

To:	Warden Hicks and Members of Grey County Council
Committee Date:	June 13, 2019
Subject / Report No:	SSR-CW-08-19
Title:	Employment Services Transformation
Prepared by:	Barb Fedy, Director of Social Services
Reviewed by:	Kim Wingrove, CAO
Lower Tier(s) Affected:	
Status:	Recommendation adopted by Committee of the Whole as presented as per Resolution <i>CW136-19</i> ; Endorsed by Council on June 27, 2019 as per Resolution <i>CC47-19</i> .

Recommendation

1. **That Report SSR-CW-08-19 be received for information; and**
2. **That Grey County Council directs staff to collaborate with neighbouring service system managers to develop a proposal for an employment services delivery system that includes the catchment area of the counties of Grey, Bruce, Huron and Perth as identified by the Ministry of Training, Colleges and Universities; and**
3. **That the Service System Manager proposal be brought back for Council consideration.**

Executive Summary

As part of the on-going modernization of social assistance, the Province intends to transform employment services to better meet the needs of Ontario's job seekers, employers and communities.

Employment Services Transformation will involve integrating the employment services that are offered through social assistance (Ontario Works and Ontario Disability Support Program) into a transformed Employment Ontario with the Ministry of Training, Colleges and Universities (MTCU). Employment Ontario will have contracts with Service System Managers who will be responsible for achieving employment outcomes for clients.

Service System Managers can be municipal partners, not for profit or for profit organizations and agencies.

A competitive process for selecting the initial Service System Managers is underway. The province has identified 15 catchment areas, with Grey being aligned with Bruce, Huron and Perth. There will be three prototype communities selected in fall 2019, set to launch in April 2020. Following that, the Province will select service system managers for each region to oversee service delivery.

Given the counties of Grey, Bruce, Huron and Perth are already aligned through the Four County Labour Board as well as through the Health Unit boundaries, and that all are rural municipalities, it is logical to proceed with a joint proposal to be considered as the Service System Manager for the area. Early discussions have begun amongst the four counties about collaborating to manage the delivery of employment and pre-employment programs for the client population. Staff are seeking approval to move forward on this joint initiative.

Background and Discussion

The new model for employment services will integrate social assistance employment services with existing services in Employment Ontario. There are many communities that have multiple and competing partners that deliver these services however in rural Ontario services are limited. Provincial goals for the transformed employment service system include:

- Reduce fragmentation and duplication between provincial employment systems to improve client service;
- Increase accountability; and
- Achieve better outcomes for all job seekers and employers.

Although the transformation will take several years to complete, next steps at the provincial level include the selection of the service system managers for these prototypes. This will be done through a new, competitive Request for Proposal (RFP) process that will be open to all to apply. The new service system delivery model will be outcomes-based to provide a more effective and responsible employment services system that achieves job results for job seekers and employers. The prototypes will be representative of rural, urban and northern communities however the RFP process is expected after the prototypes are launched and learned outcomes result. As a service system manager, the expectations are that the Province will manage relationships with newly created SSMs and the SSMs will manage relationships with the employment service providers in the local catchment areas. The SSMs will plan, design and manage service delivery to achieve employment outcomes and ensure resources are targeted to

clients who need them the most. Funding will include a component tied to the achievement of the pre-defined outcomes.

The transformation of employment services is intended to achieve specific outcomes:

- Clients find and sustain good jobs;
- Clients get the services they need when they need them;
- Clients decrease dependence on income assistance;
- Employers find the right workers with the right skills; and
- Ensure that the system is sustainable and serves clients more efficiently.

Legal and Legislated Requirements

None with this report.

Financial and Resource Implications

At this time there are no financial, IT, staffing or resource implications associated with this report. Grey County, as a Consolidated System Services Manager, receives funding for providing employment support for social assistance clients. There will be an impact to funding and service delivery obligations when the transformation occurs,.

As more information is shared by the Province regarding the RFP details, additional reports will be presented to Grey County Council.

Relevant Consultation

Internal (list)

- Ontario Works Staff from Grey County Social Services

External (list)

- Bruce County Human Services, Perth County Social Services and Huron County Social and Property Services

Attachments

Market Sounding Document

[Ministry of Training Colleges and Universities Invitation to Market Sounding - Employment Services Transformation](#)

Suggested Catchment Areas

[Proposed Catchment Areas](#)