



Social Assistance Program Update

TBDSSAB Board Meeting
January 15, 2026

Presented by:
Jennifer Lible, Manager, Social Assistance Programs

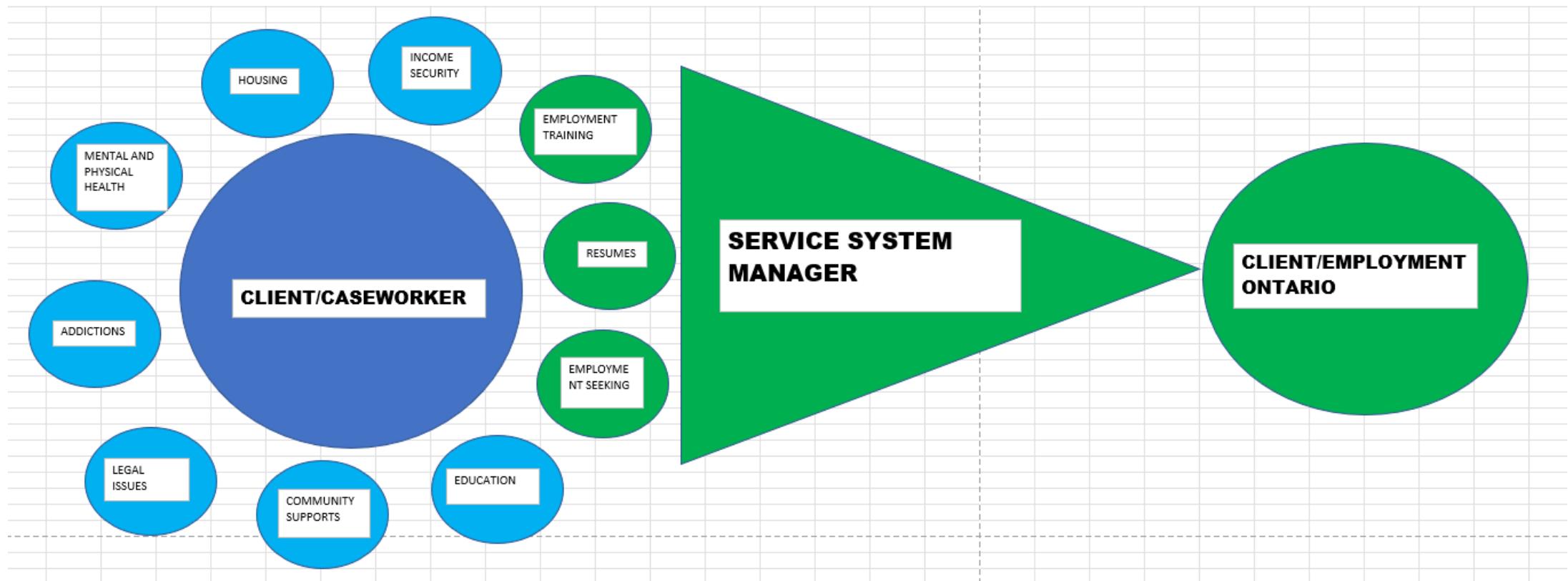


**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

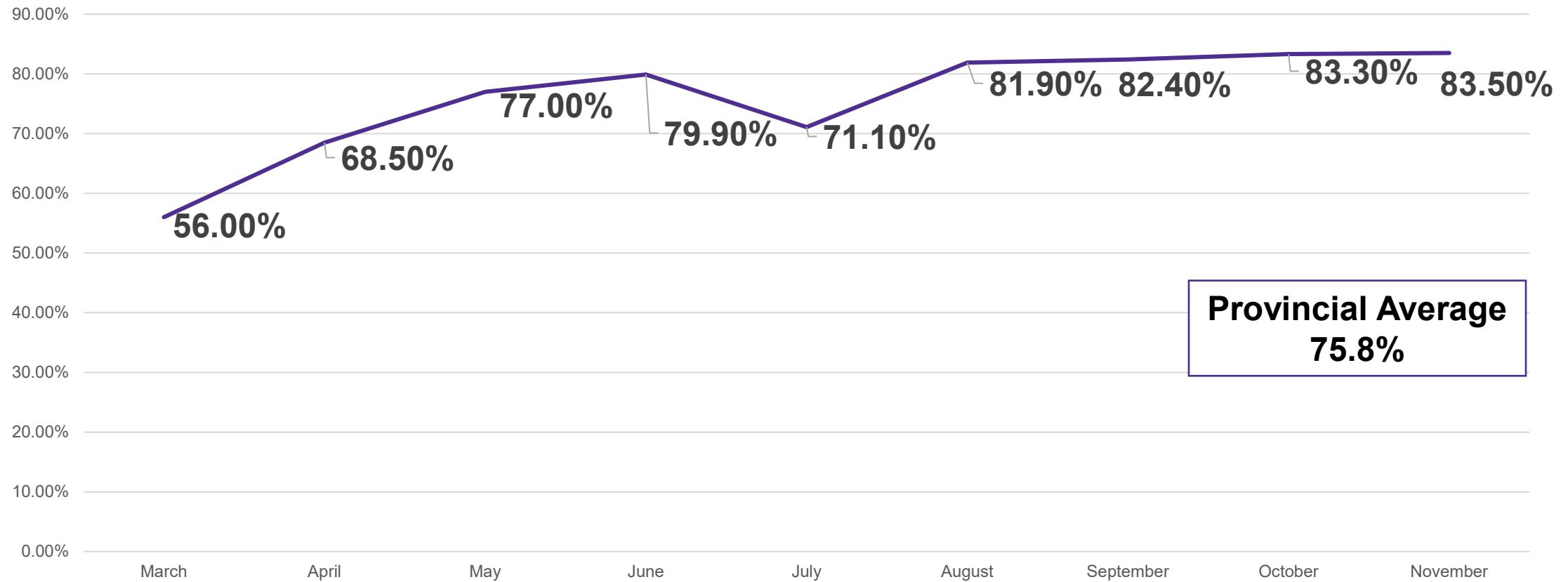


Integrated Employment Services

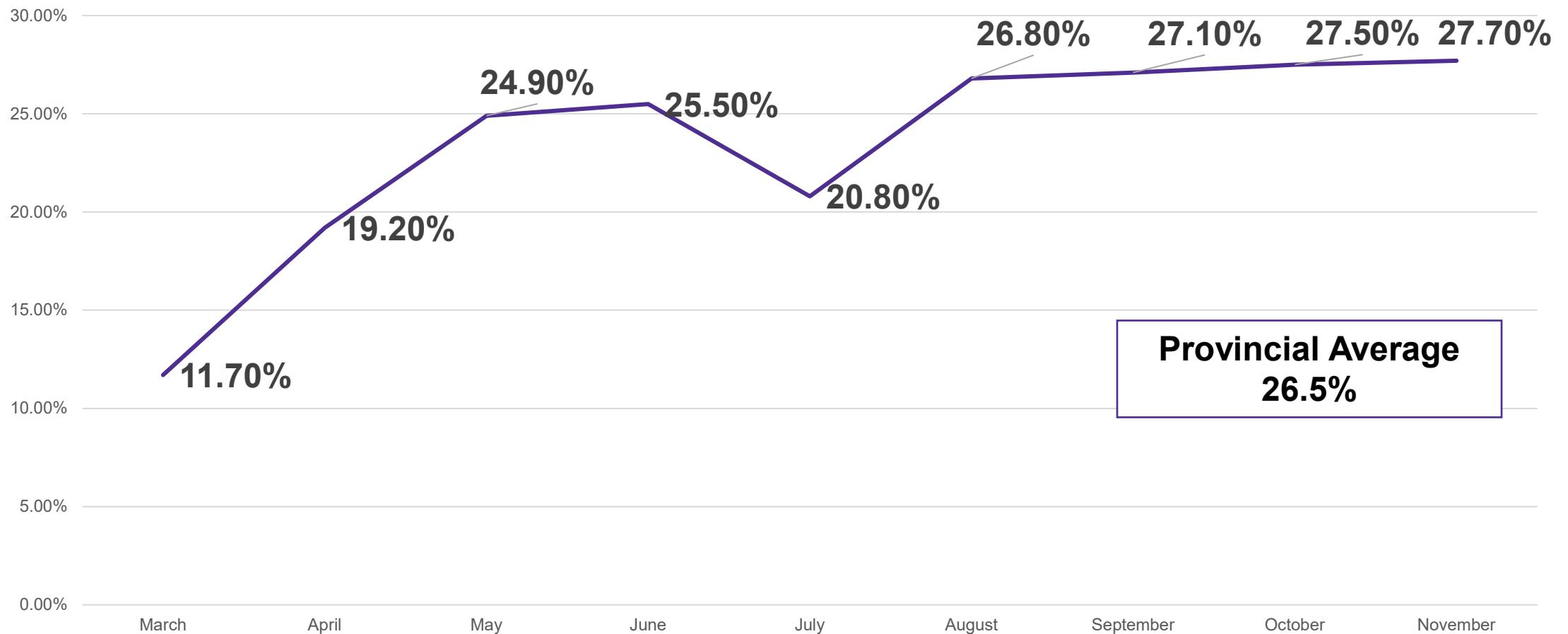
Ontario Works – Life Stability vs. Employment



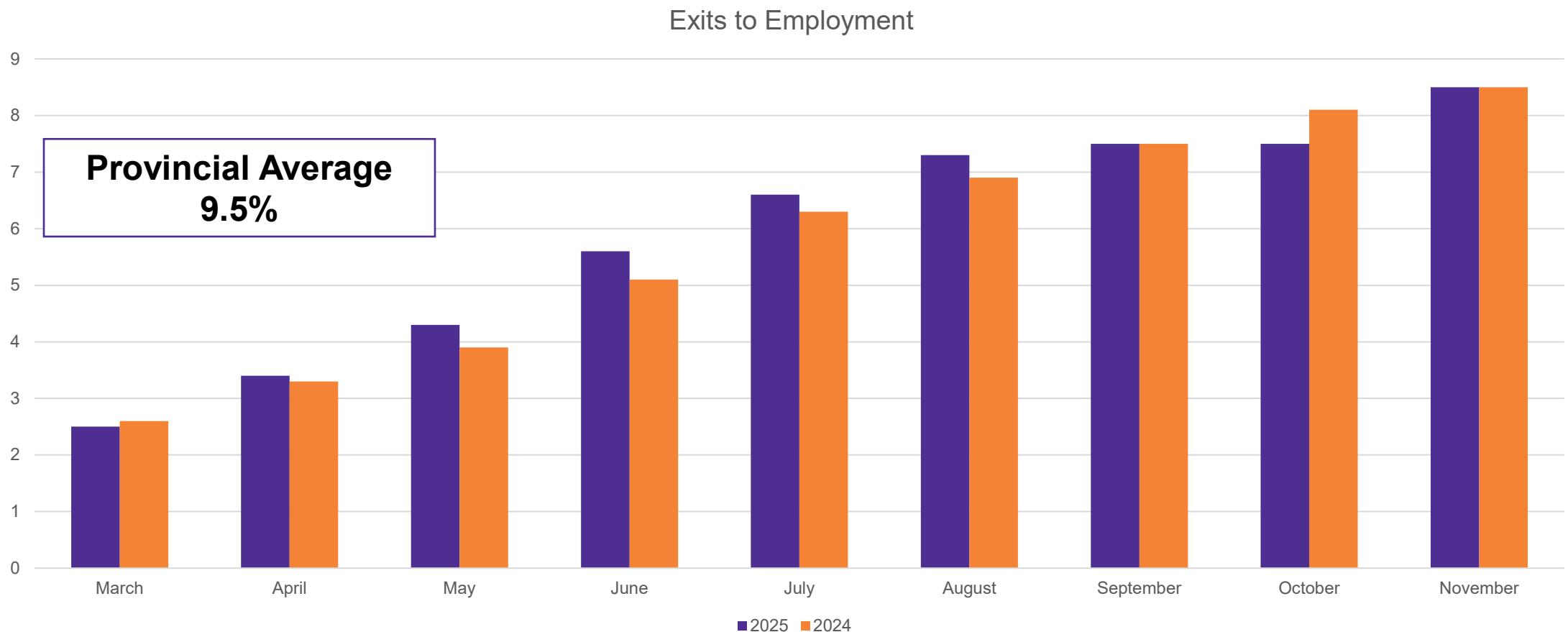
Percentage of Members with an Action Plan



Percentage of Members Referred to Employment Ontario

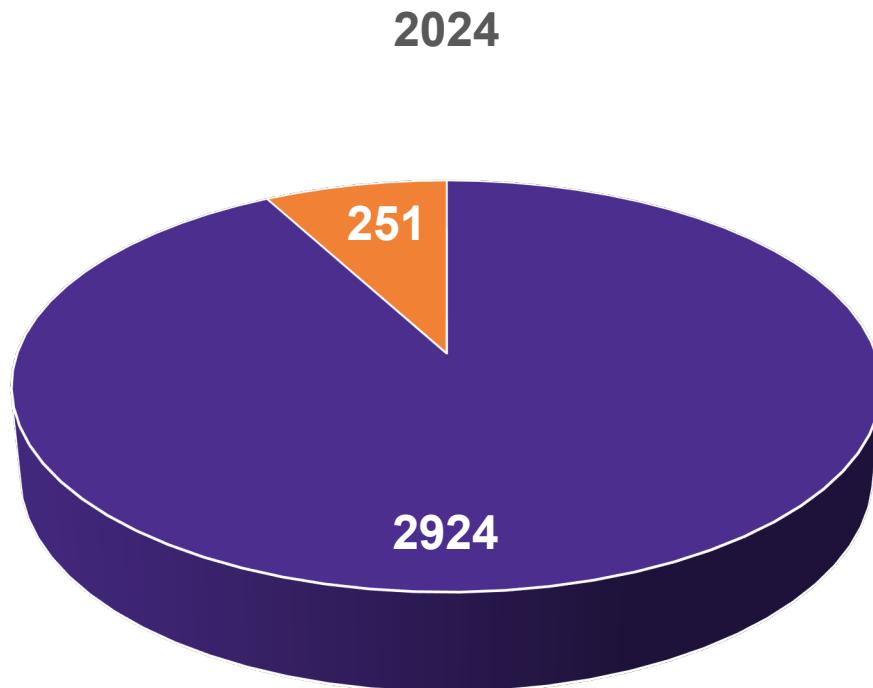


Percentage of Members Exiting to Employment

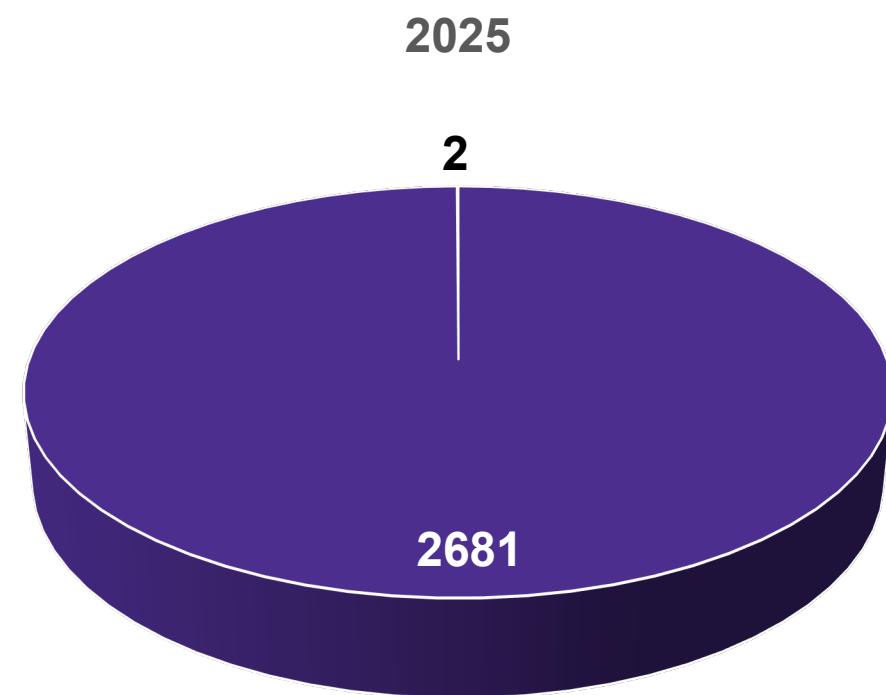


Number of Deferred Clients

December 2024 vs. December 2025



■ total caseload ■ Deferrals



■ total caseload ■ Deferrals





The logo is a diamond-shaped emblem. It features a central circle with a stylized human figure inside. From the top of this figure, a vertical line extends downwards. The diamond is divided into four quadrants by a diagonal line from the top-left corner to the bottom-right corner. Each quadrant contains a small circle. The entire emblem is set against a purple background.

Ontario Works Intake Unit (OWIU)

Ontario Works Application - OWIU

Before February 2025

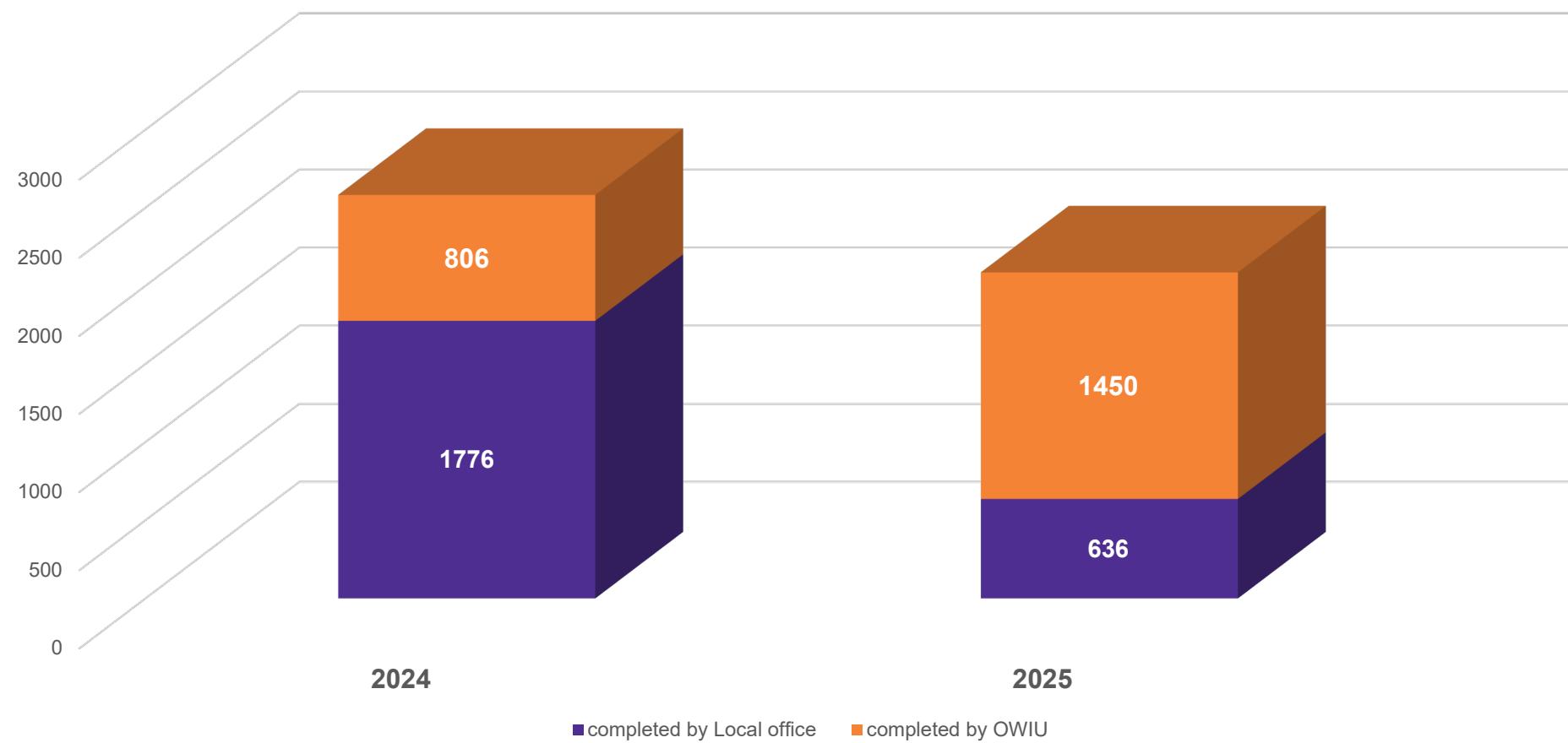
- Social Assistance Digital Application
- In person applications
- Local follow up for eligibility determination
- Local internal review process

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





THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

Questions?
Comments?

Social Assistance Program Update

Jennifer Lible, Manager, Social Assistance Programs

