



BOARD REPORT

REPORT No.: 2024-09

MEETING DATE: MARCH 21, 2024

SUBJECT: 2024 ONTARIO WORKS SERVICE PLAN ADDENDUM

RECOMMENDATION

THAT with respect to Report No. 2024-09 (Integrated Social Services Division) we, The District of Thunder Bay Social Services Administration Board, approve the draft 2024 Ontario Works Service Plan Addendum, as presented;

AND THAT we direct the Chief Administrative Officer to submit the approved 2024 Ontario Works Service Plan Addendum to the Ministry of Children, Community and Social Services.

REPORT SUMMARY

This Report outlines The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) Ontario Works Service Delivery Plan Addendum (Addendum) for the 2024 planning cycle as required by the Ministry of Children, Community and Social Services (MCCSS).

BACKGROUND

Ontario Works delivery partners who have not yet transitioned under Employment Services Transformation are required to submit a 2024 Addendum to the 2021-2022 Ontario Works Service Delivery Plan to MCCSS. Administration has prepared the draft Addendum for review and approval prior to submitting it to the MCCSS.

The Addendum outlines TBDSSAB's servicing plan under the following categories for the 2024 planning cycle:

1. Social Assistance (SA) Service Delivery

- Accelerated digital delivery solutions
- Centralized and automated delivery
- Risk-based eligibility review
- Access to employment and training

2. Improving Employment Outcomes

- Articulating how TBDSSAB will meet the 3% improvement target.

3. Leverage Local Economic Development

- Describing the activities and approaches to collaborate with local economic organizations, employers, and other stakeholders to connect social assistance clients to available skills training, work experience and jobs.

4. Develop and Maintain Local Community Service Partnerships

- Demonstrating strategies used to strengthen the relationship with local community providers to specifically address long-term recipients of social assistance and marginalized or disadvantaged groups.

5. Strengthen Program Accountability

- Describing the program control for greater delivery and financial accountability.

There are 2 new Provincial Priorities added to the Service Plan for 2024:

1. Centralized Intake

- As the centralized intake model evolves, municipalities will be supported and encouraged to shift focus and resources from determining initial eligibility to ongoing eligibility as well as person-centered support and services, in keeping with the province's broader vision for Social Assistance service delivery

2. Preparing to become an Employment Services Transformation (EST) Site

- As the EST model expands across the province through 2025, Ontario Works delivery partners will be supported and encouraged to shift focus and resources to prepare for entering into an integrated case management model with Employment Ontario and the revised outcomes for EST sites. This model includes completing Common Assessment Module 1, Action Plans and working collaboratively with Employment Ontario providers to support clients toward employment.

COMMENTS

This Report includes internal as well as external data obtained through broad research and review. The external data is an important component of service system planning as Administration endeavors to maintain a current understanding of environmental factors potentially influencing service delivery and client performance outcomes.

The draft Addendum provides an overview of the Board's achievements over the 2023 service cycle, the environmental factors influencing service delivery and client outcomes, and the service delivery strategy for 2024.

STRATEGIC PLAN IMPACT

Service Planning for 2024 is in line with the strategy of Fostering an Engaged and Collaborative Culture, through the development of a transition plan with staff input related to social assistance modernization.

FINANCIAL IMPLICATIONS



There are no immediate financial implications related to this report.

CONCLUSION

It is concluded that the draft 2024 Ontario Works Service Plan Addendum be approved as presented and submitted to the Ministry of Children, Community and Social Services.

REFERENCE MATERIALS

Attachment #1 [2024 Ontario Works Service Plan Addendum](#)

PREPARED BY:	Jennifer Lible, Manager, Social Assistance Programs
SIGNATURE	
APPROVED BY	Ken Ranta, Director, Integrated Social Services Division
SIGNATURE	
SUBMITTED BY:	William (Bill) Bradica, Chief Administrative Officer