



2024-2027

# Multi-Year Budget

City of London

## 2024 to 2027 Business Plan

Service: Ontario Works

**\$0.19**

Cost per day for the average rate payer (2024 to 2027)

**1.86%**

Of the 2024 to 2027 City of London Net Property Tax Supported Budget

### Who we are:

- The Ontario Works division delivers social assistance under the *Ontario Works Act, 1997*, through the Ontario Works program. This includes the provision of income supports, delivery of discretionary and participation benefits, and life stability referrals and supports, to residents of London.

### What we do:

- We provide financial support to help individuals and families in achieving their employment, education, health and social inclusion goals.
- Financial supports are provided for basic needs, shelter, emergency social assistance, and other discretionary and participation benefits.
- Once individuals needs are determined through a common assessment process, staff will provide referrals and support with system navigation. Referrals may include:
  - Stability support referrals for, healthcare, literacy / numeracy programs, child care, housing, legal services, information for other benefit income streams, and resources for social inclusion goals.
  - Employment referrals are made to Employment Ontario for supports to help obtain sustainable employment.
- Coordination of service is offered between divisions (Child Care & Early Years and Housing Stability Services).
- Partnerships in the community to meet individuals where they are needed most.

### Why we do it:

- **Mandatory** - The City of London is designated under the Ontario Works Act, 1997 and Ontario Regulation 136/98 as the Consolidated Municipal Service Manager for the Ontario Works program for the City of London and the County of Middlesex.

The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$143,186	\$148,942	\$151,224	\$153,556	<b>\$596,908</b>
Other Revenues	-\$127,663	-\$133,465	-\$135,787	-\$138,158	<b>-\$535,073</b>
<b>Net Tax Levy Supported Operating Budget</b>	<b>\$15,522</b>	<b>\$15,477</b>	<b>\$15,436</b>	<b>\$15,398</b>	<b>\$61,833</b>
Total Capital Expenditures	\$100	\$100	\$185	\$260	<b>\$645</b>
Full-Time Equivalents (FTE's)	233	233	233	233	N/A

Reflects Draft 2024 to 2027 Multi-Year Budget – December 12, 2023

## Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



**Reconciliation, Equity,  
Accessibility, and  
Inclusion**



**Economic Growth, Culture,  
and Prosperity**



**Housing and  
Homelessness**



**Mobility and  
Transportation**



**Wellbeing and Safety**



**Climate Action and  
Sustainable Growth**



**Safe London for Women,  
Girls, and Gender-Diverse  
and Trans People**



**Well-Run City**

## Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:



### Environmental:

- There is no anticipated changes to the environmental impact for Ontario Works throughout the next budget term (2024 – 2027).

### Socio-economic Equity:

- Through administration of Ontario Works, Life Stabilization supports equity-deserving groups including newcomers, Indigenous, Black and Racialized persons, youth with higher needs, persons with disabilities, 2SLGBTQ+ individuals, women and girls, and individuals experiencing poverty.
- *Ontario Works* services are provided in a decentralized model to allow access to services closer to where individuals reside.

### Governance:

- Under the Ontario Works Act, 1997, The City of London has been designated the Consolidated Municipal Service Manager (CMSM) responsible for administering the Ontario Works program for London and Middlesex, on behalf of the Ministry of Children, Community and Social Services (MCCSS).
- Funding for administration of the program is cost-shared between the City of London and the MCCSS. Through an apportionment agreement with the City of London, the County of Middlesex oversees the delivery of Ontario Works for their service area.

- Metrics and key performance indicators are determined and monitored by the ministry. The City of London monitors and reports on performance for the City of London and the County of Middlesex.
- Sources of caseload data to inform service delivery needs includes, but is not limited to, Ministry of Children, Community and Social Services (MCCSS) operations performance reports, MCCSS caseload reports, local case management system reports, census data, regional and local data (i.e. Workforce Planning & Development Board), etc.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation's 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

### Service Highlights 2024 to 2027

- Implementation of the *London-Middlesex Ontario Works Service Plan*, including strategies to attain the ministry's priorities of:
  - 100% of Ontario Works adults and ODSP non-disabled adults with participation requirements have an Action Plan
  - 39% of Ontario Works adults and ODSP non-disabled adults with participation requirements are referred to Employment Ontario (EO)
  - 12% of Ontario Works cases exit to employment annually (average of 1% of caseload per month)
  - 18% of cases that exit Ontario Works do not return to the program within one year
- Through Employment Services Transformation, increase the focus on person-centred supports to provide individuals with a range of services and supports that respond to their unique needs. Ensure barriers are addressed so they can move towards employment readiness and independence.
- Develop and foster community partnerships to enhance service delivery, increase Ontario Works presence in the community, and provide opportunities with partners at Ontario Works offices for wrap-around supports.
- Integrated employment service delivery in partnership with Employment Ontario to increase employment success.
- Continued modernization of services in alignment with MCCSS direction, including virtual and digital access.

### Risks and Challenges Anticipated in 2024 to 2027

- Funding for the Ontario Works program has been frozen since 2018, and funding rates for Discretionary Benefits haven't increased since 2012. Should caseloads continue to grow, there may be financial pressures related to

adequate staffing to effectively meet caseload demands. The Discretionary Benefits cap limits the amount of discretionary support that can be provided to individuals, especially as the cost of items increases due to inflation.

- As a result of Employment Services Transformation, ministry funding to municipalities to deliver the Ontario Works program has been reduced by 22% per year (\$5.8M annually) effective 2024, to reflect the transfer of employment services responsibilities to Employment Ontario. This reduction in funding will affect the level of financial support for participation benefits that can be provided to clients from Life Stabilization.
- Ability to achieve targets set by MCCSS may be dependent on factors outside of the municipality's control, such as the economic climate, timely access to stability supports (i.e. mental health supports), etc. Failure to achieve the ministry's outcome targets may result in financial clawback of funding. It is unknown at this time what the level of financial clawback may be.
- Changes being made to the *Ontario Works Act, 1997*, designate the ministry as the "delivery agent" to administer the Ontario Works program, with the municipality being designated as the "delivery partner". It is unknown at this time whether this will result in any changes to municipal administrative authorities for the program.
- A greater focus on stability supports and an intensive case management approach will require upskilling of staff to ensure appropriate competencies, and may create an increased risk of burn-out.

#### Other reference information and links:

- [2022 OW Participant & Service Delivery Profile – Schedule 1](#)
- [Government of Ontario announcement - Social Assistance Transformation](#)

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