

# Employment Services

Stratford-Bruce Peninsula

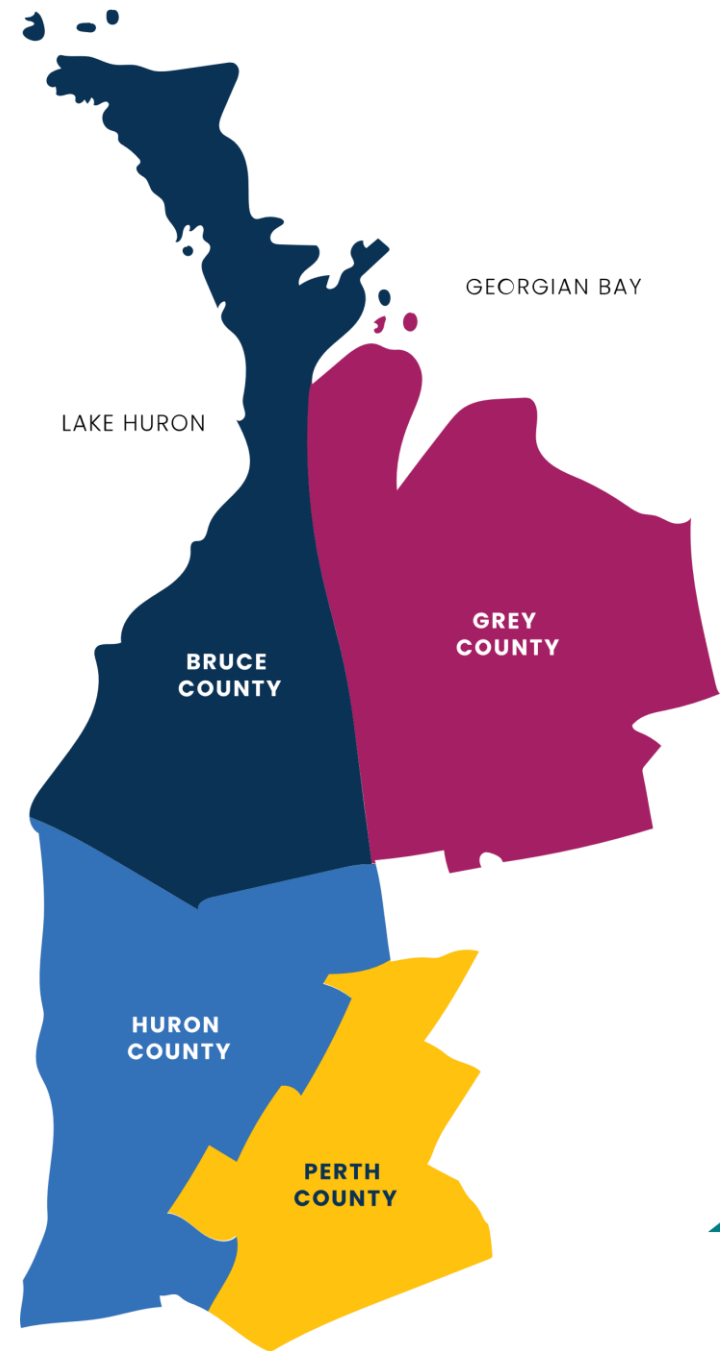
Employment Service System Manager



**Employment  
Services**

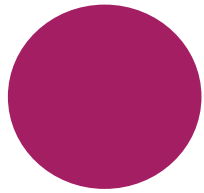
Bruce ▶ Grey ▶ Huron ▶ Perth ▶

# Our Consortium

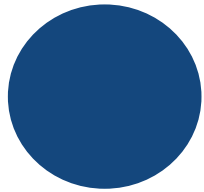


# The case for change

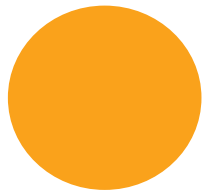
Employment Ontario, as we know it today, was created when the Federal Government transferred funding for employment to Provincial Governments in the 2000s. The program has grown and evolved significantly over that period.



**Program Effectiveness:** The Auditor General of Ontario reviewed Employment Ontario, Ontario Works, and the Ontario Disability Support Program and found all three programs lacking in their ability to meet policy objectives.



**Fragmented Services:** Employment Services for the most vulnerable were fragmented between multiple different Ministries and progress toward meaningful systematic outcomes for Ontarians was not occurring.

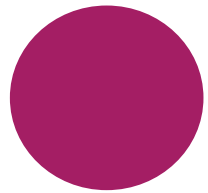


**Poor Referral Pathways:** For Ontarians on Ontario Works and the Ontario Disability Support Program the referral pathways to Employment Ontario often do not work and the programs failed to provide the support people need.

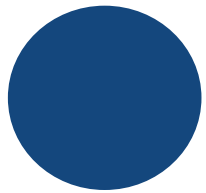


# Why take on this challenge

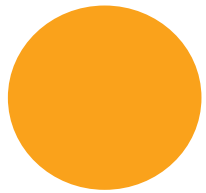
Bruce, Grey, Huron and Stratford have not historically delivered employment Services. However, all four municipalities are Consolidated Municipal Service Managers (Ontario Works, Housing, Childcare, paramedics, etc.), and all four municipalities do considerable work driving economic development for the area.



**Human Services Integration:** All the members of the consortium believe strongly in driving forward on human services integration to serve those most vulnerable in the community and to drive better outcomes.



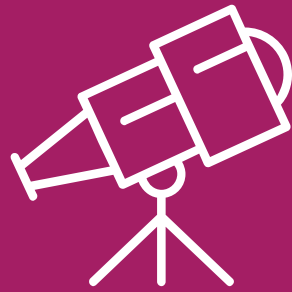
**Integration of Supply & Demand Side Employment:** These driving factors of the employment landscape have been fragmented for decades and the consortium members believe that integration will help solve structural challenges on both sides of the equation.



**Community Focused:** Municipalities are the level of government closest to the people being served, and their ability to respond to community needs is well aligned to the emerging employment needs in a community.



# Vision & Mission



**VISION**

A community where all are supported, as whole persons, to achieve financial security, have meaningful work, and employers have access to the talent they need.



**MISSION**

By collaborating with our partners, we manage a system that is responsive and exceeds expectations. We invest in our network to ensure its strength and sustainability.



# Values



## HOPE

We foster hope in every client, every time. Clients know they have reached someone that will help when they engage with our network.



## CLIENT CENTRED

We focus on the whole client. Aware of their life situation, past trauma, hopes, and strengths, we design individual approaches to meet the clients' goals.



## INCLUSIVE & ACCESSIBLE

We welcome everyone. We also believe when all voices are involved, we are stronger together. Our network will ensure that programming is accessible and meets the needs of our diverse community.



## COLLABORATION

We collaborate first. Our clients, partners, network, employers, and funders have the knowledge to drive meaningful outcomes for the community when they are engaged.



## ACCOUNTABLE

We are outcomes focused. As government funded services, we ensure there is value in our investment, and positive impact in the community.

# SSM Governance

Significant delegation of authority from the four Councils, under a consortium agreement, to the Executive Steering Committee. Fully Provincially funded, so there is no impact on tax levy

## Executive Steering Committee

Sets strategic direction, make decisions and monitors SSM activity for impact.  
Bi-Monthly

## Regional Advisory Committee

Provides broad community engagement on planning, transition, and ongoing activities  
Meeting Quarterly

## Social Assistance Integration Committee

Evaluation and Improvement of Referral and Integrated Case Management  
Bi-Weekly

## Service Provider Network

Evaluation and Improvement of Employment Services  
Bi-Weekly

## Employer Engagement Committee

Understanding and Responding to Local Employer Needs  
Meeting Quarterly



# Key Performance Indicators

4,747

## CLIENTS SERVED

The SSM and Service Provider network will serve 4,747 clients each year. This target is broken down by risk of long-term unemployment, including: 808 at low risk; 1,010 at medium risk, and 2,929 at high risk.

51.4%

## CLIENTS EMPLOYED AT 3 MONTHS

Client outcomes commitments are measured at three months from time of placement. This target is broken down by risk of long-term unemployment, including: 66.7% at low risk; 53.6% at medium risk, and 46.4% at high risk.

37.6%

## CLIENT FROM DIVERSE POPULATIONS

The SSM and service provider network will ensure it provides access to ODSP (12.5%), Persons with Disabilities (17%), Francophone People (0.6%), Indigenous People (8.0%), Youth with Higher Service Needs (6.0%), and Newcomers (6.0%).

7.6%

## CLIENTS COMPLETING TRAINING

The SSM and service provider network will ensure that 7.6% of clients engaging in services will be referred to and complete training or education.



# Strategic Pillars

1

**Integration of Demand & Supply Side Employment:** Through partnership and co-design with Social Assistance, Economic Development, and Employment Services Providers, design a system that better addresses needs.

2

**Community Development Approach:** Deep and ongoing engagement of partners and clients will be used to develop locally responsive services.

3

**Labour Market & Data Driven:** Integration of social assistance, employment services, labour market information, and other data sources will be used to drive service delivery decisions.

4

**Agile Delivery:** Develop quickly, focus on LEAN approaches, get early feedback and adjust service delivery based on learning.



# Questions?



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