



# Social Assistance Programs

The District of Thunder Bay Social Services Administration Board (TBDSSAB) delivers Ontario Works for the District of Thunder Bay.



**\$23.6M** allocated in 2026 for direct payments to or on behalf of clients.

## Program Overview

Ontario Works is a provincial program that provides income support and case management. Our OW Caseworkers offer people the support or referrals they need to enter the workforce. We work closely with community partners to help our clients reach their personal and employment goals.

As OW service provider for the District of Thunder Bay, TBDSSAB offers the following services:

- Financial assistance
- Referrals for employment
- Referrals for other services
- Housing security funds

## 2025 Highlights



**2,114** applications received in 2025



**2,459** average active monthly caseload



**4,010** average number of beneficiaries



**9,006** Caseworker appointments



**7,114** referrals to community services



**1,099** referrals to Employment Ontario



## Client Experiences

Ontario Works has a centralized intake process through the Ministry of Children, Community and Social Services (MCCSS). Once approved, clients receive a local caseworker. Caseworkers work hand in hand with individuals and families to address barriers to employment.

Many people in our community have complex barriers to employment. Barriers range from housing, to education, to lack of child care or access to health services. Caseworkers help clients access the supports they need to become self-sufficient.

### Program Pathway

