



Social Assistance Program Update

TBDSSAB Board Meeting
January 15, 2026

Presented by:
Jennifer Lible, Manager, Social Assistance Programs

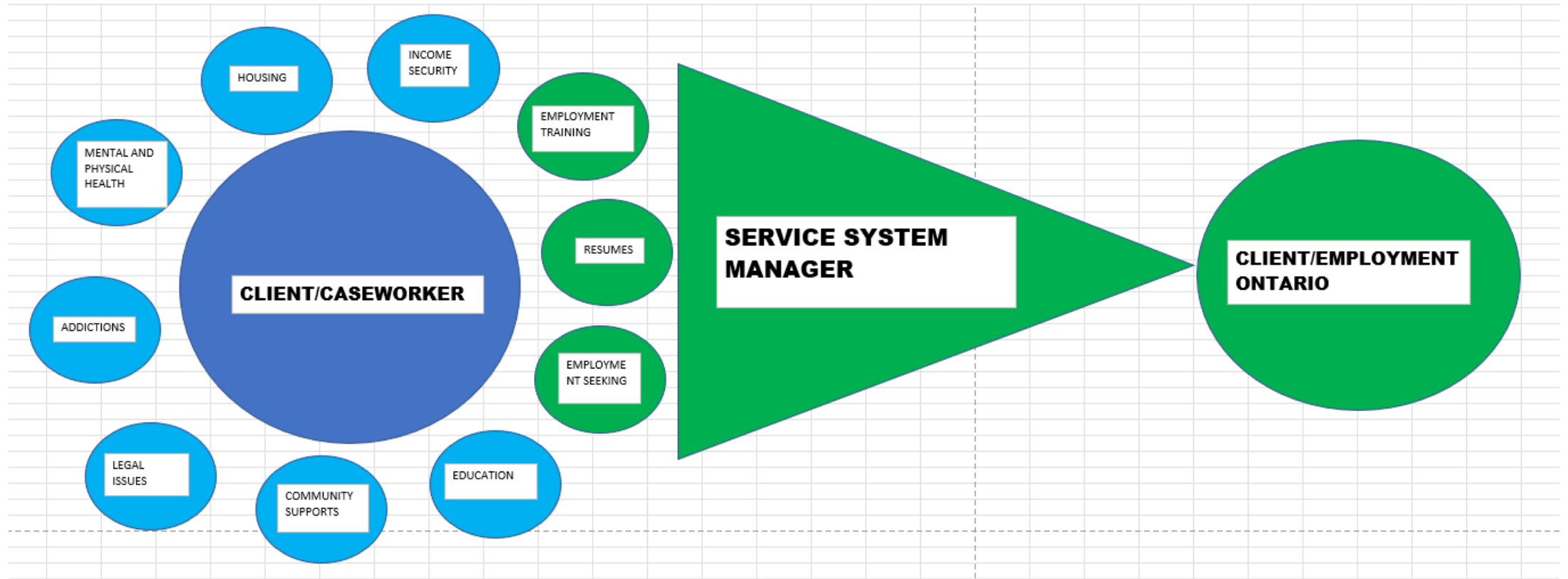


THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

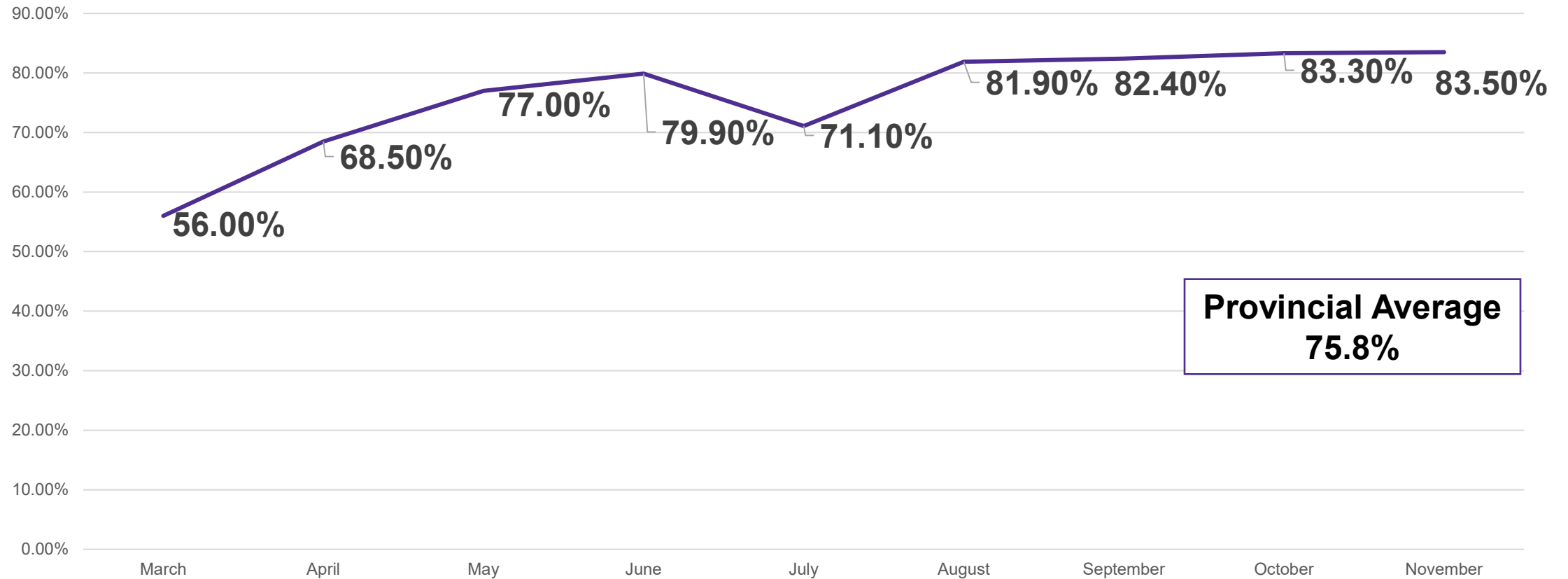


Integrated Employment Services

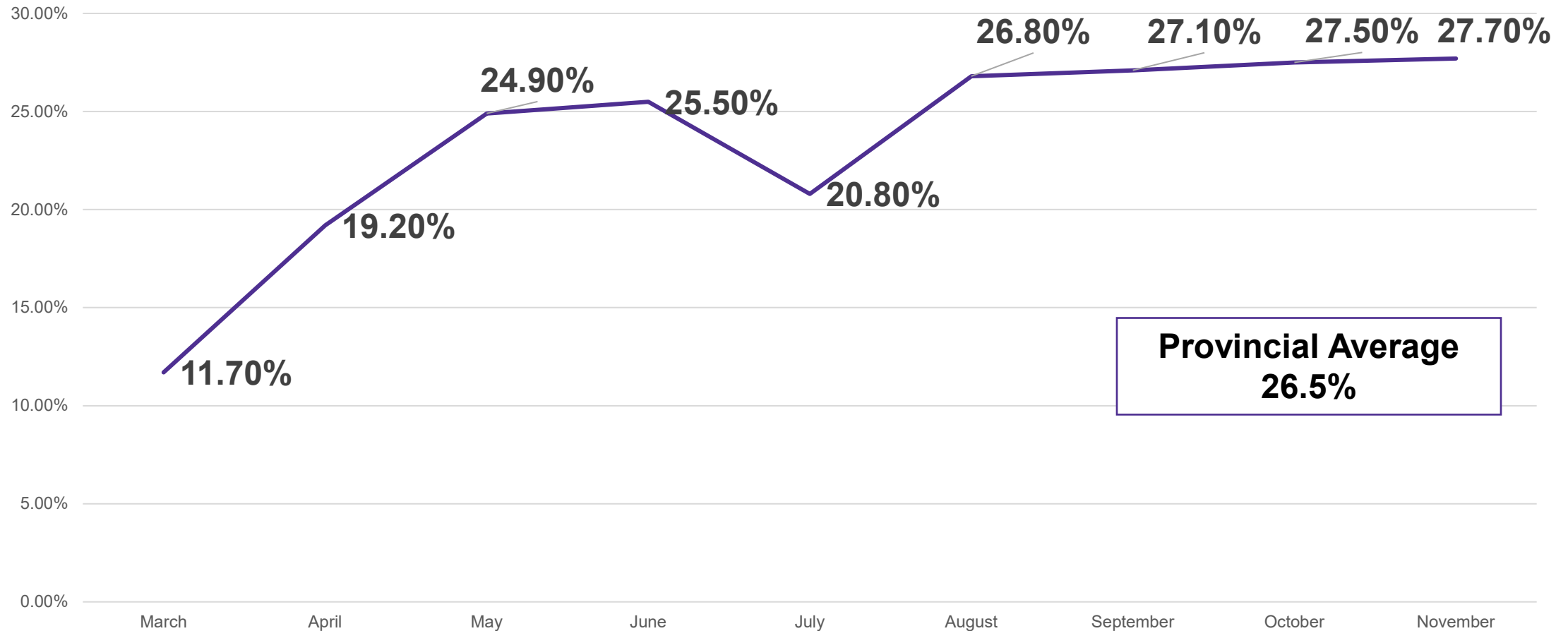
Ontario Works – Life Stability vs. Employment



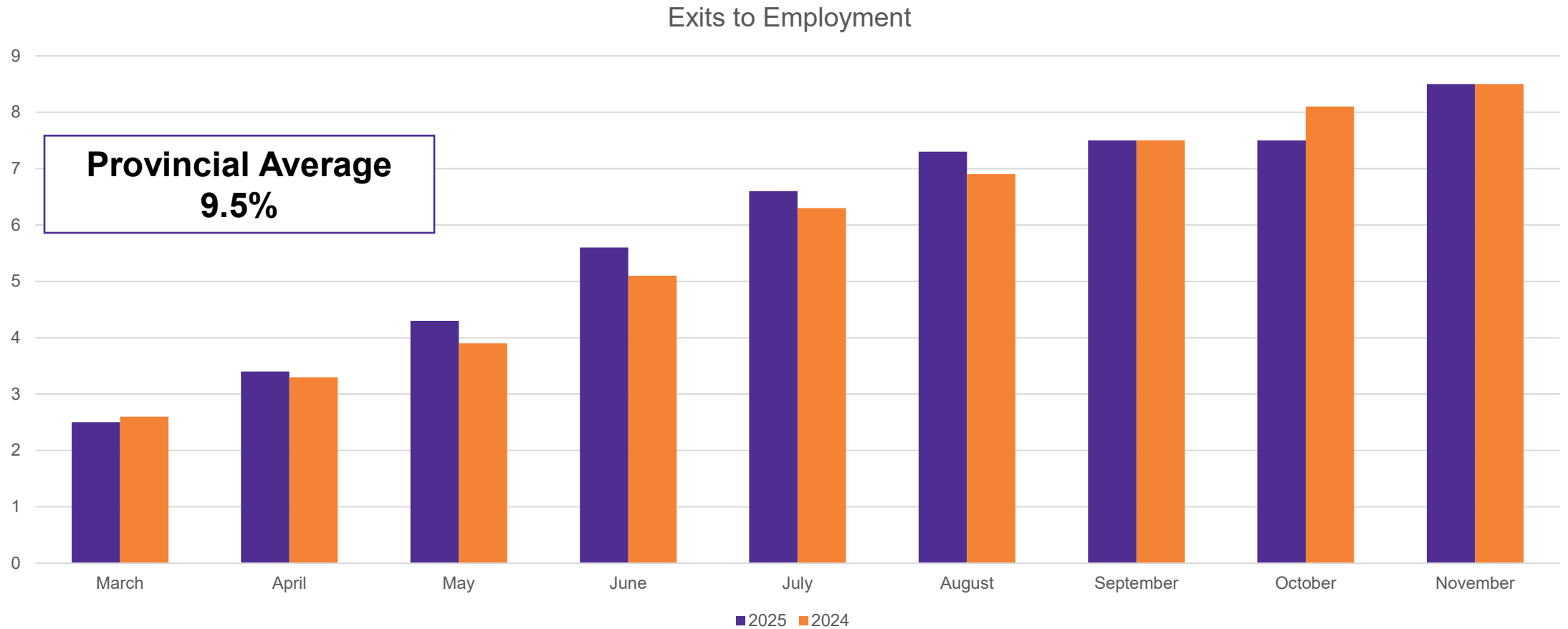
Percentage of Members with an Action Plan



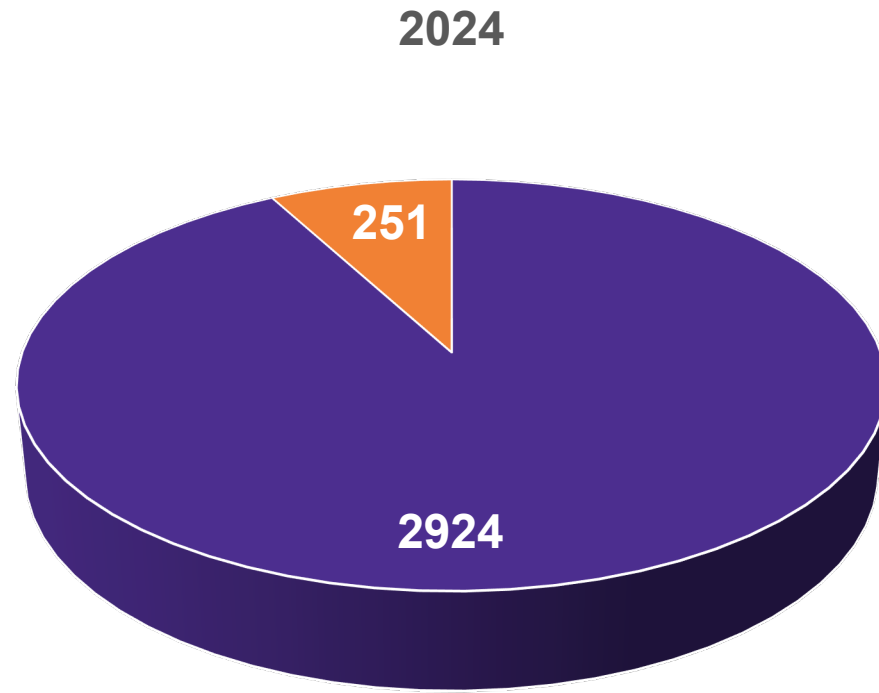
Percentage of Members Referred to Employment Ontario



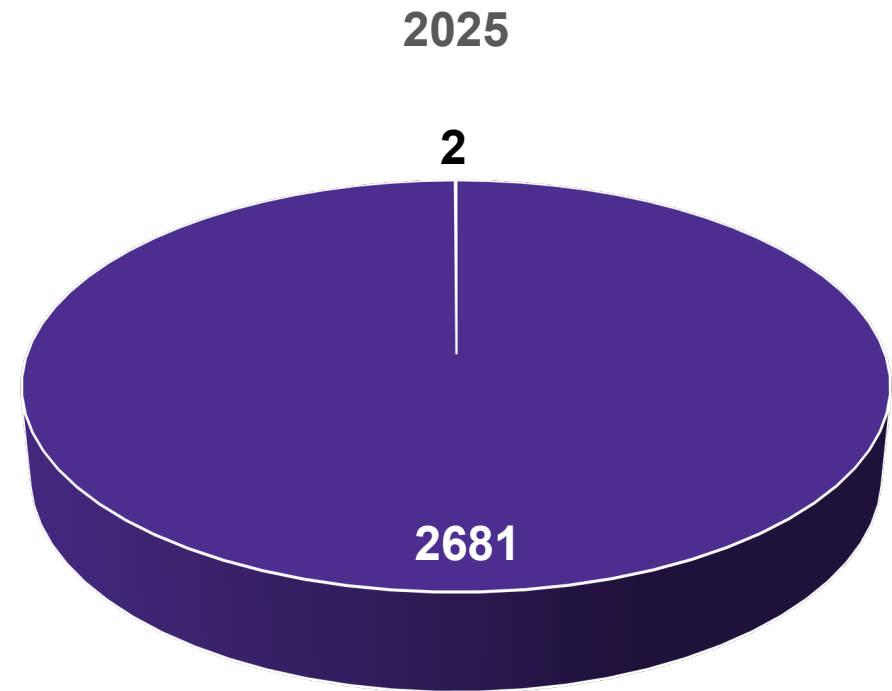
Percentage of Members Exiting to Employment



Number of Deferred Clients December 2024 vs. December 2025



■ total caseload ■ Deferrals



■ total caseload ■ Deferrals





Ontario Works Intake Unit (OWIU)

Ontario Works Application - OWIU

Before February 2025

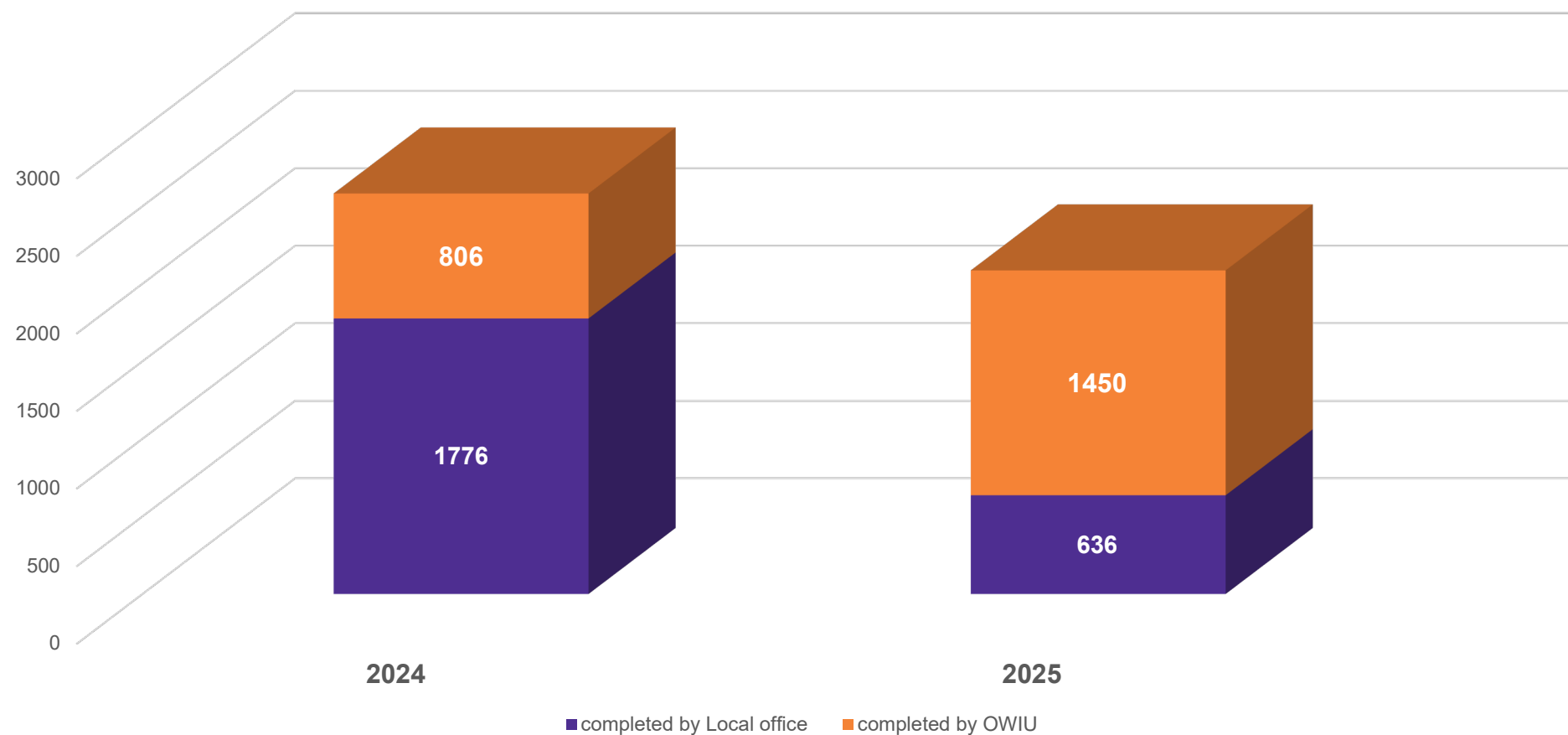
- Social Assistance Digital Application
- In person applications
- Local follow up for eligibility determination
- Local internal review process

After February 2025

- Social Assistance Digital Application
- Only exceptions: Emergency Assistance, Temporary Care, Applicants under 18
- Decisions made by OWIU
- Centralized internal review process



Applications for Ontario Works 2024 vs. 2025





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Questions? Comments?

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