



# Income Support

Helping lift Peel residents out of poverty

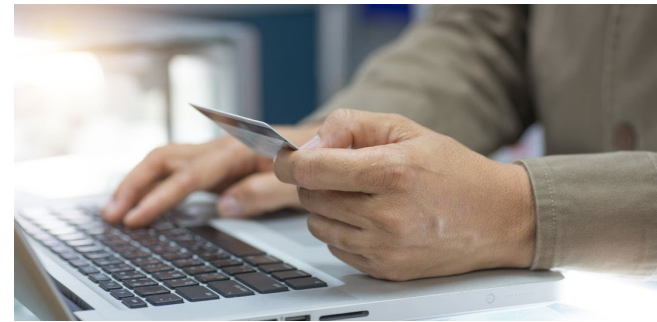


# Core Service

Income Support services help lift Peel residents out of poverty by supporting them to take steps towards employment, greater independence, and an improved quality of life.

Services include:

- Income support
- Stability support
- Poverty prevention
- Emergency support



# Interesting facts about this service

**25K**

1.7% of Peel's population receives Ontario Works support

**\$733**

The maximum monthly payment for a single person on Ontario Works

**<30%**

Ontario Works benefits provide less than 30% of Peel's Living Wage

**0%**

How much Ontario Works benefits have increased since 2018

# Achievements



Early adopter of the province's Social Assistance Renewal Plan



Provided the necessary benefits and supports to clients to address barriers and achieve goals



Supported over 6,000 Peel residents with access to mental health services

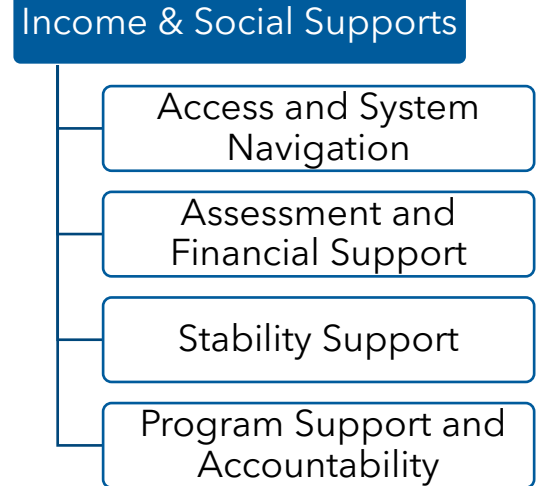


Improved digital access for clients by funding computer hardware, digital literacy and affordable internet supports

# Service delivery model

## How do we do it

- Help Peel residents to navigate and access financial and community supports and services
- Complete applications and assessments for Ontario Works, Childcare Fee Subsidy and Housing Services
- Help clients to stabilize their lives to become self-sufficient and employment ready
- Oversight and accountability of Ontario Works program



# Service levels and trends

## 20%+

Increase in caseload size is projected

## Mental Health

Is one of the top barriers Ontario Works clients face

## Digital Divide

Increased need for digital literacy and affordable services

## Cost of living

Ontario Works rates are incompatible with inflation rates

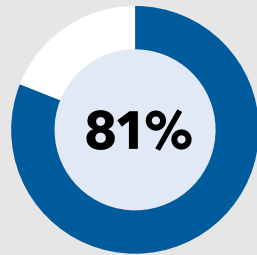
# Business plan outlook

## Planning for the future

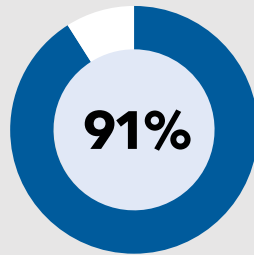
- Work with community and government to improve social assistance programs
- Maintain an engaged workforce by supporting staff health, succession planning, and professional development
- Implement digital solutions to increase access to supports and services
- Continue to engage with community providers and clients to create inclusive, accessible programs and services

# Performance measures and results

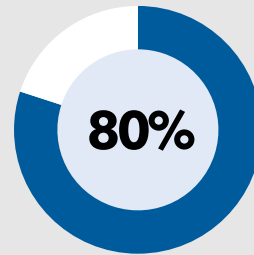
81% of clients who exit Ontario Works do not return within 12 months



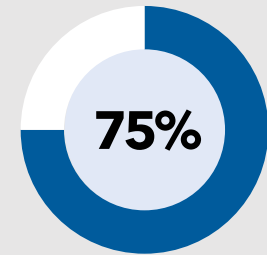
91% of program eligibility reviews completed within provincial timelines



80% of client survey respondents were satisfied with their first Income Support experience



75% of client survey respondents were satisfied with their overall Income and Support experience





# Cost containment

## Finding efficiencies

<b>Efficiencies in the 2025 Budget</b>	<b>Cost Savings \$ Million</b>	<b>Cost Avoidance \$ Million</b>
Savings due to department realignment	\$0.2	-
<b>TOTAL</b>	<b>\$0.2</b>	<b>-</b>

# Proposed operating budget

<b>2024 Net Base Budget</b> (In \$Millions)	<b>\$27.5</b>
<b>Cost to maintain 2024 service level</b>	
<ul style="list-style-type: none"> <li>Inflation: Labour costs/Goods and services</li> <li>Cost containment</li> </ul>	<p>2.7</p> <p>(0.2)</p>
<b>Sub-total: Cost to maintain 2024 service level</b>	<b>\$2.6</b>
<b>2025 Service demand</b>	
<ul style="list-style-type: none"> <li>Legislated Ontario Works Benefit increase due change in monthly caseload</li> <li>Legislated Ontario Works Benefit increase funding (increase caseload from 14,837 to 15,918)</li> </ul>	<p>132.9</p> <p>(132.9)</p>
<b>2025 Proposed Net Budget Change from 2024</b>	<b>\$2.6</b>
<b>Proposed Total 2025 Net Budget</b>	<b>\$30.1</b>

Note: Numbers may not add up due to rounding

# Summary of Key Financial Information

	Resources to Achieve Level of Service	
	2024	2025
Total Expenditures (\$M)	\$221.7	\$357.1
Total Revenues (\$M)	\$194.2	\$327.0
Net Expenditures (\$M)	\$27.5	\$30.1
Full-time Staffing Resources	372.7	372.7
Capital Investment (\$M)		-
10-Year Capital Investment (\$M)		-

Outlook Years	2026	2027	2028
Net Increase (\$M)	\$2.4	\$1.4	\$1.5
% Increase	8.1%	4.4%	4.3%