

ONTARIO WORKS IS GOING PAPERLESS
COMMUNITY PARTNER PRESENTATION Q & A

1. My client does not have an email address, is there someone to assist?

We encourage all clients to sign up for an email address. There are resources available at the H4 Hub (Water world) for clients to use tablets in order to set up, check email, and sign into their online MyBenefits account. Email is also a great tool to communicate with the Ontario Works caseworker. If a client chooses not to obtain an email address, they still have the option of using the phone to contact their caseworker, dropping off documents, and signing up for IVR (the call in MyBenefits tool)

2. How can a client without ID set up a bank account for Direct Deposit?

If a client has no ID in their Ontario Works file, a referral to Street Health is made; Street Health will assist clients with obtaining ID. If the client has ID on file at the OW office, Clients can request certified copies of their ID from their Caseworker. The caseworker will provide the certified ID along with a letter-verifying residency. These documents will allow client to open up a bank account at the Scotia bank branch on Ouellette and Park Street. Clients would then submit their account and Direct Deposit information to the OW office

3. How will clients access their drug benefits?

Clients access their drug benefits through their Ontario Health Card. When clients have a prescription, they show their Health Card to the pharmacy.

4. Has consideration been made for clients living in Housing with Supports who do not have a bank account or email access and their cheques come directly to the home.

Clients without bank or email access can sign up for IVR access, and can contact caseworker through phone and document drop off.

5. Will clients be able to access an address history through MyBenefits?

Address history does not show in Mybenefits, clients can edit an existing address and input a future address. If history is required contact caseworker.

6. If a client over the age of 18 years has Mybenefits and then decides to have a community partner trustee assist with funds, will the MyBenefits account remain?

This question has been sent to the Mybenefits team, an answer will be posted once a response is received

7. Can a trustee client access My Benefits?

At this time, files with a trustee cannot access my benefits

8. I am a community partner who gives clients OW forms for example change of address and Income Reporting Statements, what happens to this paperwork?

All paper documents in possession of our partners will remain the same. When the client submits the paper copy to our office, we will then scan into our system and shred.

9. What happens if a caseworker is away and the client submits information through MyBenefits?

If a caseworker is unavailable, the documents will always be processed by another caseworker