

Social Assistance Service Modernization

Community Services Committee
March 19th, 2018



Agenda

- Review of Provincial Policy Changes
- Impact and Future State Perspectives
- Local Impacts
- Change Management
- Conclusion

Provincial Policy Change

- The case for change (short video)

Provincial Policy Change

- Priority Areas of Focus
 - Intake
 - Client Communications
 - Digital Tools and Processes
 - Payment Administration
 - Benefits Delivery
- Shift from Enforcement Based Rules to Risk Based Approaches

FUTURE STATE EXPERIENCE

I can fully apply online and begin to receive benefits that I am eligible for

At my convenience, I can update my case, get notifications about appointments and receive reminders to report my earnings

Client and staff **experience significantly improved** with greater focus on **high-impact activities**.

Now that I have an Reloadable Payment Card (RPC) I don't have to pay cheque cashing fees



I now have the time required to work with my clients to assess complex needs

I spend less time in the mail and file room looking for and/or filing paperwork

With Reloadable Payment Cards (RPC) we are printing far less cheques

I have more time to focus on completing client interviews as calls are redirected to expanded communication channels.



Local Impacts

- Examples of the Future State
 - Mobile solution is currently being tested, expected roll out in 2018/19
 - Reloadable debit cards vs. paper cheques
 - Direct Deposit to 3rd party vendors such as utilities, landlords, and housing providers
 - Risk Based intake process

Local Impacts – Operational Review

- Operational Review completed locally
- Provincial Objectives were focus of review
- Implementation team selected
- Change management process in progress

Local Impacts - Implementation

- Examples of implemented recommendations
 - Changes to paper based processes
 - New policies for digital communication
 - Structural changes
 - Focus on direct client engagement
 - Child support no longer deducted from Ontario Works benefits
 - Family Support Worker classification re-aligned

Change Management

- Continued engagement at the Provincial level
 - Change Liaison Leader
 - Front line staff involved in “co-design”
 - Provincial Service Delivery Modernization Working Group

Questions