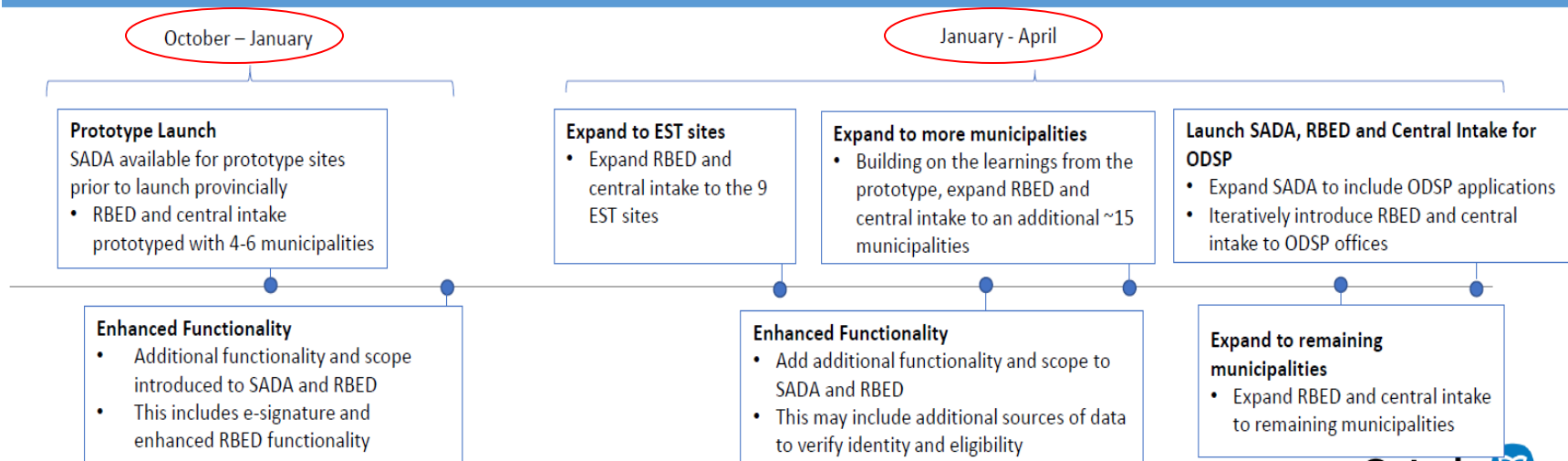











## Attachment 2


# Rollout Strategy

- The centralized and automated intake process will roll out as a prototype over the next few months.
- By starting small, the prototype will allow us to learn and iterate on the centralized and automated intake process.
- For the prototype launch:
  - SADA will be available for Ontario Works cases in prototype municipalities and rolled out provincially over next few months
  - RBED and central intake will be available to a small number of prototype municipalities which represent a mix of urban and rural, small and large application volumes, as well as different intake models
  - RBED will be applied to new Ontario Works applications
- Province and municipalities will work toward onboarding all OW Service Delivery Agents
  - Throughout the rollout, feedback from applicants and municipalities will guide improvements and new releases



# Social Assistance: Where We're Headed

	Where We've Been	The Current Focus The Recovery Period (Sep 2020 – April 2021)	What's Next? The Renewal Period (Spring 2021 – 2024)
<b>Supporting clients toward success</b>	 <p><b>Caseworkers manage all aspects of each case</b></p> <ul style="list-style-type: none"> <li>• Financial eligibility</li> <li>• Participation agreements</li> <li>• Benefits administration</li> <li>• Employment services</li> <li>• Referrals and system navigation</li> </ul>	 <p><b>Prototyping new case management approaches</b></p> <ul style="list-style-type: none"> <li>• Common assessment   New action plans</li> <li>• Shared case management with Employment Ontario</li> <li>• Increased access to employment supports</li> <li>• Piloting new service delivery approaches</li> </ul>	 <p><b>A person-centred, supportive client approach across the life course</b></p> <ul style="list-style-type: none"> <li>• Overall shift to life stabilization, individualized support and system navigation</li> <li>• Case segmentation – high and low touch approaches based on client needs</li> <li>• Better connections with Employment Ontario</li> </ul>
<b>Making systems faster, fairer, more accountable, and creating time for case management</b>	 <p><b>Modernization to speed current processes</b></p> <ul style="list-style-type: none"> <li>• EDM</li> <li>• MyBenefits</li> <li>• RPC</li> <li>• Contact Centre Pilots</li> </ul>	 <p><b>Creating centralized functions</b></p> <ul style="list-style-type: none"> <li>• Centralized intake process that reduces paperwork, giving caseworkers more time to support clients through crisis and help them get back to work</li> <li>• Automated, risk-based eligibility verification</li> </ul> <p><b>With enabling technology and policy</b></p> <ul style="list-style-type: none"> <li>• New digital tools and service modernization (easy-to-use online application, expansion of MyBenefits digital platform, 2-way digital messaging between clients and caseworkers)</li> </ul>	 <p><b>Centralizing financial assistance*</b></p> <ul style="list-style-type: none"> <li>• Central teams and systems administer intake, ongoing eligibility, mandatory benefits, financial disbursement</li> <li>• Expanding risk-based approaches</li> </ul> <p><i>*Benefits and incentives to support clients achieve life stabilization goals will remain at the local level</i></p>
<b>Working with partners</b>	 <p><b>Working with partners to address challenges of the pandemic</b></p> <ul style="list-style-type: none"> <li>• Co-design and deliver emergency response initiatives</li> <li>• Leverage learning to inform opportunities for the future</li> </ul>	 <p><b>Planning for renewed provincial-municipal and First Nations service delivery approaches</b></p> <ul style="list-style-type: none"> <li>• Renewed provincial-municipal operating, funding and accountability models</li> <li>• Plan with First Nations partners a unique approach to SA Recovery and Renewal</li> </ul>	 <p><b>Implementing a renewed service delivery vision</b></p> <ul style="list-style-type: none"> <li>• Co-designing, enabling and implementing new approaches that bring us closer to Human Services Integration</li> </ul>




- Engagement, co-design, and testing with staff and partners, including the bargaining agent: Developing a future state together
- SA One: Healthy, energizing workplaces; open communication that supports change; resilient organization; improved client relationships
- Service continuity: Continuing to deliver service excellence and accountability through change
