

# **The Corporation of the City of Kawartha Lakes**

## **Council Report**

**Report Number SOC2017-002**

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**Date:** July 11, 2017

**Time:** 2:00 p.m.

**Place:** Council Chambers

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**Ward Community Identifier:** All

**Subject:** 2017-18 Social Services Service Plan

**Author Name and Title:** Janine Mitchell, Manager Social Services

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### **Recommendation(s):**

**RESOLVED THAT** Report SOC2017-002, **2017-18 Social Services Service Plan**, be received; and

**THAT** the 2017-18 Social Services Service Plan, Attachment A to Report SOC2017-002 be approved.

**Department Head:**\_\_\_\_\_

**Financial/Legal/HR/Other:**\_\_\_\_\_

**Chief Administrative Officer:**\_\_\_\_\_

## **Background:**

The completion of a two-year Ontario Works Service Plan is a business plan objective of the Social Services Division and is a requirement of the Ministry of Community and Social Services (MCSS). Ministry approved plans become the Service Description of the Service Contract with municipalities.

The purpose of the Service Plan is to provide descriptions of:

- The key strategies to support the program's vision and mandate
- The environmental context in which Ontario Works employment assistance will be delivered
- Activities required to support program delivery, and
- How the municipality will invest in employment services strategies that best reflect the needs of the local caseload, local conditions, local priorities and that offer the best results to the people we serve.

The Ontario Works Program supports the goal of helping people move towards employment by linking planning to the achievement of two measured employment outcomes:

- Employment: helping people find and keep jobs; and
- Earnings: helping people achieve financial independence.

It is recognized that the achievement of these two employment outcomes is inextricably linked to the overall strategies we have in place for increasing employability. These strategies can include:

- Helping participants in the development of relevant knowledge, skills and attitudes
- Motivating participants to demonstrate individual responsibility for goal attainment
- Assisting participants in accessing appropriate supports such as child care, stable housing, transportation and health services, and
- Moving participants along the employment continuum and provide access to community involvement.

## **Rationale:**

The Service Plan for 2017 – 2018 (Attachment A) has been developed to describe the context in which local services will be delivered to meet the targets for the Ministry defined outcome measures. The actual program delivery at the local level may change or adapt over time to meet local needs. Funding decisions and allocations are determined through the annual budget process or as required throughout the year by Council if there are provincial program changes.

The programs and services described in the Service Plan primarily highlight caseload characteristics and employment outcome strategies and influences.

Under the MCSS Outcome Based funding model for Employment Assistance, points are assigned for outcome achievements for each year of the cycle through the annual Service Contract. A combined achievement of 2,000 points over the two year planning cycle results in the retention of full funding. Under-achievement of targets over the two year period can result in the recovery of some subsidy based on a formula.

Service Contracts and outcome measures are based on a calendar year so under-performance in year one can result in year two targets being lowered through consideration of factors beyond the control of the municipality. The implementation of the Social Assistance Management System (SAMS) in November 2014 (SAMS) in November 2014 was the largest factor in our ability to achieve our 2015 and 2016 targets.

In 2015 with continued SAMS performance issues, staff were directed to concentrate efforts on meeting the financial needs of those we serve. Of the seven Ministry outcome measures, we were only provided with our performance results on four of the measures and did not earn any points in 2015 based on our performance.

In 2016, the Ministry reduced the number of outcome measures to four and we earned a total of 900 points for our 2016 performance. We did not adjust our outcome measures baseline for the 2015-16 service plan based on our actuals. We had determined we would keep our baseline in line with our performance pre-SAMS and see if our performance post-SAMS would be affected and therefore have an impact on our achievement of the baseline targets. Due to the SAMS implementation, the Ministry attested that there would be zero impact on subsidy levels for any municipality due to under-performance or failure to meet targets for the 2015-2016 cycle.

Outcome measure baselines for 2017 were established based on the past practice of looking at the previous year's performance. Outcome measures are monitored on a monthly basis and any adjustments to programs and services are implemented in year to ensure we will make our outcome measure targets.

### **Financial/Operation Impacts:**

The Service Plan does not include specific financial decisions related to Ontario Works.

## **Relationship of Recommendation(s) To The 2016-2019 Strategic Plan:**

The Service Plan is a mandated requirement of the Ministry of Community and Social Services. The Service Delivery Strategies, as outlined in the plan, support Goal 1 – An Exceptional Quality of Life

- 2.2 – Improved wellness, Well-Being and Community Health by enhancing access to Community and Human/Health services.

The service approach addressed in the Service Plan is built upon the values of collaboration, continuous improvement, excellence, innovation and results included in the Strategic Plan.

## **Review of Accessibility Implications of Any Development or Policy:**

Accessibility implications are not part of the overall development of the Service Plan. These considerations are examined on an ongoing program by program basis.

## **Consultations:**

Social Services Program Supervisors  
Social Services Staff  
Ministry of Community and Social Services, Program Supervisor  
Ontario Disability Support Program Manager

## **Attachments:**



2017-2018 Social  
Services Service Plan

Appendix A – Service Plan

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**Department Head:** Rod Sutherland