

The Corporation of the City of Kawartha Lakes

Council Report

Report Number SOC2019-001

Date: August 13, 2019
Time: 2:00 p.m.
Place: Council Chambers

Ward Community Identifier: All

Title: 2019-2020 Social Services Service Plan

Author and Title: Janine Mitchell, Manager, Human Services

Recommendation(s):

That Report SOC2019-001, **2019 – 2020 Social Services Service Plan**, be received; and

THAT THE 2019-2020 Social Services Plan, Attachment A to Report SOC2019-001 be endorsed.

Department Head:_____

Financial/Legal/HR/Other:_____

Chief Administrative Officer:_____

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 Children, Community and Social Services (MCCSS). 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 2019 – 2020 (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 MCCSS 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. We were successful in meeting our performance measures for the 2017-2018 cycle.

Outcome measure baselines for 2019 were established by the Ministry with a mandatory increase of 3% over 2018 actuals. 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.

The service plan was completed based on information known at the time. As the Ministry progresses with system transformation and social assistance modernization, the plan will be adjusted and updated to maintain service standards within the revised delivery system model.

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 Children, 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:

Human Services Department Staff
Ministry of Children, Community and Social Services
Ontario Disability Support Manager
Economic Development Department Staff
Victoria County Career Services
Community Living Trent Highlands

Attachments:



2019-2020 Social
Services Service Plan

Appendix A – Service Plan

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Department Head: Rod Sutherland