

# 2016 ONPHA Conference and Trade Show

105

## Learning from each other – RGI housing and social assistance

**PRESENTED BY:** Kim Verkuil, St. Thomas - Elgin Ontario Works  
Charlene Jardine, London - ODSP  
Roberta Jagoe, Region of Durham  
Laura Simpson, Region of Peel

**ONPHA**



## Social Assistance Overview

### *Ontario Works Act, 1997*

- **Ontario Regulation 564/05** PRESCRIBED POLICY STATEMENTS
- **Ontario Regulation 136/98** DESIGNATION OF GEOGRAPHIC AREAS AND DELIVERY AGENTS
- **Ontario Regulation 135/98** ADMINISTRATION AND COST SHARING
- **Ontario Regulation 134/98** GENERAL

### *Ontario Disability Support Program Act, 1997*

- **Ontario Regulation 562/05** PRESCRIBED POLICY STATEMENTS
- **Ontario Regulation 225/98** ADMINISTRATION AND COST SHARING
- **Ontario Regulation 224/98** ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES
- **Ontario Regulation 223/98** EMPLOYMENT SUPPORTS
- **Ontario Regulation 222/98** GENERAL



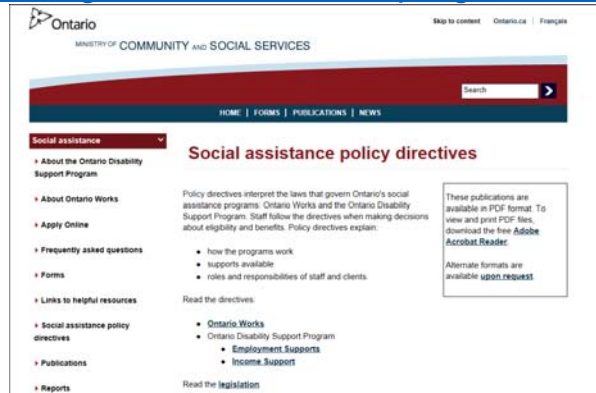
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# Directives

Can be found at:

<http://www.mcscs.gov.on.ca/en/mcscs/programs/social/directives/>



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## Program Delivery

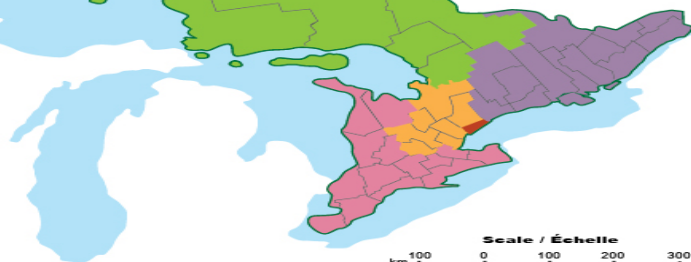
ODSP is delivered by ministry staff

- 45 local offices in 5 regions

OW is delivered by municipal staff

- 47 Service Managers in 5 regions

- North Region
- East Region
- Central Region
- West Region
- Toronto Region



## Who are our clients?

### ODSP

- 344,546 cases
- 473,803 beneficiaries

### Assistance for Children with Severe Disabilities (ACSD)

- 25,071
- 29,570 children

### OW

- 252,904 cases
- 448,835 beneficiaries

### Temporary Care Assistance (TCA)

- 5,471 cases
- 7,688 children

August 2016 data



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JFLS/YMCA/Toronto/ISAC Gendering the Income Security Review Workshop: 02.2011

# Social Assistance Programs

Ontario Works	Ontario Disability Support Program
<p>To help people in temporary financial need:</p> <ul style="list-style-type: none"> <li>• find sustainable employment</li> <li>• achieve self-reliance through effective, integrated employment services and financial assistance.</li> </ul> <p>OW delivers income and employment support in addition to Temporary Care Assistance (TCA).</p>	<p>Enables people with disabilities and their families to live as independently as possible in their communities.</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• financial assistance</li> <li>• employment support</li> </ul> <p>ODSP delivers income and employment support in addition to Assistance for Children with Severe Disabilities (ACSD)</p>

## Basic Financial Assistance

- Basic Needs:
  - food,
  - clothing,
  - other personal items
- \$\$ based on:
  - family composition
  - age of dependents
  - geographic location
  - individual circumstances of benefit unit



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## Basic Financial Assistance (cont'd)

- Shelter
  - Principal residence (rent or own)
- Shelter costs include:
  - Rent or mortgage payments
  - Property taxes
  - Utilities
  - Home insurance
  - Based on actual verified shelter costs up to maximum levels set out in regulation



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## Board and Lodging

- Special Boarder Allowance is a mandatory amount paid to benefit units
  - shelter and meals provided by another person
  - provided instead of basic needs and shelter



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# Benefits available



## Benefits by Specific Program

Ontario Works	Ontario Disability Support Program
Discretionary Benefits	Work Related Benefit
Emergency Assistance	Low cost Energy Benefit
Consolidated Homelessness Prevention Initiative	



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# Application Process

## For Both Programs:

Determination of Financial Need

- Income
- Assets
- Shelter Expense
- Family Size

## For ODSP:

Determination of Disability or  
Verification of Prescribed Class

## For OW:

Condition of eligibility, participants are required to participate in employment assistance activities



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# Application standards for ODSP

## Standards for ODSP Applicants in Receipt of Ontario Works

- Income support will be granted within 21 calendar days of date ODSP office notified by DAU that applicant is person with disability
- ODSP grant information is provided to the client when the file is granted

## Standards for ODSP Self-Referrals

- Application will be taken within 21 calendar days of date request is received
- Persons who apply for ODSP as members of prescribed class (e.g. over age 65 and not eligible for Old Age Security, in receipt of Canada Pension Plan Disability, in receipt of Quebec Pension Plan Disability Benefits, etc.) will be granted within 21 calendar days of receipt of complete application and all verification to make decision about eligibility



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## Application Standards OW

- A decision regarding eligibility shall be made
  - within four business days from initial contact
- Initial contact = first contact:
  - by telephone
  - in person
  - online



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## Who is eligible?

General criteria:

- Resident of Ontario
- 18 years of age or older (exceptions for OW)
- Financial need
- Assets not greater than the limits set out in program



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## Sample Rates: single person

### Ontario Works:

Basic Needs: \$330.00  
Maximum Shelter Allowance: \$376.00  
Total Maximum Assistance \$706.00

### Ontario Disability Support Program:

Basic Needs: \$649.00  
Maximum Shelter Allowance: \$479.00  
Total Maximum Income Support \$1,128.00

Rates as of September 1<sup>st</sup> for ODSP and October 1<sup>st</sup> for OW

Clients may also be eligible for allowances:

- special diet allowance
- pregnancy/breast-feeding nutritional allowance
- remote communities allowance



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## Working while on Social Assistance

- Earnings Exemptions
- Child Care Deductions
- Full-time students
- Disability – related work expenses (ODSP only)
- Employment Supports
- Extended Health Benefits
- Reporting earnings – difference between programs
- How assistance is issued



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## What's New?

- Reloadable payment card
- Paperless drug card
- Changes in family support early 2017



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# Rent-geared-to-income (RGI) Housing



## RGI Overview

- *Housing Services Act*
  - Ontario Regulation 367/11
  - Ontario Regulation 298/01
- Service managers are responsible for RGI administration
  - Local rules
  - Delegation of services to housing providers



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## Information Sharing

- Ontario Works and ODSP
- Third party information sharing agreements restrictions

Ontario Works  
& ODSP



- OW and ODSP standard consent forms
- Service manager consent form
- Specific consent forms

## Consents



- *Housing Services Act, Ontario Works Act, Ontario Disability Support Program Act, Child Care and Early Years Act*

## Housing



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## Eligibility

## Local Rules



## Asset Limits

Absence  
from unit

## Income Limits

## ► Convictions

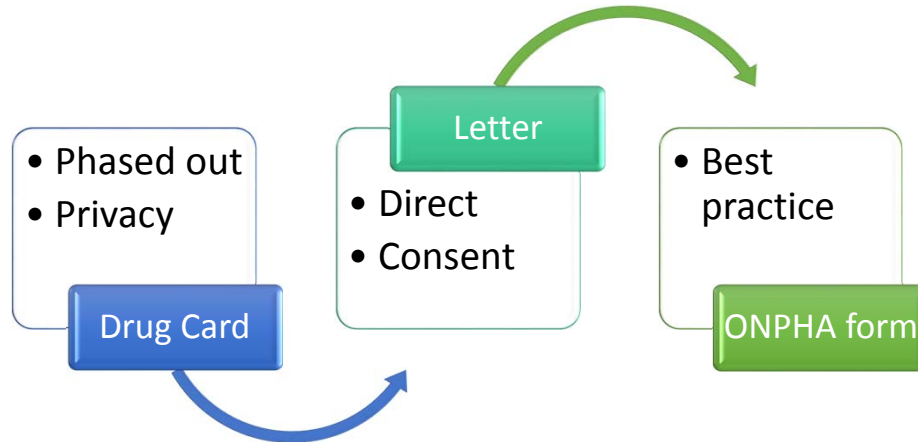
## INCOME



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## Verification of benefit unit



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O. Reg. 298/01: DETERMINATION OF GEARED-TO-INCOME RENT UNDER SECTION 50 OF THE ACT

under *Housing Services Act, 2011*, S.O. 2011, c. 6, Sched. 1

TABLE 3 ONTARIO WORKS RENT SCALE FOR A BENEFIT UNIT CONSISTING OF A RECIPIENT WITH NO SPOUSE BUT WITH ONE OR MORE OTHER DEPENDANTS		
Column 1	Column 2	Column 3
TABLE 4 ONTARIO WORKS RENT SCALE FOR A BENEFIT UNIT CONSISTING OF (A) A RECIPIENT WITH NO SPOUSE AND NO OTHER DEPENDANTS, (B) A RECIPIENT WITH A SPOUSE BUT NO OTHER DEPENDANTS, OR (C) A RECIPIENT WITH A SPOUSE AND ONE OR MORE OTHER DEPENDANTS		
TABLE 5 ONTARIO DISABILITY SUPPORT PROGRAM RENT SCALE		
Column 1 Benefit unit size (number of individuals)	Column 2 Rent attributable to benefit unit (monthly) Amount in dollars	Column 3 Non-benefit income limit (monthly) Amount in dollars
1	109	440
2	199	817
3	236	941
4	278	1,081
5	321	1,224
6	363	1,364
7	405	1,504
8	448	1,647
9	490	1,787
10	532	1,927
11	575	2,071
12 or more	617	2,211

TABLE 6 STANDARD EXTRA CHARGES					
		Column 3 Horseshoe bed or Two bedrooms	Column 4 Three bedrooms	Column 5 Four bedrooms	Column 6 Five or more bedrooms

TABLE 7 ALLOWANCES FOR WATER AND APPLIANCES					
		Column 3 Bachelor or Two bedrooms	Column 4 Three bedrooms	Column 5 Four bedrooms	Column 6 Five or more bedrooms

TABLE 8 HEAT ALLOWANCE — OIL					
		Column 3	Column 4	Column 5	Column 6

TABLE 9 HEAT ALLOWANCE — GAS					
		Column 3	Column 4	Column 5	Column 6

TABLE 9 HEAT ALLOWANCE — GAS					
Column 1 Item	Column 2 Type of Unit	Column 3 Southern Ontario Amount in dollars	Column 4 Central Ontario Amount in dollars	Column 5 Northeastern Ontario Amount in dollars	Column 6 Northern Ontario Amount in dollars
1.	Apartment — Bachelor or one bedroom	21	31	32	43
2.	Apartment — Two bedrooms	24	32	33	40
3.	Apartment — Three or more bedrooms	25	35	39	49
4.	Row house	26	37	42	56
5.	Semi-detached house	39	49	56	76
6.	Single detached house	56	74	79	100

**TABLE 3**  
**ONTARIO WORKS RENT SCALE FOR A BENEFIT UNIT CONSISTING OF A RECIPIENT WITH NO SPOUSE BUT WITH ONE OR MORE OTHER DEPENDANTS**

Column 1 Benefit unit size (number of individuals)	Column 2 Rent attributable to benefit unit (monthly) Amount in dollars	Column 3 Non-benefit income limit (monthly) Amount in dollars
2	191	791
3	226	907
4	269	1,051
5	311	1,191
6	353	1,331
7	396	1,474
8	438	1,614
9	480	1,754
10	523	1,897
11	565	2,037
12 or more	607	2,117

## Human Services Integration

- At the Region of Peel, the Community Access Unit is responsible for assessing client eligibility for Ontario Works, Housing and Child Care programs
- This is the first point of contact where the clients needs are assessed and appropriate resources are provided to them
- All of the three programs are centralized for clients which ensures that they are connected with all of the programs they would be eligible for. There are two Human Services locations where reception is streamlined to have mirrored services to increase accessibility for clients



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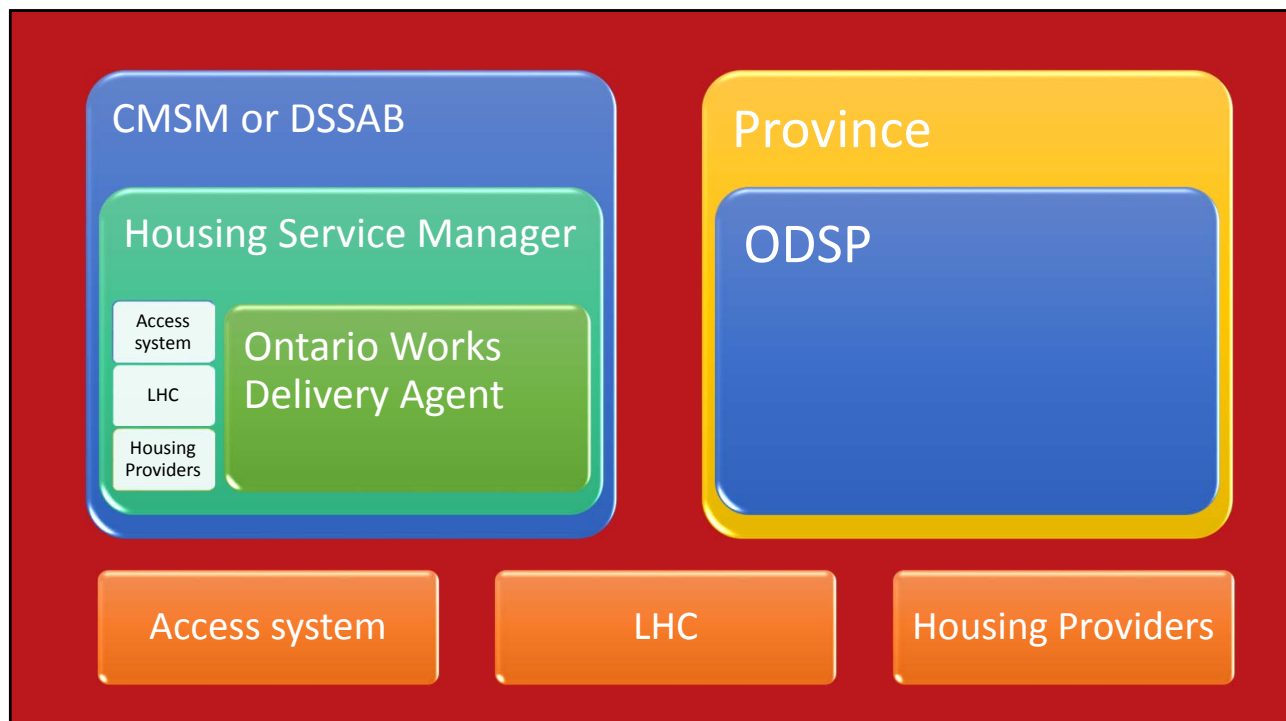
## Human Services Integration (cont'd)

- Through the integration, our outreach services were enhanced and Outreach workers help to support tenants, housing providers and the community. They provide assistance with non-payment of rent, hoarding concerns, mental health and eviction issues
- Emphasis on collaboration with external and internal partners (Housing and Ontario Works, for example)
- This service delivery model is people centered and is intended to remove all of the silos throughout all of the programs

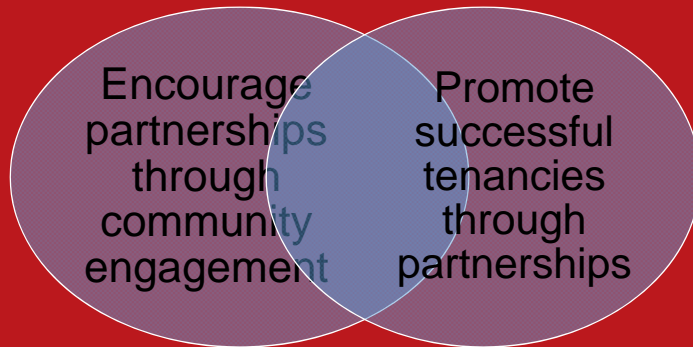


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# Partnership between Housing Provider and Service Manager



## Partnership between Housing Provider and Service Manager



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## Working together with tenants

Provide housing providers and tenants with resources to assist those in need of assistance (OW, food sources etc.)

Active member of neighborhood groups to help increase community engagement



## Scenario 1 ODSP to OAS

ODSP scale	→	30% of income
\$109 RGI	→	\$454 RGI
\$758 ODSP	→	\$1,512.76 OAS/GIS

## Scenario 2

### Board and Lodging

## Board and lodging

- Social housing TENANTS have a legal obligation to pay rent
- Service manager lease standards
  - Signatories to lease
  - Prohibition on subletting/transfer of lease
- Temporary accommodation of guests
  - Treatment of “roomer income” under RGI
- Living with parents



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## Scenario 3 Tenants eligible for support

## Support income



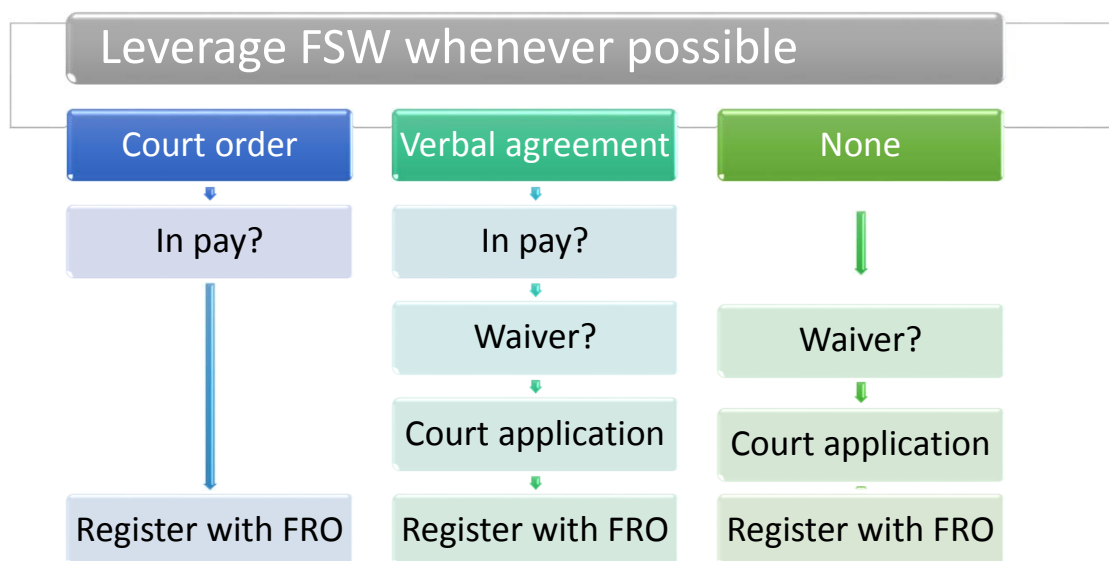
- Included in RGI calculations
- May be applied to the month intended
  - Retroactive calculations

- May be required to pursue support income
- Service manager may or may not have FSW support



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## Scenario 4

### OW to ODSP

Last month  
of OW

First day of the  
second month

OW scale



ODSP scale

\$85 RGI



\$109 RGI

# Scenario 5

## Living with Parents

### Living with parents

- May be required to pursue Ontario Works income
- Failure to pursue income may result in RGI ineligibility for the whole household
- RGI calculated separated for benefit units outside of the family unit

$$\text{\$450} + \text{\$85} = \text{\$535}$$





## Resources

- Handouts available to conference delegates
  - Online after conference
- Social assistance directives
  - <http://www.mcsc.gov.on.ca/en/mcsc/programs/social/directives/>
- Basic needs and shelter
  - OW - Ontario Regulation 134/98 GENERAL – Sections 41 and 42
  - ODSP - Ontario Regulation 222/98 GENERAL – Sections 30 and 31



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## How can ONPHA help you?

- ONPHA website [www.onpha.on.ca](http://www.onpha.on.ca)
  - Handbooks and Guides
  - sample policies
  - Info Ons
- ONPHA Member Support Hotline
  - 1-800-297-6660
- ONPHA Education Program
  - RGI, RTA, Finance, Governance online
  - Webinars
  - In-person training
- ONPHA Conference
  - Niagara Falls – November 3 - 5, 2017



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## ONPHA values your opinion

Please complete a workshop evaluation.

