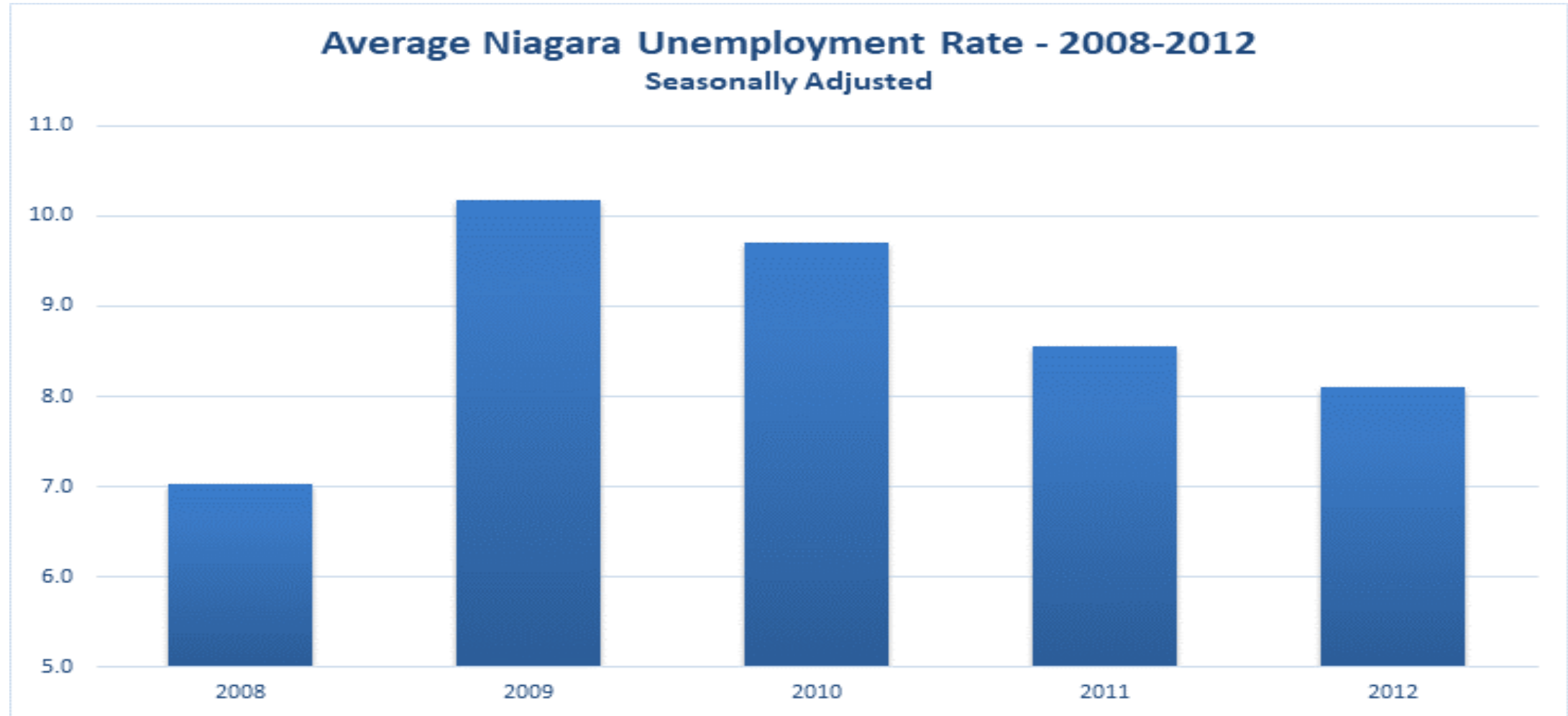


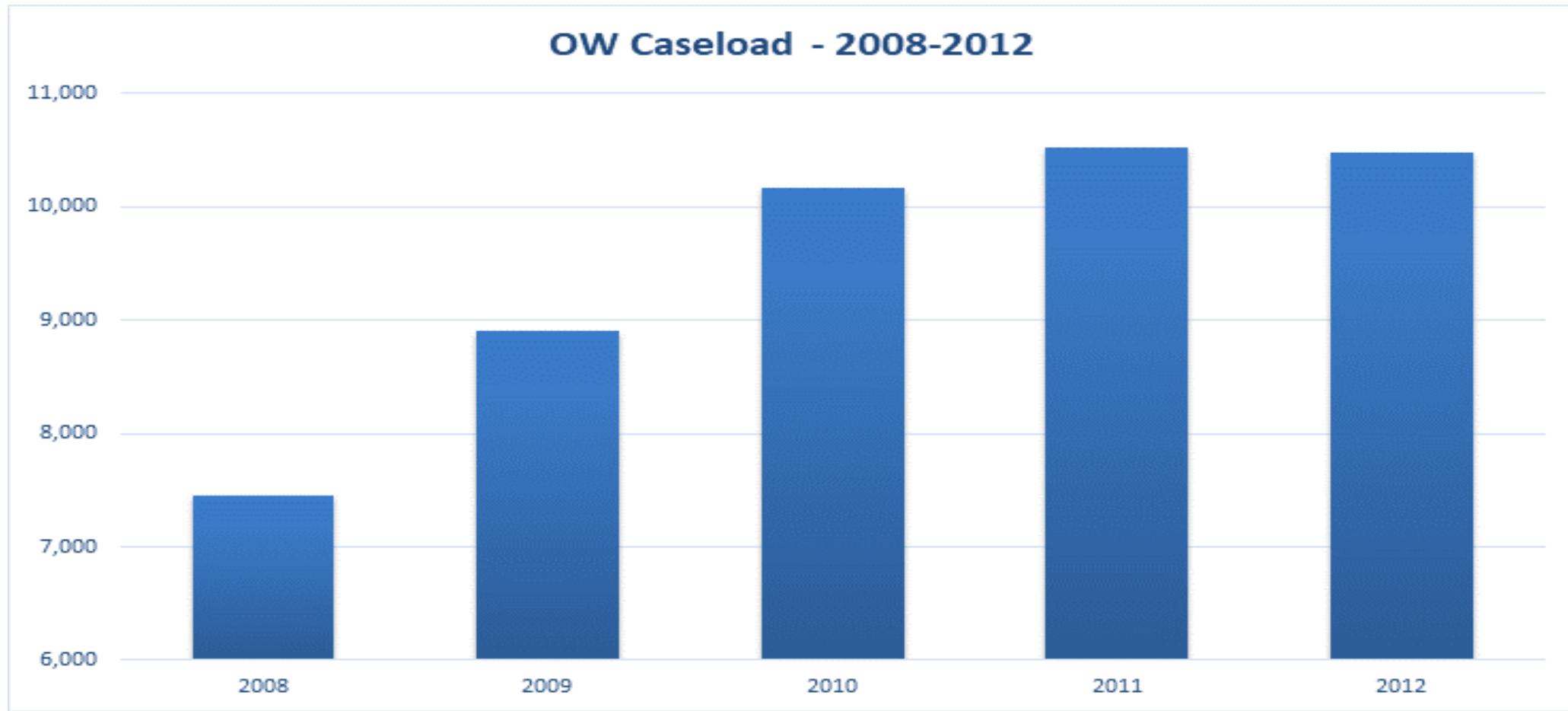
Impact of COVID-19 on the Ontario Works Caseload

- Historical impact of economic downturn on caseload
- Current impact of COVID-19 on caseload
- Anticipated caseload surge
- Preparing for a surge:
 - Provincial Recovery and Renewal Plan
 - Social Assistance and Employment Opportunities Recovery and Renewal Plan
- Employment Services Transformation

2008 Economic Downturn



2008 to 2012 Ontario Works Caseload



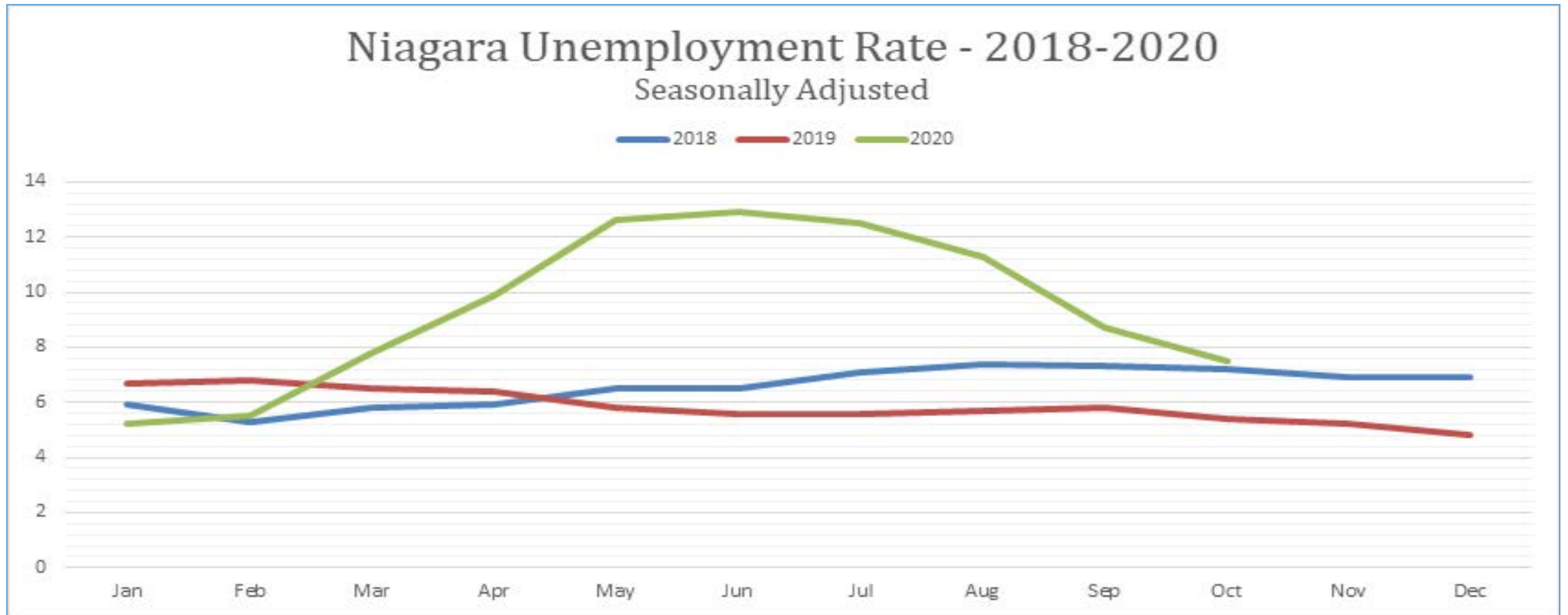
COVID-19

Federal Emergency and Recovery Benefits

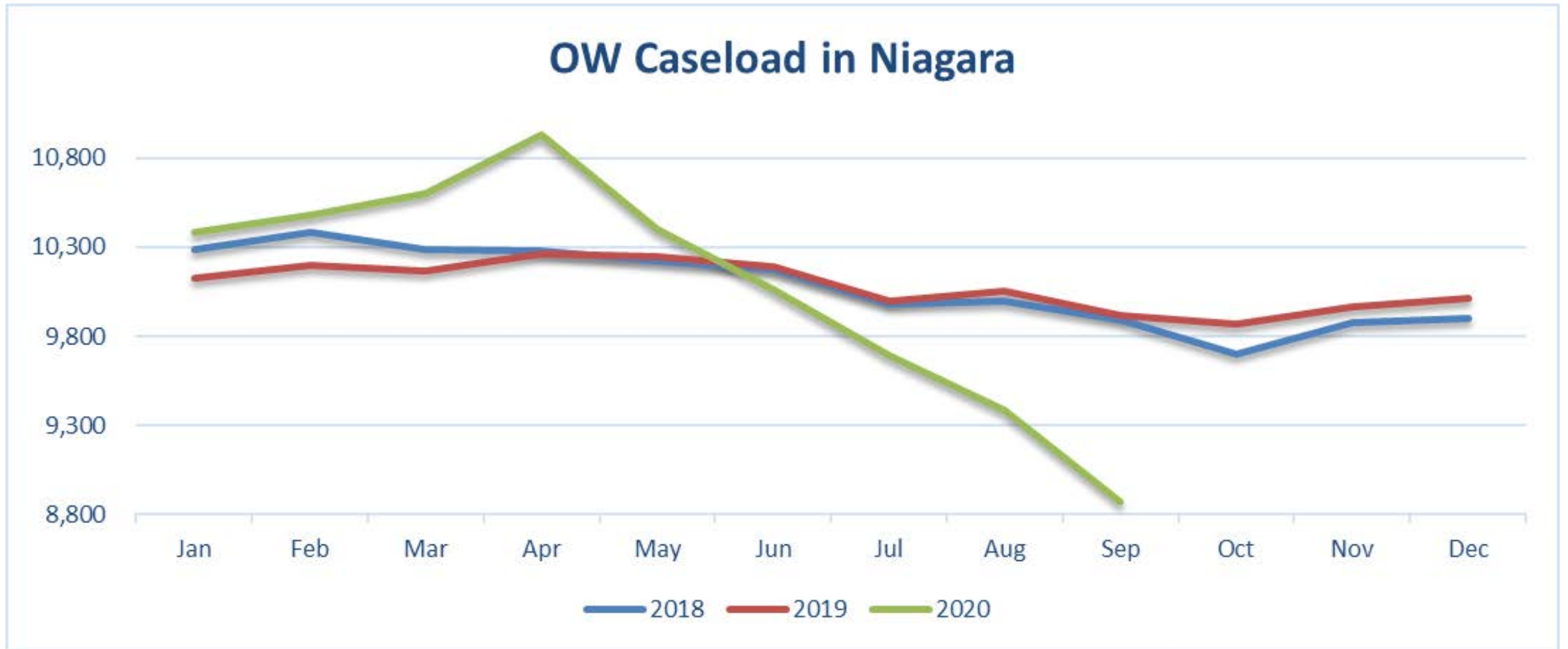


- Canada Recovery Benefit
- Canada Recovery Sickness Benefit
- Canada Recovery Caregiving Benefit
- Modified Employment Insurance (EI) Program

Unemployment Rate 2018 to 2020

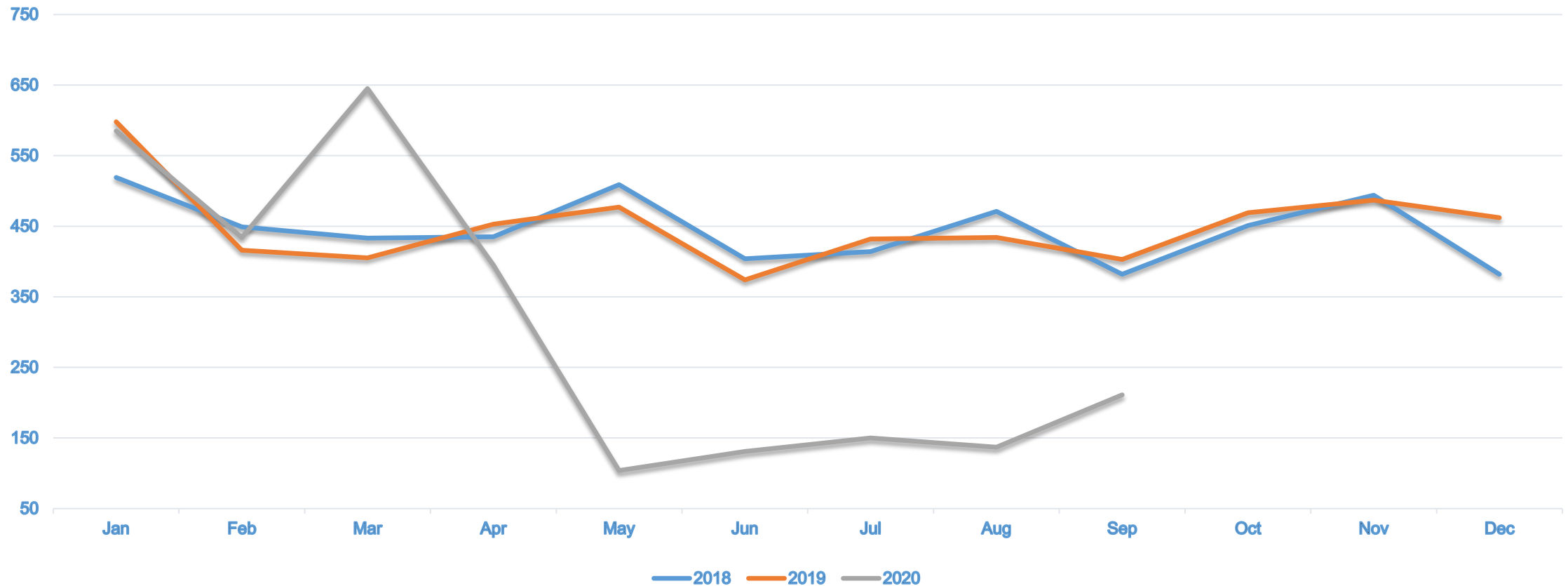


Ontario Works Caseload 2018 to 2020

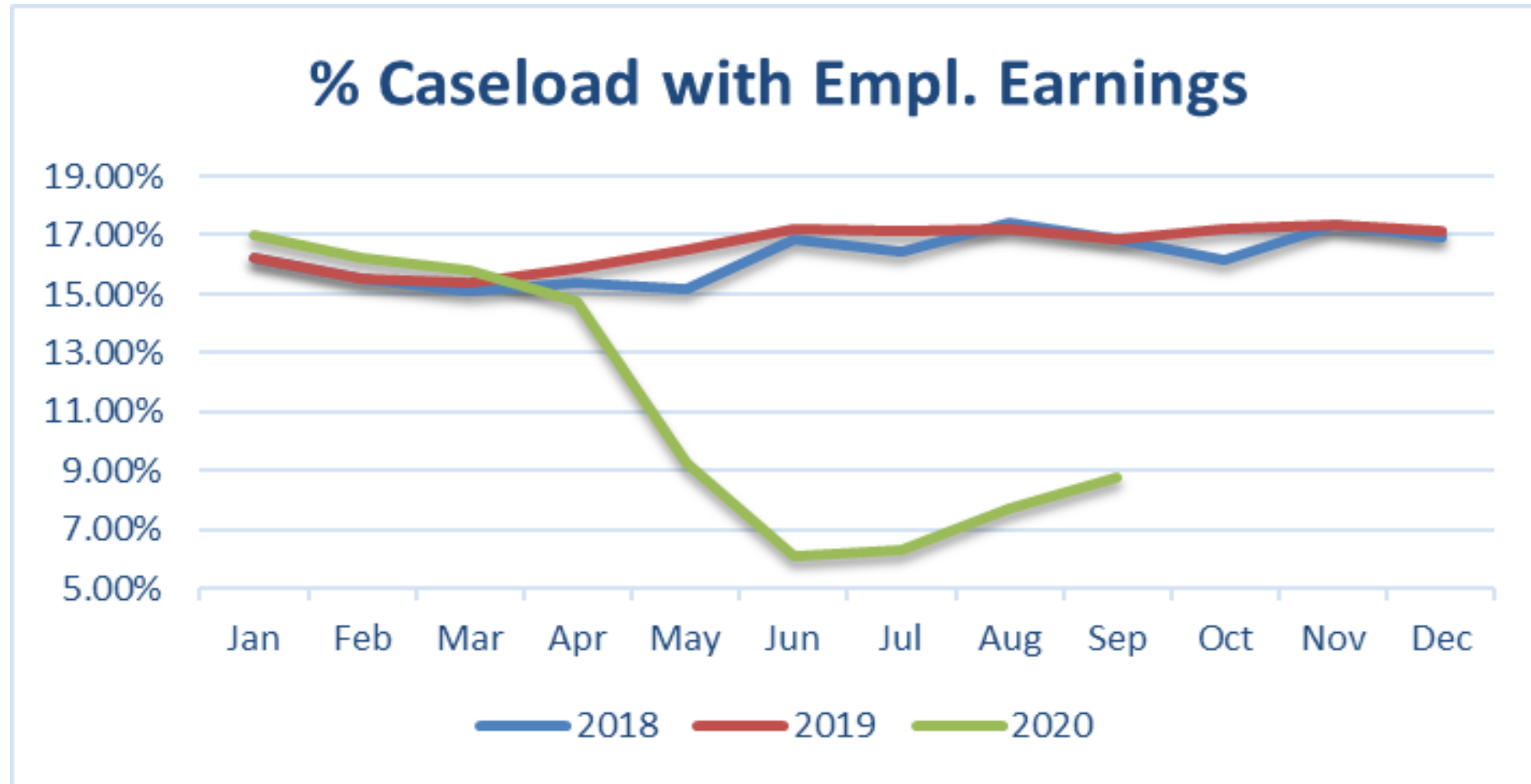


New Applications 2018 to 2020

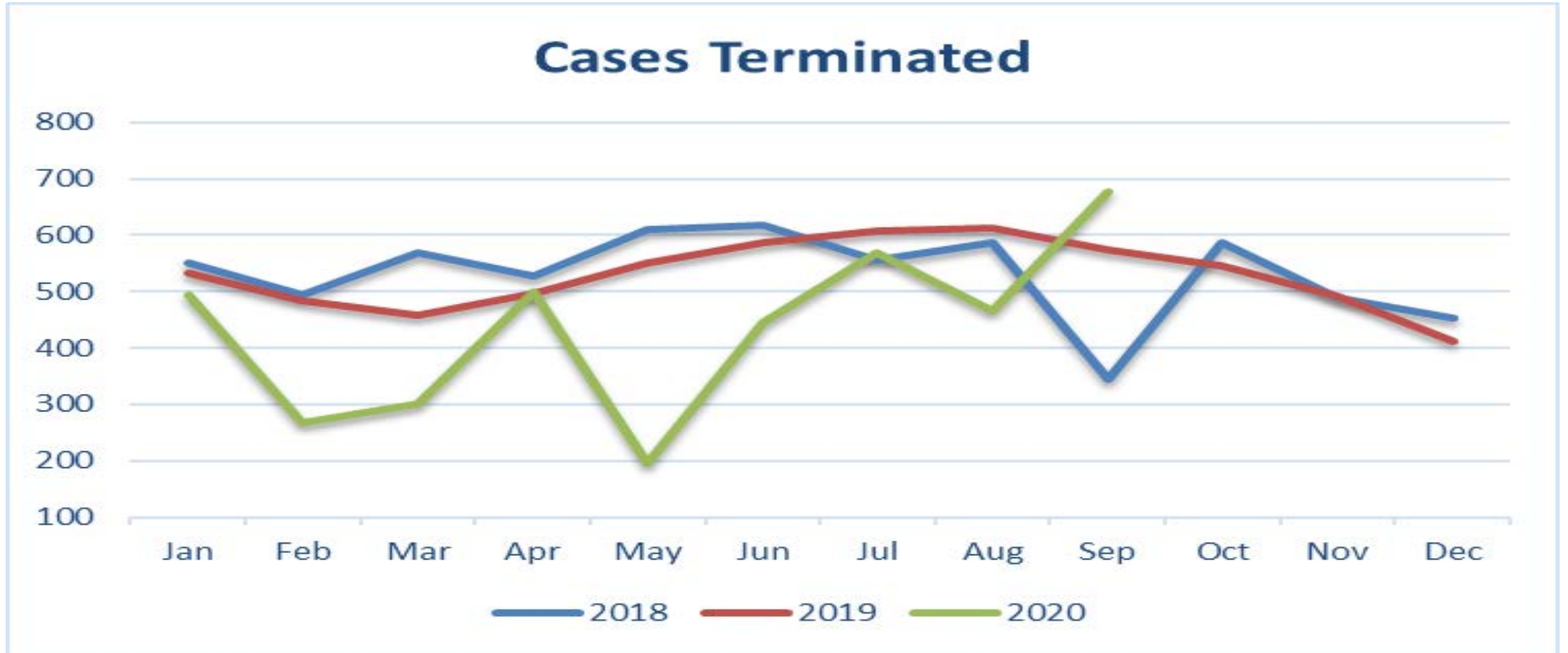
Number of applications processed



Percentage of Ontario Works Caseload with Earnings 2018 to 2020



Case Terminations 2018 to 2020



Impact of Poverty

People living in poverty have been disproportionately impacted during the pandemic. Low-income populations are more likely to:

- Live in overcrowded communities
- Be impacted by the change in the employment landscape; and
- Work in industries that increase their proximity to the public

Average length of time on assistance has increased from 37 months to 41 months

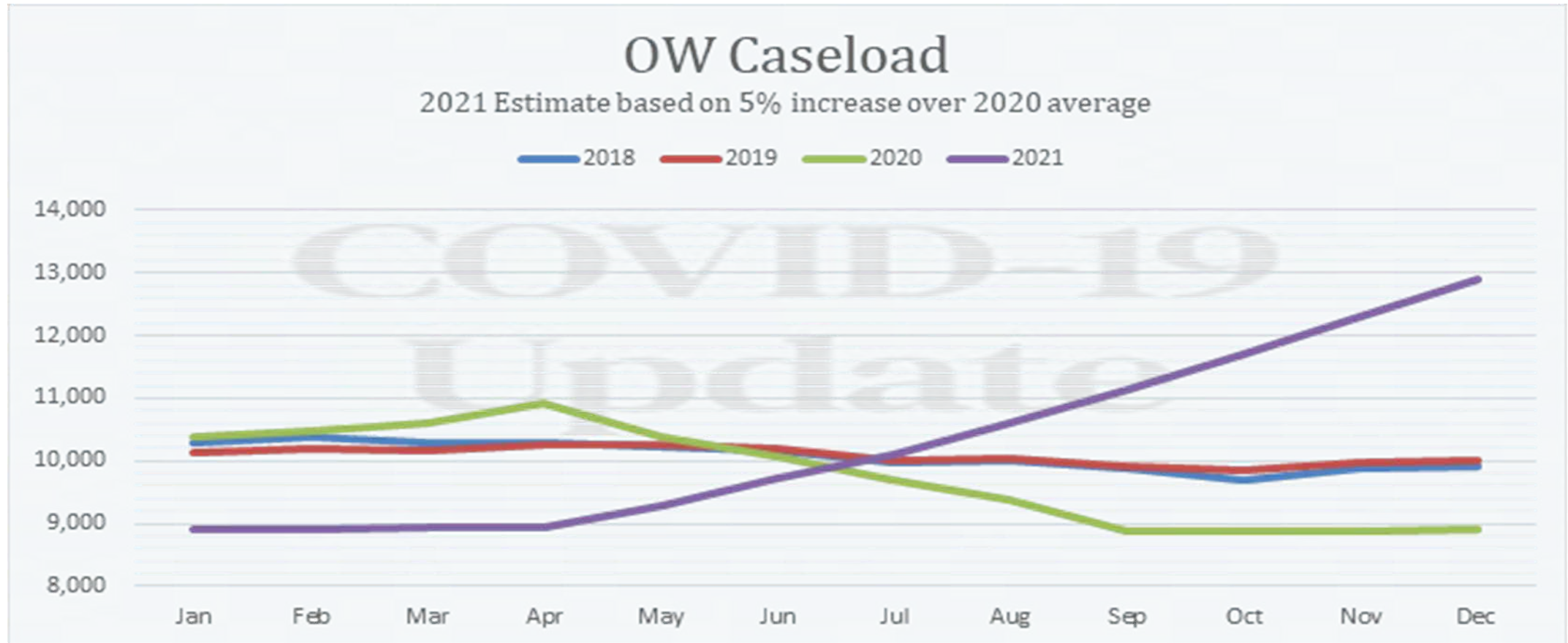
Expanding Access to Benefits

SAEO adapted local policy to improve access and remove barriers:

- Participation Related Expenses (bus pass, telephone)
- Housing Stability Benefits (rent arrears, last months rent, moving)
- Ontario Works Adult Denture Services Program

Launched a temporary Low-Income Housing Stability Benefit

Anticipated Ontario Works Caseload Surge



Provincial Social Assistance Recovery and Renewal Plan

Preparing for a surge in Ontario Works caseload

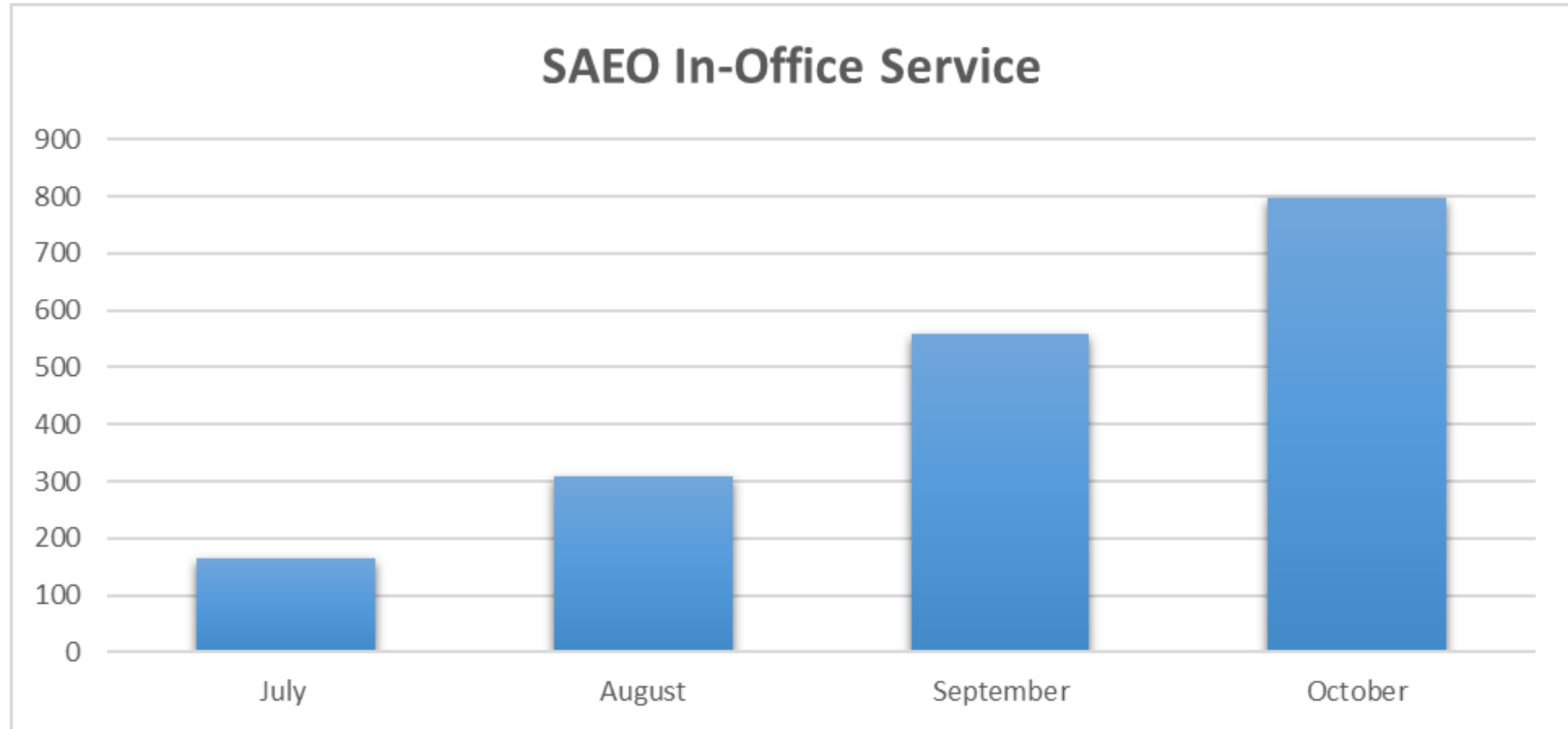
Accelerated Digital Solutions

- Direct deposit, reloadable payment card, electronic document management

Centralized and automated delivery

- Launching centralized intake February 2021

Providing In Person Service



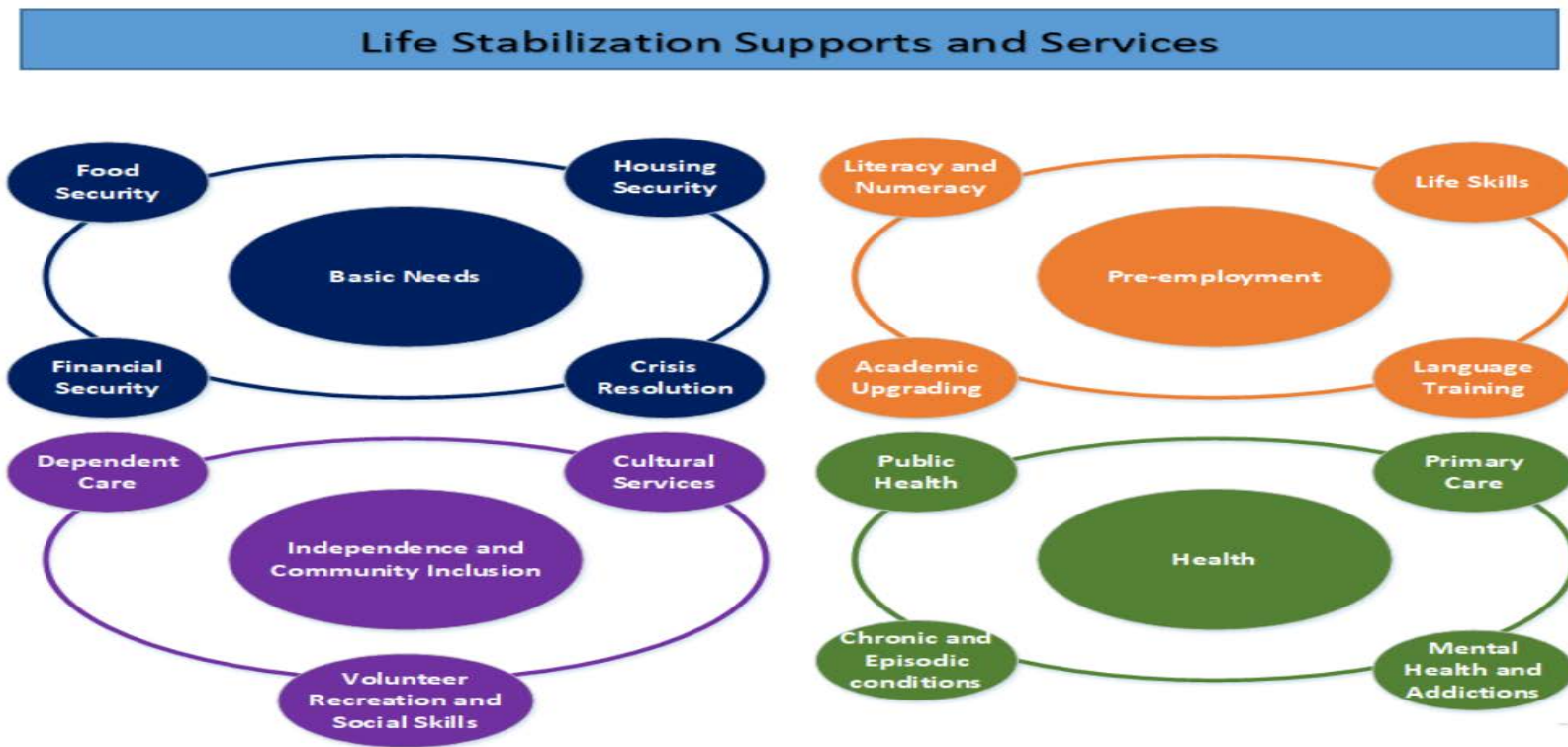
Social Assistance and Employment Opportunities

Assessing Client Needs

	2019	2020
Health - Physical	17.3%	28%
Health Psychological	17.5%	28.5%
Addictions	6.6%	10.6%
Domestic Violence	2.1%	3%
Housing Stability	7%	10.4%

Social Assistance and Employment Opportunities

Connecting Clients to Community Resources and Services



Employment Services Transformation

- Effective January 1, 2021 Ontario Works employment services will be integrated into Employment Ontario to create more streamlined supports that are locally delivered and focused on improving outcomes for all job seekers
- Working closely with the Ministry of Children, Community and Social Services, Ministry of Labour, Training and Skills Development and the new service system manager FedCap to ensure our clients receive the best employment supports
- Provide updates regarding service delivery changes related to redefined roles and performance measures over the next several months.