



# Committee Report

**To:** Chair and  
Members of the Human Services Committee

**From:** Christine MacDonald  
Director of Human Services

**Date:** December 1, 2022

**Re:** Q3-2022 Income and Support Services Update

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## Staff Recommendation:

The Q3-2022 Income and Support Services update is for information.

## Background:

### Employment Services Transformation

In February 2019, the provincial government announced that it was transforming employment services in Ontario by integrating social assistance employment services from Ontario Works and the Ontario Disability Support Program into the Employment Ontario system and transforming the way employment services are delivered by establishing Service System Managers (SSM). In April 2022, the Ministry of Immigration, Labour, Training and Skills Development announced the selection of the Corporation of the County of Bruce as the new SSM to oversee the integration of employment services in the Phase 1 catchment area of Stratford-Bruce Peninsula which includes Bruce County, Grey County, Huron County, and the City of Stratford.

Throughout Q3, work has been happening to plan for the transition of employment services from social assistance municipal delivery partners within our catchment area to the new SSM. Key departmental staff have been actively engaged as part of the EST Working Group, led by the Ministry of Children Community and Social Services (MCCSS) Business Innovation and Implementation Branch and through participation in joint onboarding sessions with the SSM to establish roles and responsibilities, policy, data and reporting mechanisms, learn associated technologies, develop client transition plans and pathways. Catchment area meetings are also happening with our SSM and the other OW and ODSP delivery partners to establish the relationship, share best practices, and develop joint business processes that will support integrated case management across both systems.

### Social Assistance Renewal

Social Assistance Renewal continued to be a priority in Q3, consistent with provincial announcements in September 2020 and February 2021 to build a more responsive, efficient, and person-centered social assistance system. With the implementation of EST and the new role of the SSM, Ontario Works staff will continue to increase their focus on providing integrated person centered supports to social assistance clients.

In Q3, staff continued to engage with community partners to build connections and create pathways for social assistance clients to access stability support services. Referrals were made to financial literacy programming, educational programs, food security supports, and comprehensive pre-employment workshops to connect social assistance clients to opportunities and supports in their communities and increase their overall readiness for employment. Implementation of the provincial Centralized Intake model continued in Q3 and staff are working closely with the Intake Benefit Administration Unit and three other municipalities to pilot new processes regarding complex application scenarios that are presently referred to our local offices for processing. Data and results from this pilot will help to inform future iterations of Centralized Intake aimed at reducing the administrative burden on local offices, that will allow staff to focus more on supporting clients with their goals and needs.

**Financial/Staffing/Legal/IT Considerations:**

There are no financial, staffing, legal or IT considerations associated with this report.

**Interdepartmental Consultation:**

There were no interdepartmental consultations for this report.

**Link to Strategic Goals and Elements:**

Goal#3: Find creative ways to engage staff and the public

Goal # 6: Explore alternate options to improve efficiency and service

**Report Author:**

Aryn Becker  
Income & Support Services Manager

**Departmental Approval:**

Tina Metcalfe  
Acting Director, Human Services

**Approved for Submission:**

Derrick Thomson  
Chief Administrative Officer