



	REPORT No.: 2021-28
MEETING DATE: JUNE 17, 2021	DATE PREPARED: JUNE 1, 2021
SUBJECT: ONTARIO WORKS CENTRALIZED INTAKE	

RECOMMENDATION

For information only.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with updated information regarding the Centralized Intake (CI) for the Ontario Works (OW) application process.

BACKGROUND

In October 2020, the Ministry of Children, Community and Social Services (MCCSS) announced the centralization of requests for OW applications. This activity is part of the overall social assistance modernization plan established by the province. The process of a centralized intake launched in November 2020 with the on-boarding of 7 delivery sites. At the time of the announcement, the intent was to on-board all 47 service manager sites by April 2021.

There was a provincial delay on the implementation of all further sites. Stage 2 saw eight additional sites live on February 16, 2021 with another five live on April 26, 2021. There are three more staged implementations, with full implementation to be completed by the end of 2021.

COMMENTS

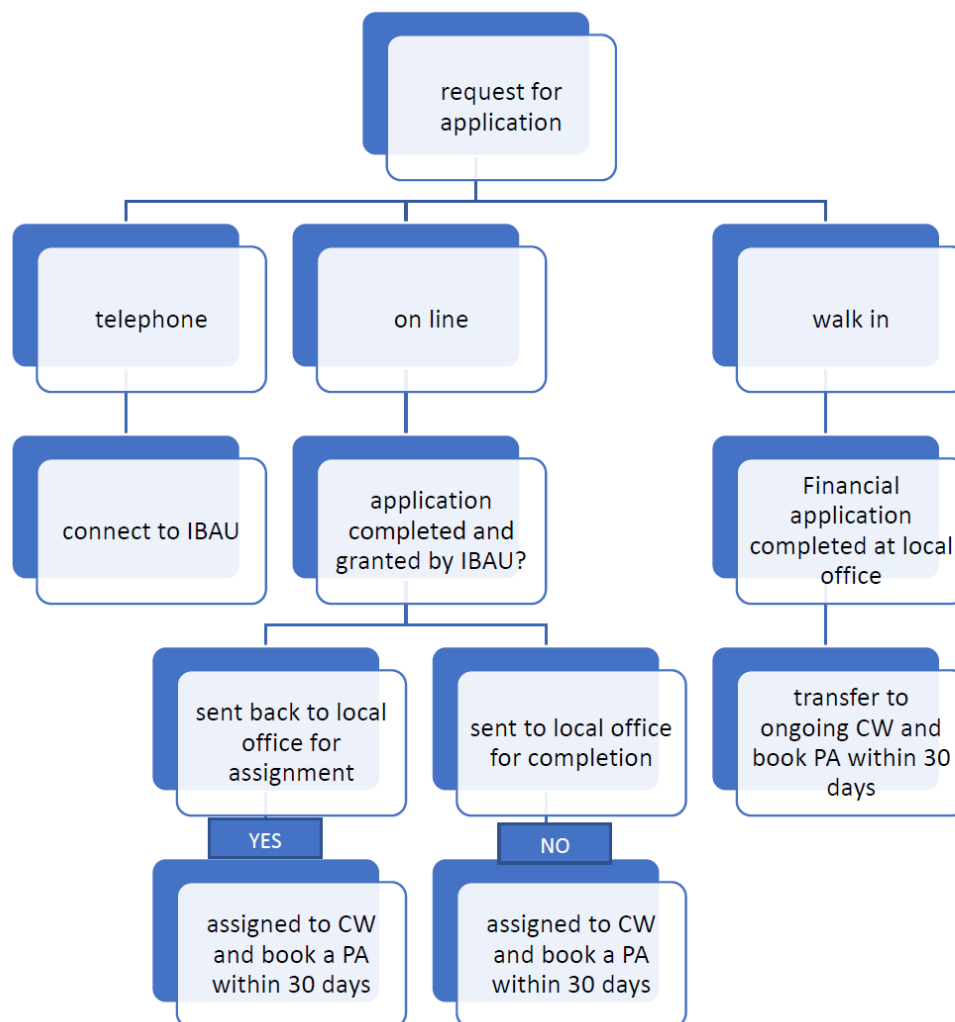
Following the provincial implementation plan, TBDSSAB is scheduled to go live with CI on June 21, 2021 in stage 4 along with 14 other sites.

Under the CI process, all requests for OW applications will be sent to the MCCSS-operated Intake Benefits Application Unit (IBAU) to determine the individual's eligibility for OW. Applicants who apply online or by phone will have their application completed by IBAU. Once eligibility is determined, the ongoing case will be transferred to the appropriate office to establish the support relationship. The local caseworker would work with the individual to establish ongoing employment planning and case management.

Some applications that are deemed as inappropriate for IBAU will be transferred to the appropriate office for eligibility determination locally. Further, clients who access a local office in-person would receive support with their application in that office.

The overall intent of this change in process is to have the local office establish a life stabilization relationship with the individual, while eliminating a portion of the administrative task work. Life stabilization services are critical to supporting individuals to become employment ready and move towards independence. The likelihood of finding and keeping employment and being independent is greater if they can address underlying issues that may be barriers to success.

The work to change local process to adapt to the new CI is currently underway with the flow of applications following the path below.





Training of supervisors and staff is currently underway with indications that this new process will be ready for implementation by June 21, 2021.

FINANCIAL IMPLICATIONS

There are no immediate financial implications resulting from this report.

CONCLUSION

It is concluded that this report provides the Board with information relative to the provincial Centralized Intake process for Ontario Works.

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