



September 12, 2019

**MEMORANDUM TO:** Ontario Works Administrators  
• Municipalities and DSSABs

**FROM:** Patti Redmond  
Director, Social Assistance Service Delivery Branch

**RE:** 2020 Ontario Works Program Delivery Funding Allocation

---

I am writing regarding the 2020 Ontario Works Program Delivery Funding (PDF) Allocation, in follow-up to Minister Clark's announcement around 2020 funding levels at last month's Association of Municipalities of Ontario (AMO) Conference.

As you know, the government is looking for more effective and efficient ways to deliver services that are sustainable for the future and focused on improving outcomes. We know municipalities recognize the need to work together to address our shared fiscal challenges while also finding opportunities to improve service and outcomes for recipients. That is why the ministry is committed to continuing to work collaboratively with you to introduce new digital tools, automate and modernize processes, reduce administrative costs, and enhance life stabilization supports to clients on their path towards employment. Modernized service delivery changes the way work is done so staff can focus on high impact interactions with clients to achieve better outcomes.

We recognize many municipalities need additional time to adjust to new approaches to service delivery. To this end, Steve Clark, Minister of Municipal Affairs and Housing announced during the AMO Conference that the government is not reducing PDF levels for 2020. To support early municipal budget planning, I am confirming the Ontario Works PDF allocation for 2020 will be based on 2018 actuals. Reductions in PDF, reflecting reduced administrative costs from modernization, are being deferred until 2021 to provide municipalities more time to plan and adjust for future budgets.

Like this year, 2020 requests for additional funds that exceed 2018 levels must be supported by a clear, evidence-based rationale, negotiated with the Program Supervisor and documented in your 2020 service plan. Any requests for funding that exceeds 2018 actuals will be reviewed by the ministry on a case-by-case basis. It is important to note that, in those limited circumstances where a municipality received additional funds for 2019, the additional amount should not be included in the 2020 service plan. Specific details regarding the 2020 Ontario Works Service Delivery Priorities and associated processes will be communicated at a future date.

Over the coming year, we will work with municipalities, through the Provincial-Municipal Social Assistance and Employment Committee (PMSAEC), on a new funding model for Ontario Works to improve fiscal accountability and greater efficiency while supporting clients in achieving positive outcomes.

The Ministry will be communicating shortly with Consolidated Municipal Service Managers located in the three prototype employment services transformation catchment areas regarding implications of employment services transformation on program delivery funding for 2020 and beyond.

If you have questions on this material, please contact your Social Assistance Program Supervisor.

Patti Redmond  
Director, Social Assistance Service Delivery Branch

c. Laura Belfie, Director of Social Assistance Program Policy Branch