



## 15. SOCIAL ASSISTANCE SERVICES

Through Social Assistance Services, municipalities provide employment assistance and financial support for people who are in financial need. The Province assists with funding for both client benefits and the cost of administering the program. The goal of Social Assistance is to meet the immediate needs of their clients by providing basic financial assistance to cover the cost of food and shelter. While on assistance, clients, with the support of the municipality are participating in a variety of activities related to seeking and gaining employment and other sources of income.

### What should you consider when reviewing these results?

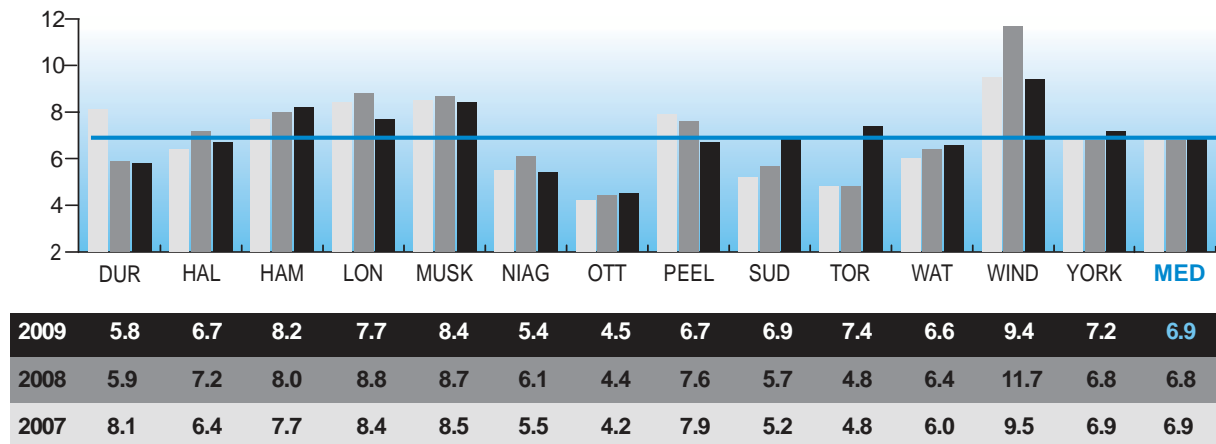
Each municipality's results are influenced to varying degrees by a number of factors, including:

- 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
- demographics: family size and caseload mix

### What are the results?

#### How long does it take to determine client eligibility?

Fig 15.1 Social Assistance Response Time to Client Eligibility (Days)



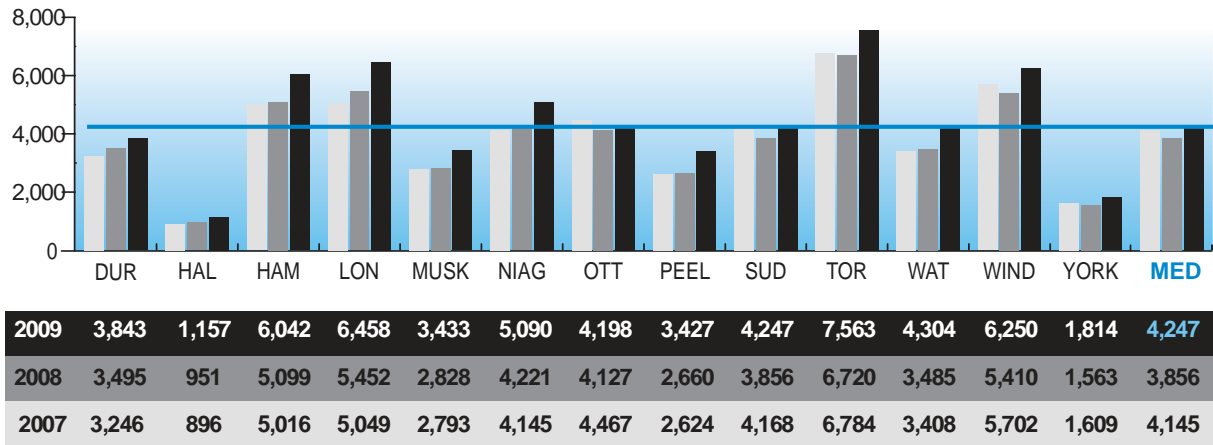
Source: SSIM405 (Customer Service)

Figure 15.1 shows how long on average it takes to determine if someone is eligible for assistance after receiving their request for help, in days.

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### How many households are receiving social assistance?

Fig. 15.2 Monthly Social Assistance Case Load per 100,000 Households

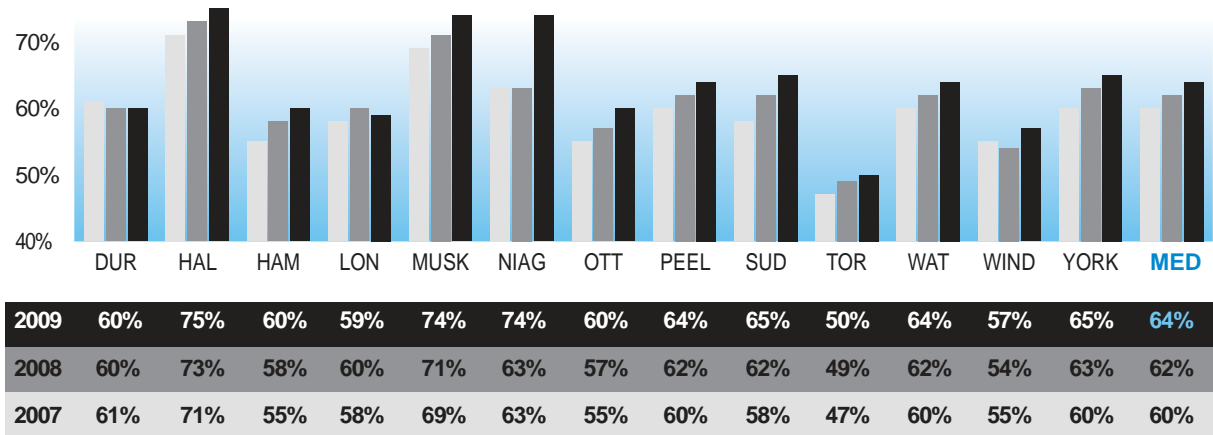


Source SSIM206 (Service Level)

Figure 15.2 shows that the highest concentration of caseloads remains in large urban areas. The number of cases is one indicator of the level of service required in a municipality. It also provides an indication of the economic and social well-being of a community. Caseloads directly influence the overall cost of service delivery.

### What percentage of clients receive assistance for less than months?

Fig. 15.3 Percentage of Social Assistance Cases on Assistance less than 12 Months



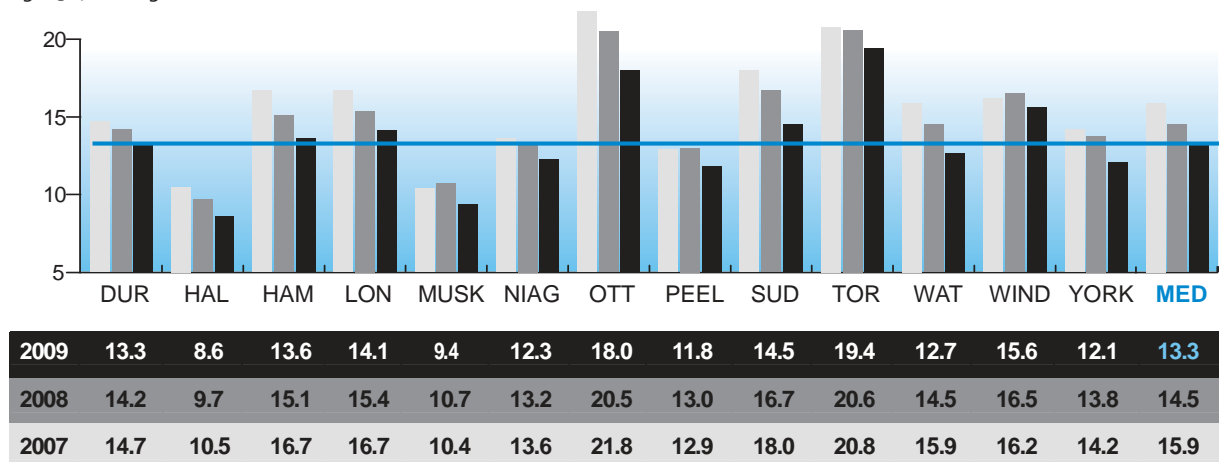
Source: SSIM110 (Community Impact)

Figure 15.3 shows on average, 60% of cases among OMBI member municipalities require assistance for less than 12 months. Clients with more complex needs, i.e. severe health conditions may require social assistance for a longer period.

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### What is the average length of time that clients receive social assistance?

Fig. 15.4 Average Time on Social Assistance (Months)



Source: SSIM105 (Community Impact)

### What is the cost per case?

Fig. 15.5 Monthly Total (Administration and Benefit) Social Assistance Operating Cost per Case

Municipality	Monthly Social Assistance Administration Cost per Case			Monthly Social Assistance Benefit Cost per Case			Monthly Social Assistance Total Cost per Case		
	2009	2008	2007	2009	2008	2007	2009	2008	2007
Durham	263	267	276	702	645	665	965	912	941
Halton	239	234	242	715	680	643	954	914	885
Hamilton	176	211	231	756	717	701	932	928	932
London	171	198	218	694	708	704	865	906	922
Muskoka	265	293	280	624	589	618	889	882	898
Niagara	151	169	178	665	687	671	816	856	849
Ottawa	247	264	231	710	691	690	957	955	921
Peel	252	268	262	803	832	780	1,055	1,100	1,042
Greater Sudbury	244	274	254	600	585	587	844	859	841
Toronto	223	230	216	797	767	738	1,020	997	955
Waterloo	209	252	283	730	760	677	939	1,012	960
Windsor	135	178	164	741	764	710	876	942	874
York	228	262	256	728	700	698	956	962	954
<b>Median</b>	<b>228</b>	<b>252</b>	<b>242</b>	<b>715</b>	<b>700</b>	<b>690</b>	<b>939</b>	<b>928</b>	<b>922</b>

Source: SSIM305, SSIM310 and SSIM315 (Efficiency)

Figure 15.5 shows the total average monthly cost per social assistance case. The total cost per case is made up of two major components:

- administration cost: represents the average cost to deliver and administer the programs and services; administration cost per case can be influenced by the caseload size and demographics, services provided and local labour costs
- benefits cost: represents the average cost of benefits paid to a social assistance client; benefit cost per case can vary based on the caseload mix (single or family) and the types of benefits required; the Province mandates eligibility criteria and benefit amounts with the resulting costs shared by the municipality (generally 80% Province and 20% municipal for benefits only); benefits provided by the municipality beyond this mandate are funded 100% by the municipality