

A man wearing a blue beanie and a dark jacket is shown from the chest up. He is holding a small, light-colored cardboard model of a house with four square windows. The background is a blurred urban setting with concrete walls and a bright light source on the right.

Budget 2026

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

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2026 Budget



Interesting facts about this service

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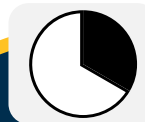
37,000

Or 2.3% of Peel's population receives Ontario Works support



\$733

Maximum monthly payment for a single person on Ontario Works



<30%

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



0%

Increase in Ontario Works benefits since 2018

Achievements

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Partnerships and engagement

Implemented strategies to **engage** with clients and partners and actively contributed to community tables and networks to **advocate** for essential programs and services.

Provided necessary benefits and supports

To help clients **address barriers** and **achieve goals**. Benefits include transportation, winter clothing, minor fees etc.

Access to mental health

Supported **over 13,000** Peel residents to address addiction, stress, anxiety, depression, and other mental health issues.

Improved digital access for clients

Provided **digital access support** to clients to increase access to technology, affordable internet, and digital literacy training.

Service delivery model

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How do we do it

Income and Social
Supports

- 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

Access and system navigation

Assessment and financial support

Stability support

Program support and accountability

Service levels and trends

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**Over
20%**

Increase in caseload
size is projected



Top 5

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

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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

88%

Of clients created a plan with their Caseworker to help them become employment ready and self-sufficient

90%

Of program eligibility reviews completed within provincial timelines

100%

Of participation funding utilized to ensure clients received the supports and services they needed to address barriers and achieve goals

70%

Average helpfulness rating received from after call client survey responses





2026 Budget

Operating Budget

Cost containment

Finding efficiencies in the 2026 Budget (in \$ millions)

Efficiencies in the 2026 Budget	Cost savings	Cost avoidance
Savings due to department realignment	\$0.1	-
TOTAL	\$0.1	-

Proposed operating budget

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2026 Budget

Items	In \$ millions
2025 Net Base Budget	\$30.2
Cost to maintain 2025 service level	
Inflation: Labour costs/Goods and services	3.0
Cost containment	(0.1)
Sub-total: Cost to maintain 2025 service level	\$3.0
2026 Service demand	
Legislated Ontario Works Benefit increase due change in monthly caseload	6.7
Legislated Ontario Works Benefit increase funding (increase caseload from 29,192 to 30,251)	(6.7)
Addressing the growing demand of the Income Support caseload and improving client outcomes.	1.6
Sub-total: 2026 Service demand	\$1.6
2026 Proposed Net Budget Change from 2025	\$4.6
Proposed Total 2026 Net Budget	\$34.8

Note: Numbers may not add up due to rounding

Summary of key financial information

Income Support

2026 Budget

Resources to achieve level of service (in \$ millions)

	2025	2026
Total expenditures	\$361.8	\$370.0
Total revenues	\$331.7	\$335.2
Net expenditures	\$30.1	\$34.8
Full-time staffing resources	398.7	398.7
Capital investment	-	-
10-year capital investment	-	-

Outlook years (in \$ millions)

	2027	2028	2029
Net increase	\$3.5	\$2.5	\$2.6
% Increase	10.0%	6.6%	6.3%