

PAPERLESS BY DEFAULT

MYBENEFITS

This presentation will review MyBenefits and the ways in which clients can access information about their file and communicate with the Ontario Works office.



WHAT IS MYBENEFITS



HOW CAN I ASSIST MY
CLIENTS WITH
MYBENEFITS



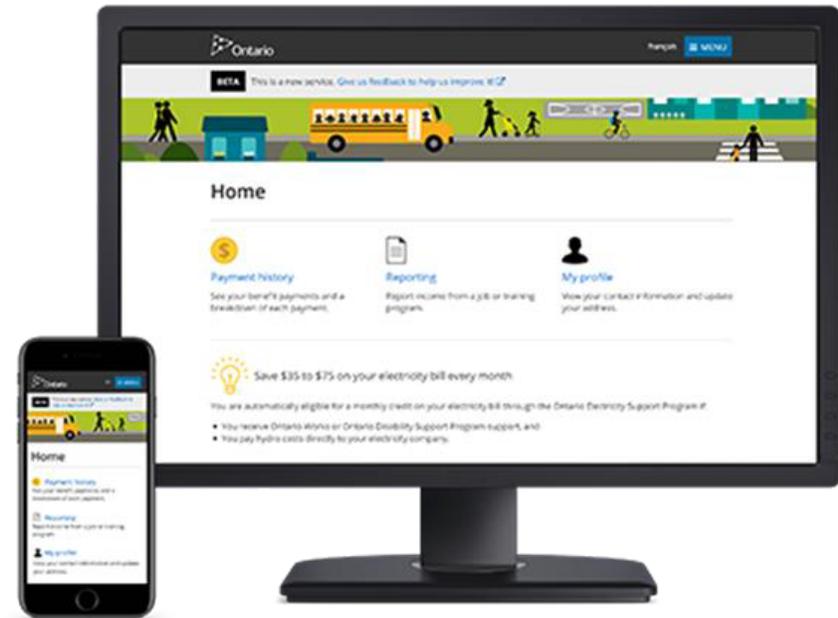
TWO WAY MESSAGING



INTERACTIVE VOICE
RESPONSE

What is MyBenefits?

- MyBenefits is an online service for people receiving Ontario Works (OW) or Ontario Disability Support Program (ODSP) support.
- It's fast, convenient and the only way for recipients to access their social assistance case information online on any device and at their convenience.



What are the Advantages of MyBenefits?

With MyBenefits
you can:

- View payment information
- View letters
- View profile information
- Upload and report address and phone number changes
- Upload and report earned income
- Upload and report shelter expenses
- Download proof of the support you are receiving
- Two-Way messaging - communicate and share information directly with your caseworker

How can I assist clients in accessing MyBenefits?



Ensure client has all required info before registering:

- Client's will need an active email address
- This email address needs to be registered with the client's Ontario Works file
- Member ID
- Date of Birth

No Email Address?

- *Contact community partners*
- *Utilize personal support network*
- *Ask friends or family for help*
- *Reach out to their Ontario Works caseworker*

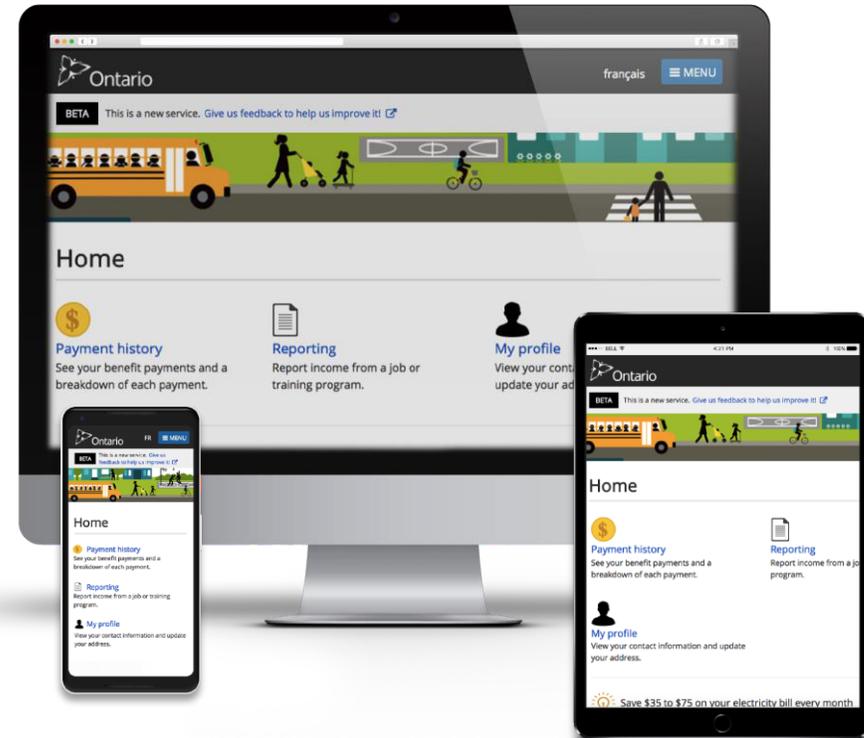
- Clients will either set up a username and password or use online banking log in info
- Ensure clients use log in info that is specific to them and do not share it with anyone
- MyBenefits Help Line: 1-888-999-6130 (M-F 8:30am-5pm)

What do clients need to do?

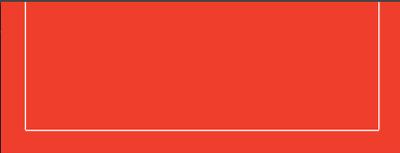
- To get started visit Ontario.ca/MyBenefits or Ontario.ca/MesPrestations
- Read and agree to the terms of use
- Enter member ID **#####** and primary email on file in SAMS
- Check email and click on verification link (within 30 minutes)
- Enter date of birth
- Setup username and password (create your own login or use your online banking login)
- Use the service regularly: to communicate with their caseworker, reading letters, checking payment details and uploading and reporting documents
- Send feedback: clients can use the feedback link in MyBenefits (at the top of every page) to tell us what they think

MyBenefits is a new online service for OW and ODSP recipients

- Message your caseworker directly
- Report income or shelter expenses
- See your past payments
- Report address changes



Anytime - Anywhere - Any device



The following walk through will help you to better assist clients using the service to get the most out of their MyBenefits account.

MyBenefits Walk Through: [the clickable prototype](#)

Communicating with the Ontario Works Office and Website

- Caseworkers can be reached using the two-way messaging feature in MyBenefits.
- Via telephone 519-255-5200 follow prompts and enter Caseworker extension
- Ontario Works Community Coordinator Caseworkers will be onsite at Windsor Water World (aka H4)
- *You can apply for Ontario Works by phone at 519-255-5200 or online through the Ontario Works website*
- *You can apply for Ontario Works directly online at <https://www.ontario.ca/page/social-assistance>*

Website

- City of Windsor website – <http://citywindsor.ca/residents/socialservices-/Ontario-Works/Pages/Ontario-Works.aspx>
- Consents and Rights and Responsibilities Video <http://citywindsor.ca/residents/socialservices-/Ontario-Works/about-ontario-works/Pages/Consents-and-Rights-and-Responsibilities-Videos.aspx>

Interactive Voice Response (IVR)

For clients that don't have access to a computer, IVR provides recipients with a telephone channel through which they can access information about their case file and the ability to make simple administrative changes themselves.

The enhanced IVR provides options for recipients to:

- Access information through expanded hours – 24 hours a day, 7 days a week
- Obtain a breakdown of issued payments and new overpayment information
- Review outstanding verification items
- Obtain additional benefit eligibility request decisions
- Report earnings
- Obtain local office contact details
- Connect directly to their local office as needed

By aligning these enhancements with functions in MyBenefits, recipients will be able to take advantage of the same self-serve options through the channel of their choice (phone or online).

Clients can request access to IVR through their caseworker.

Ways to Contact

- **General Inquiries**
- In **Windsor**
- Call 311 for general information. For detailed inquiries, call (519) 255-5200 or toll free at 1-866-925-2022.
Email: socserv@citywindsor.ca
- In **Leamington**
- Call (519) 946-9988 or toll free at 1-866-925-2022.
Email: socserv@citywindsor.ca
- **If you're already receiving Ontario Works** and need help or more information, use the links below to find out how to get in touch with us or find the information you require:
- [MyBenefits](#) (Online Benefits Information)
- [Interactive Voice Response \(IVR\)](#) (Benefits Information by Phone)

Q & A

I used to connect with my caseworker by email, can I still do this?

- Direct caseworker emails will be decommissioned Spring 2022, by registering for MyBenefits you can connect with your caseworker electronically using the two way messaging feature.

Can a trustee client access MyBenefits?

- At this time, files with a trustee cannot access MyBenefits, they can continue to communicate via telephone and mail.

If I am a community partner who gives clients OW forms for example change of address of 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.

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

- If a caseworker is unavailable, the documents and inbox messages will be processed by another caseworker.

Questions?