point that clients request assistance, to the time that a decision is rendered.

Chart 29.4 (City of Toronto) Social Assistance Response Time (Days) to Client Eligibility

Response times spiked in 2009 with a large increase in applications and processing delays due to the CUPE Local 79 strike which created extreme data anomalies (see Chart 29.1). In 2016, the social assistance response time to client eligibility remained stable at 5.1 days.

29.5 –HOW DOES THE LENGTH OF TIME TO INFORM A CLIENT OF THEIR ELIGIBILITY FOR SOCIAL ASSISTANCE COMPARE TO OTHER MUNICIIPALITIES?

	Niag	Sud	Lon	Tor	Ham	Wat	Halt	Wind	Dur	York
# days	2.3	2.8	4	5.1	7.3	7.3	7.9	7.9	8.6	9.3
Median	7.3	7.3	7.3	7.3	7.3	7.3	7.3	7.3	7.3	7.3

Chart 29.5 compares Toronto's 2016 social assistance response time for client eligibility to other municipalities. Toronto ranks fourth of ten (second quartile) in terms of having the shortest response time.

Chart 29.5 (MBNC 2016) Social Assistance Response Time (Days) to Client Eligibility

2016 ACHIEVEMENTS AND 2017 PLANNED INITIATIVES

The following achievements and initiatives have improved or will help to further improve the effectiveness of Toronto's Employment and Social Services operations:

2016 Initiatives Completed/Achievements

- Supported 27,267 clients to either exit OW for employment or start a job placement.
- Managed an average monthly caseload of 83,367 and assessed 49,197 applications for Ontario Works (OW).
- Issued $812.4 million in financial, employment and medical benefits.
- Developed / updated 193,273 individual service plans.
- Implemented key recommendations of the City's 2016 Poverty Reduction Plan:
  - Expanded access to dental services through the 23 Toronto Public Health dental clinics.
  - Introducing new intensive case management programs aimed at reducing the proportion of long-term cases on social assistance.
  - Exceeding our PAYE targets of serving over 2,000 youth and working with more than 188 employers to connect 948 youth to jobs.
  - Developed an information sharing agreement with TCHC to reduce/prevent evictions.
- Leveraging opportunities to more effectively and efficiently deliver social assistance to City residents:
  - TESS and ODSP will be co-locating at multiple sites to improve and streamline services to mutual clients,
  - Introduced innovative business solutions including expansion of e-services for OW clients, automated registration services and paperless office strategies.
  - Exploring opportunities to expand co-located sites with other City Cluster A divisions.
- In conjunction with TCS, and SSHA continue to advance the City's Human Services Integration initiative:
  - Development and implementation of an integrated web presence.
  - Development and implementation of an online benefits and services finder (November 2016).
- Continue to advance the objectives of the City's Workforce Development Strategy:
  - Improved strategies to engage employers.
  - Pursuing sector focused approaches to increase employment opportunities for social assistance clients,
  - Advanced work-based learning opportunities for youth.
  - Launching new youth internship program with Corporate HR (October 2016).
  - Leading the City's Workforce Development Month activities including 30+ events held across the City, held in partnership with a range of City Divisions and Community partners.
- Increasing access to employment related benefits to support OW clients search for work and obtain training and education.
- Recipient of Toronto Ombudsman Award for the new Decision Review Model.

2017 Planned Initiatives

The 2017 Operating Budget will:

- Manage an average caseload of 84,000 and assist 28,000 unemployed City residents find and/or sustain employment.
- Increase the profile and success of the City's Workforce Development Initiatives:
  - Through the Partnership to Advance Youth Employment (PAYE) program increase the number of employers offering employment opportunities to youth
  - Increase work-based learning opportunities for Toronto youth (18-29) through the implementation of the City's Youth Employment Action Plan
  - Work with employers to develop new sector based approaches to expand job opportunities for unemployed low income Toronto residents, specifically OW clients
- Implement key recommendations in the 2017 City of Toronto Poverty Reduction Work plan as well as support the implementation of broader Poverty Reduction Strategy objectives.
- Continue to modernize the delivery of Ontario Works in Toronto to improve effectiveness and efficiency.

Factors Influencing the Results of Municipalities

The results of each municipality included here can be influenced to varying degrees by factors such as:

- Employability: significant numbers of clients with one or more barriers to employment, including health barriers, lack of education and language skills, literacy levels, and lack of Canadian work experience
- Urban form: client access to programs can vary due to geographical, technological, cultural or other limitations
- Economic conditions: differing local labour market conditions (unemployment and employment rates) and the types of employment available
- Demographics: family size and caseload mix, the availability of interpreters when English is not the first language
- Service delivery: different service delivery models and the services provided, the availability of community supports and where social services offices are located in municipalities in relation to clients
- Caseload: includes transient clients, those clients moving on and off the caseload from precarious work situations, as well as clients who are receiving assistance for extended periods of time. Caseload turnover significantly impacts administrative support provided to meet program demand.