

Social Assistance Information for Community Support Providers

November 2020

Important changes for social assistance recipients registered for MyBenefits

More ways to access community supports

As we work towards recovery and renewal of our social assistance system, the Ministry of Children, Community and Social Services (MCCSS) is providing more digital options to make it easier for people to access and receive supports.

Social assistance recipients now have access to MyBenefits, an online service that makes it faster, easier and more convenient for people to get information, see past payments and report income – at any time, anywhere, on any device.

As of March 2020, some MyBenefits users have had the ability to present digital proof of social assistance to access community supports, where accepted. Additionally, some MyBenefits users stopped receiving monthly paper Statements of Assistance (SoAs) unless they specifically request paper.

Starting November 2020, this will be expanded to all Ontario Works locations. Ontario Works sites will stop printing and mailing SoAs in phases and community providers will be notified as these sites make this shift.

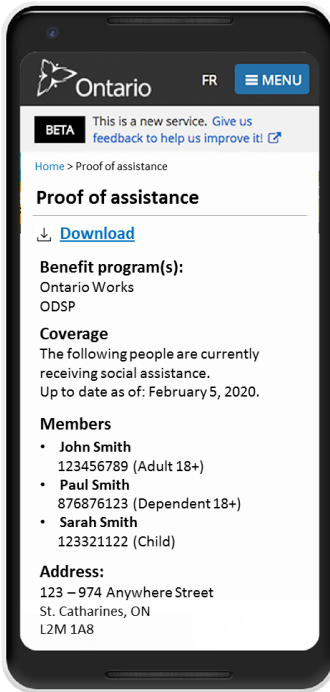
In the past, recipients have been accustomed to using their monthly statement as proof of social assistance to access community supports, such as discounted transit passes, subsidized recreation programs, food banks, etc. However, **as of March 2020, you may have already started to see recipients presenting proof of social assistance, income or household membership in new ways using MyBenefits.** This includes:

- Presenting a visual display of information from MyBenefits on a mobile device
- Downloading a copy of the information from MyBenefits and sending this through email
- Printing a copy of the information from MyBenefits and providing a hard copy

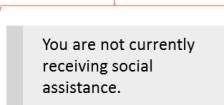
These forms of proof are equivalent to the paper statement of assistance.

Note: the information in MyBenefits is updated in real-time anytime a recipient logs into the site, so the information is always up to date.

You can expect **proof of social assistance status and household members** to look like the image below:



If the client is no longer receiving any form of social assistance support, only the following message will display on the page



What to look for:

- **Benefit programs(s):** to identify if a client is receiving financial support from Ontario Works or ODSP
- **Date:** to identify when this information was downloaded or printed. You can expect to see today's date if viewing this information live on a mobile device
- **Who's covered:** check the list of benefit unit members
- **Address:** to identify the current place of residence on file

You can expect **proof of social assistance income** to look like the image below.

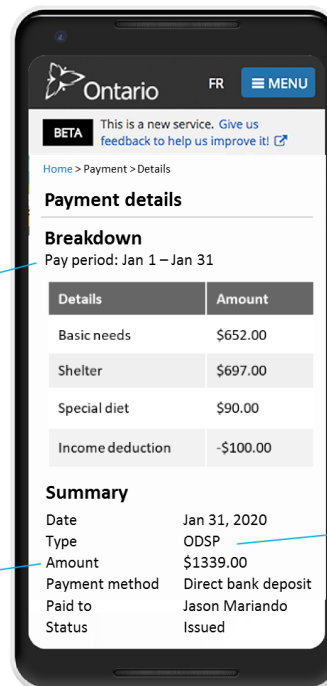
What to look for:

- Review the pay period and total amount to confirm monthly income.
- Review the payment type to confirm if the payment is for ODSP or Ontario Works.

Monthly pay period

Total amount

ODSP or Ontario Works



These changes are part of our plan to make service simpler and more efficient for people.

Find out more at [Ontario.ca/socialassistance](https://ontario.ca/socialassistance).