



## Council Report

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**Report Number:** HS2025-002  
**Meeting Date:** March 18, 2025  
**Title:** **Social Services Service Plan 2025-2029**  
**Description:** Social Services Service Plan for the Delivery of Ontario Works  
**Author and Title:** Janine Mitchell, Manager Human Services

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### Recommendation(s):

**That** Report HS2025-002, **Social Services Service Plan 2025 - 2029**, be received;  
and

**That** this report be submitted to the Ministry of Children, Community and Social Services, as required.

**Department Head:** \_\_\_\_\_

**Financial/Legal/HR/Other:** \_\_\_\_\_

**Chief Administrative Officer:** \_\_\_\_\_

## **Background:**

The Social Services Service Plan is an objective of the City's Social Services Division within the Human Services Department. Completion of this plan is a requirement of a Consolidated Municipal Service Manager (CMSM) under the Ministry of Children, Community and Social Services (Ministry).

In 2024, the Ministry has made several changes to the service planning requirements, with the intent of providing a more structured, streamlined, and consistent service planning process across the province. Service Plans now run on a four-year cycle and includes the completion of an addendum at year two. The process is meant to provide both the Ministry and Social Assistance (SA) delivery sites with meaningful information directly linking service strategies and the achievement of performance outcomes.

The Ministry has provided a template and a number of mandatory tools to be included and that service plans should clearly reflect:

- The needs of the community, including service gaps that may impact the achievement of performance outcomes;
- The structured approach to identify high risk areas that may impact achievement of performance outcomes; and
- The strategies that SA delivery sites (e.g. Ontario Works program) will undertake to achieve performance outcomes and should consider the internal resources, community needs, caseload demographics, and high-risk areas.

### Social Assistance Vision:

The Ministry's vision for Social Assistance is to create an efficient, effective, streamlined social services system that focuses on people, providing them with a range of services and supports to respond to their unique needs and address barriers so they can move towards employment readiness and independence, where possible.

### Mandate:

To provide employment assistance and financial assistance, including person-centred supports and services to those in financial need. The provincial Ontario Works program:

- Recognizes individual responsibility and promotes self-reliance through employment;
- Provides financial assistance to those most in need, while they meet obligations to become and stay employed;
- Effectively serves people needing assistance; and
- Is accountable to the taxpayers of Ontario.

Ministry approved plans become the Service Description of the Service Contract between the province and the CMSMs. As CMSMs, municipalities are accountable for delivering the provincial mandated program in alignment with the Ministry's Social Assistance Vision, Mandate and Priorities.

The completed plan and 2025 Budget submission is due to the province in February, however the proroguing of the provincial government has delayed the requirement to submit until following the election. In preparation for this, staff brought forward the Social Services Service Plan to be received at the Joint Advisory Committee (JAC) for Housing and Social Services at the recent February 19, 2025 meeting.

### **Rationale:**

Initially, it was understood the four-year cycle for the Service Plan would be from 2024-2028, however the province has indicated that the four-year cycle will now be from 2025-2029. The data and caseload information in the plan has been amended, however there were no significant changes to the general content and service provision, as the plan was fully updated in April 2024.

The Social Services Service Plan 2025-2029 (Attachment A) has been developed to describe the context in which local services will be delivered to meet the priorities as defined by the Ministry. The actual program delivery and meeting needs at the local level continues to align with the changes, as a result of Social Assistance Modernization. Funding decisions and allocations are determined through the annual budget process or as required throughout the year by Council, if there are provincial program changes.

The programs and services described in the Service Plan primarily highlight caseload characteristics and life stabilization strategies and influences. The Ministry sets performance outcomes targets. The targets are set significantly above our 2023 performance outcome actuals and are above the provincial average. Staff have the ability to re-negotiate these targets at the year two mark. Strategies are in place to best meet service and performance expectations.

### **Alignment to Strategic Priorities**

The Social Services Service Plan aligns with the following City of Kawartha Lakes Strategic Plan Service Priorities:

1. Healthy Environment – Reducing our carbon footprint through e-signatures, electronic document management, offering virtual services as appropriate and supporting Alternate Work Arrangements.

2. An Exceptional Quality of Life – Through the delivery of the Ontario Works Program, Life Stability Supports, Child Care Fee Subsidy, Partnerships with our local libraries and supporting a community hub approach to service delivery.
3. Good Government – Promoting continuous improvement to increase the efficiency and effectiveness of our service delivery and accountability for funding investments.

### **Financial/Operation Impacts:**

The Service Plan does not include specific financial decisions related to the delivery of Social Services.

Staff has submitted a draft Service Plan to the Ministry until the plan has been received by City of Kawartha Lakes Council on March 18, 2025.

### **Consultations:**

Joint Advisory Committee for Housing and Social Services  
Human Services Staff  
City of Peterborough, Manager Social Services  
Ministry of Children, Community and Social Services

### **Attachments:**

Appendix A1 – Social Services Service Plan



Attachment A -  
Kawartha Lakes Soci

Appendix A – Community Services Inventory



Appendix A  
Community Services

Appendix B – Performance Outcomes Risk Assessment



Appendix B  
Performance Outcor

## Appendix C – Privacy Risk Assessment



Appendix C Privacy  
Risk Assessment.xlsx

## Appendix D – Privacy Maturity Self Reporting



Appendix D Privacy  
Maturity Self Report

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