



Income & Social Supports Update

More than a cheque

Ramona Karteros, Chris McGarvey

Managers of Income and Social Supports

8.3-6



Our Service Philosophy

Income Support services help lift Peel residents out of poverty by supporting them to take steps towards employment, greater independence, and an improved quality of life.

▶ We are **MORE** than a cheque:

Meaningful interactions

Outcome Focused

Resourceful

Enduring Partnerships

8.3-7



People We Serve

2.5% of Peel's population are in receipt of Ontario Works

- **70%** - single person households
- **20%** - single parent households
- **38 years old** - the average applicant age
- **12%** - overall caseload are youth
- **1 year and 10 months** - average time receiving assistance

Proactive Council Investment: Strengthening Frontline Supports



New Staff Hired:

Reducing caseloads and enhancing quality of care following May 2025 Council approval.



Mental Health & Addictions Services Relunched:

Expanded programs now offering improved access and support since July 2025 Council approval.

Results...



• Strengthening Financial Stability

- The Income Tax Clinic pilot completed **102 filings**, unlocking **over \$350,000** in federal benefits for residents.
- The targeted benefit issuances reached **over 11,000 residents**.
- The Housing Supports program helped **stabilize over 6,000 households** through case management and housing assistance.

● **Narrowing the Digital Divide:**

- **Over 900 residents** gained essential digital skills – strengthening workforce participation and economic inclusion.
- **More than 3,000 households** connected to low-cost internet, increasing access to education, employment, and online services.
- **Provided 2,800+ computers** to residents in need, enabling full participation in today's digital world.

• Equitable Access to Services



13,000+ residents
accessed
counselling and
health education to
improve wellness
and independence.



**Relaunched CARE
Program** with
**15 community
agencies** to
expand support.



**20,000+ client
interactions**
required translation
services, ensuring
equitable access
to programs.

Improving Lives in Peel



41,000 + residents (26,000 households) received personalized case management



1,000+ individuals exit social assistance monthly, gaining independence



16,000+ accessed supports to navigate community and social services

Partnership in Action

"The program became my lifeline - a safe space where I could finally confront my pain."

- Client



"I really appreciate your support during the hardest time of our life."

- Client

"Without your support and advocacy, this would not be possible."

- CAS worker



Thank You

Ramona Karteros

Manager of Income & Social Supports

Ramona.Karteros@peelregion.ca

Chris McGarvey

Manager of Income & Social Supports

Chris.McGarvey@peelregion.ca

