

## **ONTARIO WORKS OVERVIEW**

Ontario Works provides employment and income assistance to eligible participants. Income support assistance is provided to persons in need to cover the costs of food, shelter, and basic needs. Dependent children are eligible for mandatory dental and vision care benefits. Adult participants may also be eligible for assistance for such items as optical services, dental services, and prosthetics. Homemakers, nursing services and domiciliary hostel care are purchased from community agencies on behalf of clients who cannot afford to pay for these services.

Ontario Works legislation requires that those receiving social assistance actively participate in a plan of increased employment activity to support their eligibility for benefits. People receiving social assistance, who are not disabled or elderly, or who are not sole support parents (with dependents under school age) must be willing to contribute service to their communities at the same time that they make efforts to find paid employment. People who are temporarily ill, incapacitated, or care for a disabled or elderly family member may be temporarily exempt from these requirements.

FTE's: 57.0

TOTAL BUDGET: \$24,016,975

## SOCIAL AND HEALTH SERVICES DIVISION

**DEPARTMENT:** Ontario Works  
**SERVICE UNIT:** Income Support - Consolidated Verification Process  
**BUDGET YEAR:** 2005

Description of Service	Benefit of the Service	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)																				
<p>Mandatory</p> <ul style="list-style-type: none"> <li>• Standardized provincial process to update, review and verify cases for ongoing eligibility for Ontario Works financial assistance.</li> <li>• Involves third party interface and file comparison results.</li> <li>• File identification is based on a computerized risk analysis</li> </ul>	<p>The County's Mission Statement states "Lambton County is a community dedicated to economic growth, environment stewardship and enhanced quality of life through: the provision of responsive and efficient services."</p> <p>This goal is met through proactive case reviews based on a risk analysis and ensures that those in receipt of OW receive that amount of assistance to which they are eligible.</p>	<p>Mandatory</p>	<p>Ontario Works Act 1997 and Ontario Regulation 134/98</p> <p>Provincial Ontario Works Policy Directives</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Total budget</td> <td style="width: 50%; text-align: right;">\$399,529</td> </tr> <tr> <td>Staffing</td> <td style="text-align: right;">\$296,088</td> </tr> <tr> <td>Benefits</td> <td style="text-align: right;">93,501</td> </tr> <tr> <td>Supplies</td> <td style="text-align: right;">4,739</td> </tr> <tr> <td>Training</td> <td style="text-align: right;">3,920</td> </tr> <tr> <td>Travel</td> <td style="text-align: right;">1,280</td> </tr> <tr> <td>FTE</td> <td style="text-align: right;">6.6</td> </tr> </table>	Total budget	\$399,529	Staffing	\$296,088	Benefits	93,501	Supplies	4,739	Training	3,920	Travel	1,280	FTE	6.6	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Prov. subsidy</td> <td style="width: 30%; text-align: right;">28.8</td> </tr> <tr> <td>CVP initiative</td> <td style="text-align: right;">21.6</td> </tr> <tr> <td>Levy</td> <td style="text-align: right;">49.6</td> </tr> </table> <p>The ratio is subject to change if the targets set by the Province are not met.</p>	Prov. subsidy	28.8	CVP initiative	21.6	Levy	49.6
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### **Service Level**

1,120 OW files reviewed in 2004. 62% no change to entitlement; 22% terminated and 16% entitlement changed (future payment, O/P, arrears).

Provincial funding through cost sharing by the Province for salary and benefits and client benefits is subject to financial recovery under Section 78 of the Act for failing to properly exercise duties specified under the Act.

Files ranked based on risk factors; must review once every 12 months at minimum.

33.3% of cases reviewed were on assistance greater than 1 yr (2004). Provincial target is a minimum annual review + additional 2% of the caseload per month.

CVP initiative funding of \$86,408 recovered by the Province from the County if targets not achieved. 2005 1<sup>st</sup> quarter report projects 118.6% of target at year end.

Current OW caseload ratio at 1:114 is higher than pre CVP ratio of 1:90 is in part the result of a CVP vacancy recruited for income support in April 2005 to assist with higher caseloads.

## SOCIAL AND HEALTH SERVICES DIVISION

**DEPARTMENT  
SERVICE UNIT  
BUDGET YEAR**

ONTARIO WORKS  
Income Support - Eligibility Review  
2005

Description of Service	Benefit of the Service	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)																						
<p>Mandatory</p> <ul style="list-style-type: none"> <li>Investigate eligibility of present and past recipients including possible violations of OWA, ODSPA, GWA and FBA.</li> </ul>	<p>All complaints recorded and investigated.</p> <p>Please refer to Mission Statement reference detailed in the Consolidated Verification Process Service Unit.</p> <p>This goal is met through ensuring that those in receipt of OW receive that amount of assistance to which they are eligible.</p>	<p>Mandatory</p>	<p>Ontario Works Act 1997 and Ontario Regulation 134/98</p> <p>Ontario Works Policy Directives</p>	<table border="0"> <tr> <td>Total budget</td> <td style="text-align: right;">\$227,808</td> </tr> <tr> <td>Staffing</td> <td style="text-align: right;">\$169,243</td> </tr> <tr> <td>Benefits</td> <td style="text-align: right;">53,455</td> </tr> <tr> <td>Office supplies</td> <td style="text-align: right;">2,441</td> </tr> <tr> <td>Training</td> <td style="text-align: right;">2,019</td> </tr> <tr> <td>Travel</td> <td style="text-align: right;">660</td> </tr> <tr> <td> </td> <td></td> </tr> <tr> <td>FTE</td> <td style="text-align: right;">3.4</td> </tr> </table>	Total budget	\$227,808	Staffing	\$169,243	Benefits	53,455	Office supplies	2,441	Training	2,019	Travel	660	 		FTE	3.4	<table border="0"> <tr> <td>Prov. subsidy</td> <td style="text-align: right;">28.2</td> </tr> <tr> <td>ERO initiative</td> <td style="text-align: right;">23.3</td> </tr> <tr> <td>Levy</td> <td style="text-align: right;">48.5</td> </tr> </table> <p>The ratio is subject to change if the targets set by the Province are not met.</p>	Prov. subsidy	28.2	ERO initiative	23.3	Levy	48.5
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### **Service Level**

Subject to financial recovery under Section 78 of the Act for failing to properly exercise duties specified under the Act.

524 investigations conducted in 2004 resulting in 13 terminations; 145 changes to entitlement; and 366 (70%) with no change to entitlement.

Expedient review required as ongoing eligibility may be impacted. In May 2005, 76 cases were concluded, 19 remain open.

Legislation recognizes role of ERO and provides specific powers. CMSM must demonstrate capacity to exercise function.

ERO incentive funding @\$53,000 contingent on staffing.

## SOCIAL AND HEALTH SERVICES DIVISION

**DEPARTMENT  
SERVICE UNIT  
BUDGET YEAR**

ONTARIO WORKS  
Income Support - Homemaker and Nurses Services  
2005

Description of Service	Benefit of the Service	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)
Discretionary  • Provides essential homemaking and/or nursing services.	Prevents institutionalization of the elderly, disabled, or those suffering with major illnesses.  Please refer to Mission Statement reference detailed in the Consolidated Verification Process Service Unit.	Discretionary	Homemaker and Nurses Services Act  June 16, 2004 Committee meeting (Part C, Item 2 – homemaker and nurses services) resulting in motion #4 approved the grand parenting of 17 cases until service no longer required, or eligible for full service through another community program.	Budget \$40,229  0.0 F.T.E.  Caseworker assigned this caseload is counted in the Client Benefits Service Unit	Prov. subsidy 80 Levy 20

**Service Level**

New intakes ceased April 2004 due to council motion to discontinue program.

Grand parented program for 17 clients, age 31–87. Care provided for 1.5- 6 hours per week.

Council reinstated program July 2004 for 17 existing clients as no comparable service available in community.

Clients have mobility issues and suffer heart disease, arthritis, Cerebral Palsy, Muscular Dystrophy and cancer.

Legal agreement with Red Cross.

**SOCIAL AND HEALTH SERVICES DIVISION**

**DEPARTMENT  
SERVICE UNIT  
BUDGET YEAR**

ONTARIO WORKS  
Income Support - Hostels  
2005

Description of Service	Benefit of the Service	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)																
<p>Discretionary</p> <ul style="list-style-type: none"> <li>• Delivery of Emergency Hostels services through the provision of board and lodging and personal needs to youth, homeless persons, and families in crisis on short term basis.</li> <li>• Delivery of Domiciliary Hostels services through the provision board and lodging and personal needs to individuals requiring supports to daily living on a long term basis.</li> </ul>	<p>Strategic plan area of effort: Community Development Initiatives which enrich quality of life; specifically respond to homelessness. These services are provided through a partnership with community not-for profit and for-profit agencies.</p>	<p>Discretionary</p>	<p>Ontario Works Act 1997 and Ontario Regulation 134/98 - emergency</p> <p>Ministry of Community and Social Services Act - enter into agreements</p> <p>No regulatory policy standards for domiciliary hostels.</p> <p>May 21, 2003 Committee meeting (Part C, Item 2 – Homelessness Business Plan) resulting in motion 11 - adopt the amended plan.</p> <p>November 17, 2004 Committee meeting (Part C, Item 4 – domiciliary hostel rate increase) resulting in motion 13 - authorized updating agreements and increasing rates to provincial maximum.</p>	<table border="0"> <tr> <td>Total budget</td> <td align="right">237,897</td> </tr> <tr> <td>Domiciliary</td> <td align="right">125,361</td> </tr> <tr> <td>Emergency</td> <td align="right">100,000</td> </tr> <tr> <td>Salary</td> <td align="right">9,527</td> </tr> <tr> <td>Benefits</td> <td align="right">3,008</td> </tr> <tr> <td>FTE</td> <td align="right">0.20</td> </tr> </table>	Total budget	237,897	Domiciliary	125,361	Emergency	100,000	Salary	9,527	Benefits	3,008	FTE	0.20	<table border="0"> <tr> <td>Prov. subsidy</td> <td align="right">80</td> </tr> <tr> <td>Levy</td> <td align="right">20</td> </tr> </table>	Prov. subsidy	80	Levy	20
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### Service Level

Three agreements in place to provide emergency housing to residents in need. 278 assisted in 2004 for stays ranging from 3 – 14 days.

Legal agreements with Salvation Army, Inn of Good Shepherd, and St Vincent de Paul. Emergency housing provided in local motels in lieu of a shelter facility as part of County Homelessness Plan. Business case analysis undertaken which concluded that current usage does not support development of a hostel.

Prior to agreements, homeless sent to London shelters.

Agreements commenced Feb 2004; difficult to project trends due to limited experience. Expenditures to May 2005 total \$77,672 vs \$94,570 for the year in 2004.

Domiciliary program assists those with developmental disabilities, mental health and/or addiction issues as well as the frail and elderly.

Two agreements in place to provide supportive long term living arrangement for residents with special needs. Assist average of 20 residents per month.

Legal agreements with Queen's Lodge and Wallis Residence.

Residents unable to reside on their own and require support for daily living, supervision of medication administration, community support and integration.

## SOCIAL AND HEALTH SERVICES DIVISION

**DEPARTMENT  
SERVICE UNIT  
BUDGET YEAR**

**ONTARIO WORKS  
Income Support - Family Support  
2005**

Description of Service	Benefit of the Service	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)
<p>Mandatory</p> <ul style="list-style-type: none"> <li>Assist recipients in pursuit of financial support for themselves or their children. Ensure arrears owing to County and Ministry are protected.</li> </ul>	<p>Improve financial situation of sole support parents, blended families and children.</p> <p>Reduce social assistance expenditures.</p> <p>Please refer to Mission Statement reference detailed in the Consolidated Verification Process Service Unit.</p>	<p>Mandatory</p>	<p>Ontario Works Act 1997 and Ontario Regulation 134/98</p> <p>Ontario Works Policy Directives</p>	<p>Total budget \$145,048</p> <p>Salaries \$141,796</p> <p>Supplies 1,550</p> <p>Training 1,283</p> <p>Travel 419</p> <p>FTE 2.15</p>	<p>Prov. Subsidy 27.3</p> <p>EFSI initiative 25.9</p> <p>Levy 46.9</p> <p>The ratio is subject to change if the targets set by the Province are not met.</p>

### Service Level

Subject to financial recovery under Section 78 of the Act for failing to properly exercise duties specified under the Act.

41 agreements/orders obtained in 2004 at \$17,240 per month; 155 waivers; 94 assignments registered; \$334,864 recovered on assignments.

1 FTE reduction budget 2004.

# Cases with support income in place declined - 31% in Sep 04 vs. 34% in Sep 03. Average amount remained constant at \$190/191.

498 cases pending June 30, 2005.

Legislation recognizes role of FSW and provides specific powers. CMSM must demonstrate capacity to exercise function.

Legal aid provides limited assistance with custody and support, which involve property applications.

FSW incentive funding @\$37,500 contingent on meeting targets for increased support income.

## SOCIAL AND HEALTH SERVICES DIVISION

**DEPARTMENT  
SERVICE UNIT  
BUDGET YEAR**

ONTARIO WORKS  
Income Support - Ontario Disability Support Program  
2005

Description of Service	Benefit of the Service	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)
<p>Mandatory</p> <ul style="list-style-type: none"> <li>Municipal funding for the provincial delivery of the Ontario Disability Support Program (ODSP) and the cost of Ontario Drug Benefit for OW recipients, includes: basic financial assistance and benefits provided to disabled residents, salary and benefits associated with the delivery of ODSP and Drug benefits for OW clients.</li> </ul>	<p>Please refer to Mission Statement reference detailed in the Consolidated Verification Process Service Unit.</p> <p>Benefits for accommodation, food and basic life necessities are paid to those County residents with financial resources due to a disability</p>	<p>Mandatory</p>	<p>Ontario Works Act, 1997 and Ontario Regulation 134/98.</p> <p>Ontario Disability Support Program Act, 1997 and Ontario Regulation.</p> <p>November 17, 2004 Committee meeting (Part C, Item 3 – ODSP expenditures) resulting in motion #12 - petition the government to reconsider cost sharing such that they assume 100% of cost.</p>	<p>Total budget \$6,503,076</p> <p>Allowances 4,414,296 Administration 910,453 ODSP Drugs 898,456 OW Drugs 151,199 Dental 95,078</p> <p>ODSP is administered and delivered by the Department's Provincial partner. Provincial staff is co-located at Lambton Shared Services.</p>	<p>100% Levy</p>

### **Service Level**

Total ODSP expenditures increased from \$4,618,220 in 2000 to \$6,495,428 in 2004, an increase of 40.64%.

20% cost share for ODSP allowances and benefits; 50% cost share of program delivery including front line staff, management, accommodations, Disability Adjudication Unit and Social Benefit Tribunal.

The expenditure in the County budget is the municipality's share of program delivery costs. The County's share is based on 50/50 cost sharing of the total cost of delivering the OW/ODSP program support and policy design, as well as the cost of technology supports including Welfare Fraud Control Hotline, ODSP cheque production and SDMT.

Provincial management of disability social assistance program with no local input regarding cost or efficiencies.

No municipal recovery for provincial failure to properly execute duties specified under the Act.

## SOCIAL AND HEALTH SERVICES DIVISION

**DEPARTMENT  
SERVICE UNIT  
BUDGET YEAR**

ONTARIO WORKS  
Income Support – Client Benefits  
2005

Description of Service	Benefit of the Service	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)
<p>Mandatory</p> <ul style="list-style-type: none"> <li>• Provide basic financial assistance. Complete applications, monitor ongoing eligibility, issue payments.</li> <li>• Policy and procedure development, training, implementation of Ministry program initiatives.</li> </ul> <p>Discretionary</p> <ul style="list-style-type: none"> <li>• Provide additional benefits (dentures, eye glasses, basic adult dental, and hearing aids) approved by County Council.</li> </ul>	<p>Please refer to Mission Statement reference detailed in the Consolidated Verification Process Service Unit.</p> <p>This goal is met through proactive case management ensuring that those in receipt of OW receive the amount of assistance to which they are eligible.</p>	<p>Mandatory</p> <p><i>Exception: discretionary benefits</i></p>	<p>Ontario Works Act, 1997 and Ontario Regulation 134/98.</p> <p>Ontario Works Policy Directives</p> <p>Wednesday January 21, 2004 Committee meeting (Part C, Item 2 - discretionary benefit review) resulting in motion #8 to increase dentures and vision care; approve hearing aids.</p>	<p>Total budget \$14,220,953</p> <p>Allowances 11,185,024</p> <p>Salary/benefit 1,387,119</p> <p>Disc benefit 503,432</p> <p>NCB reinvestment 404,000</p> <p>Rent 366,341</p> <p>FTE 27.0</p>	<p>Client Benefits</p> <p>Prov. Subsidy 80.0</p> <p>Levy 20.0</p> <p>Administration</p> <p>Prov. Subsidy 50.0</p> <p>Levy 50.0</p>

### Service Level

Cover cost of food, shelter, special diet and basic benefits for 1642 single persons/families per month in 2004. (1818 cases in May 2005; 8.54% YTD increase).

Assist 1,335 with discretionary benefits (2004).

Complete 3,487 applications for financial assistance (2004).

Implement 23 regulation, 31 policy and 96 SDM changes; train 9 new staff (4 week training); conduct 13 general staff training sessions (2004).

Non-compliance with Provincial directives and standards benefits paid clients and administration funding is subject to financial recovery under Section 78 of the Act for failing to properly exercise duties specified under the Act.

The Cost of Administration funding formula is 50:50 up to a Province cap. Overall actual 2005 between Income Support, Employment Support and Social Planning, having regard for targeted Provincial funding the balance of administration expenditures is funded 47% province, 53% levy. Allowances and benefits 80/20 or 100% provincial.

High OW caseload ratio - 2004 1:109; May 2005 1:114. Experience demonstrates unmanageable at 1:125.

OW caseload excludes hostels, temp care and homemakers. Total caseload ratio averaged 1:118 in 2004; May 2005 1:121.

Discretionary benefits generally health related and not otherwise available from alternate sources.

Provincial standard is 4 days screening to verification. In 2004, averaged 6.3 days.

2 applications per day is norm. In 2005, to June 30<sup>th</sup>, there were 29 days where 3/day was completed due to 7+ day wait.

Increase in workload as caseworkers complete information gathering and data capture with closure of ISU June 2005.

Average # intakes per month in 2004 – 290, average # intakes per month per caseworker – 21.

The Ministry of Community and Social Services funds this area as part of the larger Ontario Works Cost of Administration funding envelope. MCSS currently funds 47% of the expenditures of this department. This is an improvement over past years. Staff and MCSS Regional staff annually develop a business case to increase the allocation for Corporate consideration.

## SOCIAL AND HEALTH SERVICES DIVISION

**DEPARTMENT  
SERVICE UNIT  
BUDGET YEAR**

ONTARIO WORKS  
Employment Support  
2005

Description of Service	Benefit of the Service	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)
<p>Mandatory</p> <ul style="list-style-type: none"> <li>• Provide assistance needed for a social assistance participant to become and stay employed.</li> <li>• Provide full range of employment services including community placement (CP), employment placement (EP), intensive case management (ICM), Learning, Earning and Parenting (LEAP), basic education including literacy (BED), and employment assistance (ES).</li> </ul>	<p>Please refer to Mission Statement reference detailed in the Consolidated Verification Process Service Unit.</p> <p>This goal is met through proactive planning, development and delivery of services that are responsive to the needs of Ontario Works clients.</p> <p>Reduced client benefit costs.</p>	<p>Mandatory</p>	<p>Ontario Works Act 1997 and Ontario Regulation 134/98</p> <p>Ontario Works Policy Directives</p> <p>Ontario Works Service Plan 2005-2007.</p>	<p>Total budget 2,242,435</p> <p>Sal/benefits 1,323,092</p> <p>Bldg Rent 162,946</p> <p>ERE 259,106</p> <p>LEAP 248,442</p> <p>CPE 124,070</p> <p>FTE    17.65</p>	<p>Prov. subsidy 79.0</p> <p>Enhment. funding 1.3</p> <p>Levy 19.7</p>

## Service Level

Employment supports provided in 2004:

- Community Placements - 238
- Employment Placements - 220
- ICM - 50/month
- Learning Earning and Parenting (LEAP) - 76/month
- Employment Supports - 2210
- BED - 467
- FOCUS – 22

MCSS Budget submission identifies shortfall of \$546,349 in provincial subsidy based on SW Region initial allocation.

Provincial standard requires full range of employment services.

Achieved service level targets in 2004:

- Level 1 – 40.7%
- Level 2 – 44.1%
- Level 3 – 15.2%

Planning commences 2005 for move to outcome based funding model. 2006 to be implementation/transition year. Outcomes for 2004 vs 2003:

- 85% increase in cases exiting with employment income
- 18% of cases with earners, 1% decrease over 2004
- Average monthly earned income for cases with earned income declined to \$501.75 from \$539.99 over previous year.

Caseload is harder to employ - 33% on assistance > 1 year; 19.6% on assistance > 2 years; 48.9% without grade 12. Small steps required to increase employability.

2005 Service Plan continues emphasis on hard to employ.

## SOCIAL AND HEALTH SERVICES DIVISION

**DEPARTMENT  
SERVICE UNIT  
BUDGET YEAR**

ONTARIO WORKS  
Employment Support - Addiction Services  
2005

Description of Service	Benefit of the Service to the Residents of Lambton County	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)
<p>Mandatory</p> <p><b>Implementation “on-hold” pending MCSS approval to proceed.</b></p> <ul style="list-style-type: none"> <li>• Employment assistance (screening, referral, on-going case management including regular follow-up) activity to assist individuals with a substance use issue that is a barrier to employment.</li> </ul>	<p>Please refer to Mission Statement reference detailed in the Consolidated Verification Process Service Unit.</p> <ul style="list-style-type: none"> <li>• This goal is met through proactive case management ensuring that those in receipt of OW receive the support required to become independent.</li> </ul>	<p>Mandatory</p>	<p>Ontario Works Act 1997 and Ontario Regulation 134/98</p> <p>Ontario Works Policy Directives</p>	<p>Pending MCSS subsidy.</p> <p>Costs are not stated as the program is underdevelopment.</p>	<p>Prov Subsidy - 80 Levy - 20</p>

**Service Level**

Estimated that 10% of caseload has substance use issue which is a barrier to employment based on pilot sites.

Must be implemented by December 31, 2005.

Planning effort commenced with allocation of \$144,000 provincial subsidy.

Advised June 17, 2005 allocation will be reassessed and expect decrease.

Planning on hold pending confirmation of allocation/provincial subsidy.