

Dear Community Partners:

As part of the government's initiative to modernize and improve social assistance technology and delivery across Ontario, we are pleased to inform you that a new Online Application for Social Assistance is now available in your community.

As of May 16, 2011, residents of the District of Nipissing will be able to use the new provincial Online Application for Social Assistance for by visiting www.ontario.ca/socialassistance. By using the online application residents can:

- find out if they may be eligible for all three social assistance programs: Ontario Works, the Ontario Disability Support Program (ODSP) and Assistance for Children with Severe Disabilities (ACSD); and
- apply for Ontario Works, ODSP and ACSD.

The new online application is just one of the ways people can apply for social assistance in Ontario. In the District of Nipissing, Applicants are also able to apply over the phone at 705-474-1923 or toll free at 1-877-319-5411. Following both application options an in person interview with a Case Manager to review the Applicant's personal circumstances will be scheduled.

The Online Application for Social Assistance is:

- Confidential
- Convenient – applicants can access it from the privacy of their own home or from any computer with an Internet connection
- Available 24 hours a day, seven days a week
- More accessible for people with disabilities
- Available in English and French.

The screening section within the online application allows potential applicants to see whether or not they might be eligible before they start the application process. As well, an appointment scheduling feature allows applicants to suggest dates and times for their verification interviews.

To help inform potential applicants of this new online application, we have included a poster for you to consider posting in your office effective May 16, 2011. We hope you will encourage those applying for Ontario Works to consider using the online application.

You will find more information on the reverse of this memo. If you, or an applicant, have any questions, please contact:

District of Nipissing Social Services Administration Board
200 McIntyre Street East, P.O Box 750
North Bay, ON P1B 8J8
705-474-2151

About the Online Application for Social Assistance

The Online Application for Social Assistance is a new, convenient way for people to apply for Ontario Works (OW), the Ontario Disability Support Program (ODSP) or Assistance for Children with Severe Disabilities (ACSD).

It is available 24 hours a day in English and French at: www.ontario.ca/socialassistance.

Who Can Use It?

As of May 16, 2011, residents of the District of Nipissing will be able to use the new provincial Online Application for Social Assistance for by visiting www.ontario.ca/socialassistance. By using the online application residents can:

- find out if they may be eligible for all three social assistance programs: Ontario Works, the Ontario Disability Support Program (ODSP) and Assistance for Children with Severe Disabilities (ACSD); and
- apply for Ontario Works, ODSP and ACSD.

Applicants can access the online application from the privacy of their own homes, or from any computer with an Internet connection.

Note: First Nation communities will be able to access the online application to apply for ODSP and ACSD across the Province. Those who want to apply for Ontario Works will be able to use the screening section of the online tool, but will need to contact their local office in order to apply.

Using the Online Application for Social Assistance

The information required to complete an online application is the same as what is required to complete an in person or telephone application.

At the start of the application section, applicants will be asked to enter their postal code.

The online application will time out after 30 minutes of inactivity on a single page. As long as an applicant moves from one page to another within the 30 minute time frame, they can take as much time as needed to finish the entire application.

After the application has been submitted, it is sent to the appropriate local office, based on the postal code provided. A staff person will then review the application and contact the individual within three business days to schedule an in-person appointment to complete the application process.

If an applicant has difficulties with the online application, please use the "Help" function or contact Service Ontario at 1-855-231-1255.