

# Income Assistance & Transportation



Region of Waterloo

# Topics

- Ontario Works
- Emergency Assistance
- Welcome Spaces
- Transit Programs



# Ontario Works

The background of the slide is a solid blue color. At the bottom, there is a decorative graphic consisting of a white area on the left and a green area on the right, separated by a wavy line that curves upwards from left to right.

# Ontario Works

If you need financial assistance for food and housing, and are in financial need, you can apply for financial and employment assistance through Ontario Works.

Ontario Works offers:

- money to help you and your eligible family members with living expenses, including food, and rent
- health benefits for you and your eligible family members
- employment supports to help you find and keep a job

# Ontario Works Eligibility

If you are eligible for Ontario Works, the amount of money you get will depend on your specific situation.

To qualify for Ontario Works financial assistance, you must:

- be at least 16 years of age
- be an Ontario resident
- have assets no greater than the limits set out in the program
- be in financial need
- participate in employment activities

To see if you are financially eligible, we will look at your circumstances including your income and assets, living expenses, family size and make-up and shelter costs.

# Financial Assistance

Made up of Basic Allowance and Shelter amounts, and determined by:

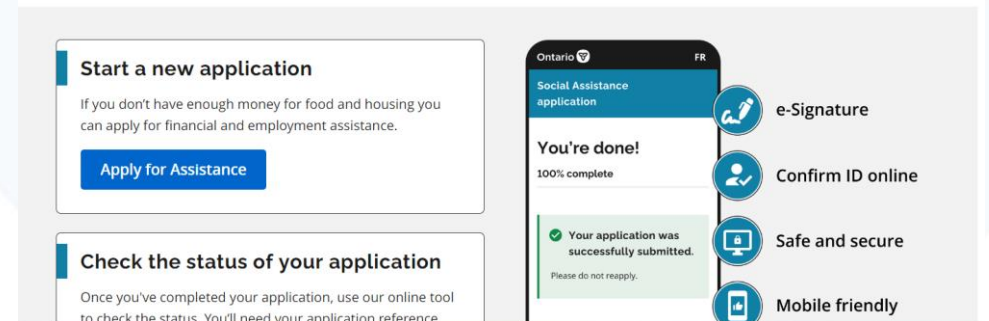
- Number of people in the Benefit Unit (BU)
- Age of the Benefit Unit members
- Shelter expenses (to a maximum)

Each family's Ontario Works payment is different and based on their circumstances.

Amounts are determined by Provincial guidelines and are the same across Ontario.

# Applying to Ontario Works

- Individuals in need of assistance should be referred to the online Social Assistance Digital Application (SADA) at [www.sada.mcass.gov.on.ca](http://www.sada.mcass.gov.on.ca) or if they are unable to apply online, they can call 1-888-999-1142
- An application takes 20 to 30 minutes to complete
- Only one application should be submitted per family



**Start a new application**  
If you don't have enough money for food and housing you can apply for financial and employment assistance.  
[Apply for Assistance](#)

**Check the status of your application**  
Once you've completed your application, use our online tool to check the status. You'll need your application reference.

**Ontario Social Assistance application**  
You're done!  
100% complete  
Your application was successfully submitted.  
Please do not reapply.

- e-Signature
- Confirm ID online
- Safe and secure
- Mobile friendly

# Applicants Under 18

**When determined that they cannot live with their parents, two types of assistance can be considered for those under 18:**

- Temporary Care Assistance may be provided to another adult caring for a child
- 16/17 year olds may receive OW assistance in their own right with payments made to a trustee

# Temporary Care Assistance (TCA)

Financial assistance for adults providing temporary care to children who they do not have a legal responsibility to care for

- Benefits are based on the number of children in care
- Income and assets for each child is considered
- Income and assets for the adult providing care is not considered
- **Monthly Eligibility** (based on OW rates effective October 1, 2018):
  - \$274 for the first child
  - \$224 for each additional child



# Emergency Assistance

# Emergency Assistance

- Intended to help solve an emergency when there is no Ontario Works eligibility
- Determined on a case-by-case basis by an Intake Caseworker
- Emergency situations include:
  - Eviction
  - Utility Disconnection
  - Drug or Dental Emergencies
  - Funeral Costs



# Applying for Emergency Assistance

## Eligibility:

- Not currently receiving social assistance
- Not in a period of non-compliance
- Has not already received maximum entitlement

## Considerations:

- Available assets and financial resources
- Next expected income from employment, benefits, etc.
- Will Emergency Assistance funding resolve the emergency

**Apply by Phone  
Mon-Fri 9am-3pm**

519-883-2100  
Select option 1

# Welcome Spaces

# Locations and Hours

- Open 8:30 a.m. to 4:30 p.m. Monday to Friday:
  - 20 Weber St. E., Kitchener
  - 99 Regina St. S., Waterloo
  - 150 Main St., Cambridge



# Services

- Navigators provide information and support about Community Services programs:
  - Ontario Works
  - Employment
  - Children's Services
  - Housing
- Access to employment supports:
  - Public-use computers
  - Printing and photocopying
  - Fax machine
  - Workshops



# Transit Programs

Grand River Transit

# Affordable Transit Program (ATP)

- The Region of Waterloo is investing additional funds each year to expand access to Grand River Transit services for people living with low income. This is one of the latest investments made through Council's approved Equity Investment Fund
- Eligibility criteria for the Affordable Transit Program is based on Market Basket Measure, Canada's measure of poverty. Eligibility criteria has been increased yearly, ensuring more residents are eligible for the program. Eligibility for the ATP is managed by the Region of Waterloo Department of Community Services.
- The Affordable Transit Program provides a 48 per cent discount (increasing to 50% summer 2024) on the price of a monthly pass, stored value or MobilityPLUS tickets

# Affordable Transit Program (ATP)

- If the client receives Ontario Works or Ontario Disability Support they provide CSD with their date of birth and SAMS Member ID or Social Insurance Number on the application
- Once the application is approved, CSD updates the ATP database and the client is ready to visit a GRT Customer Service Centre to purchase their EasyGO fare card
- GRT accesses the ATP database and updates to reflect the fare card information
- The ATP client uses the same card for the duration of their eligibility and loads fare monthly

# Affordable Transit Program (ATP)

- Once their eligibility expires, the client must reapply with CSD. Once approved, they come to a GRT Customer Service Centre to get a new card and new photo
- Every member of the approved household that wishes to use transit has to come in to pick up their card and have a photo taken
- ATP EasyGO cards are non-transferrable
- Passes can be purchased online or at a GRT Customer Service Centre at any time of the month
- New or replacement ATP cards are \$5

# Ontario Works Transit Affordability Pass (TAP)

The Ontario Works Transit Affordability Pass Program (TAP) may be available to Ontario Works Adult participants who:

- Attend St. Louis School on a full time basis working toward a grade 12 diploma
- Are working towards their GED on a full time basis
- The GRT adult monthly pass is provided at no cost and is good for unlimited rides on GRT buses and ION light rail within the month
- No new card required if the eligibility end date is extended
- The TAP client's first card and first replacement card are free; additional replacements will be charged a fee of \$5

# ATP vs. TAP

- ATP cards can be used immediately after activation
- When the client comes in to a GRT Customer Service Centre to pick up their **fully subsidized** (TAP) card it is 24-48 hours before it will be active
- Why the difference?
  - It is about how the cards are loaded
  - ATP is done instantly in the system and fully subsidized cards have to go through a batch loading process and the buses need to reconnect to Wi-Fi before the batch is recognized on the fare box

Questions?