

Employment Service System Transformation



Background

- In February 2019 the government announced its plan to transform Ontario's Employment Services by introducing a new model to manage the system more effectively
- The transformation will integrate employment programs under Employment Ontario, Ontario Works and the Ontario Disability Support Program into one system

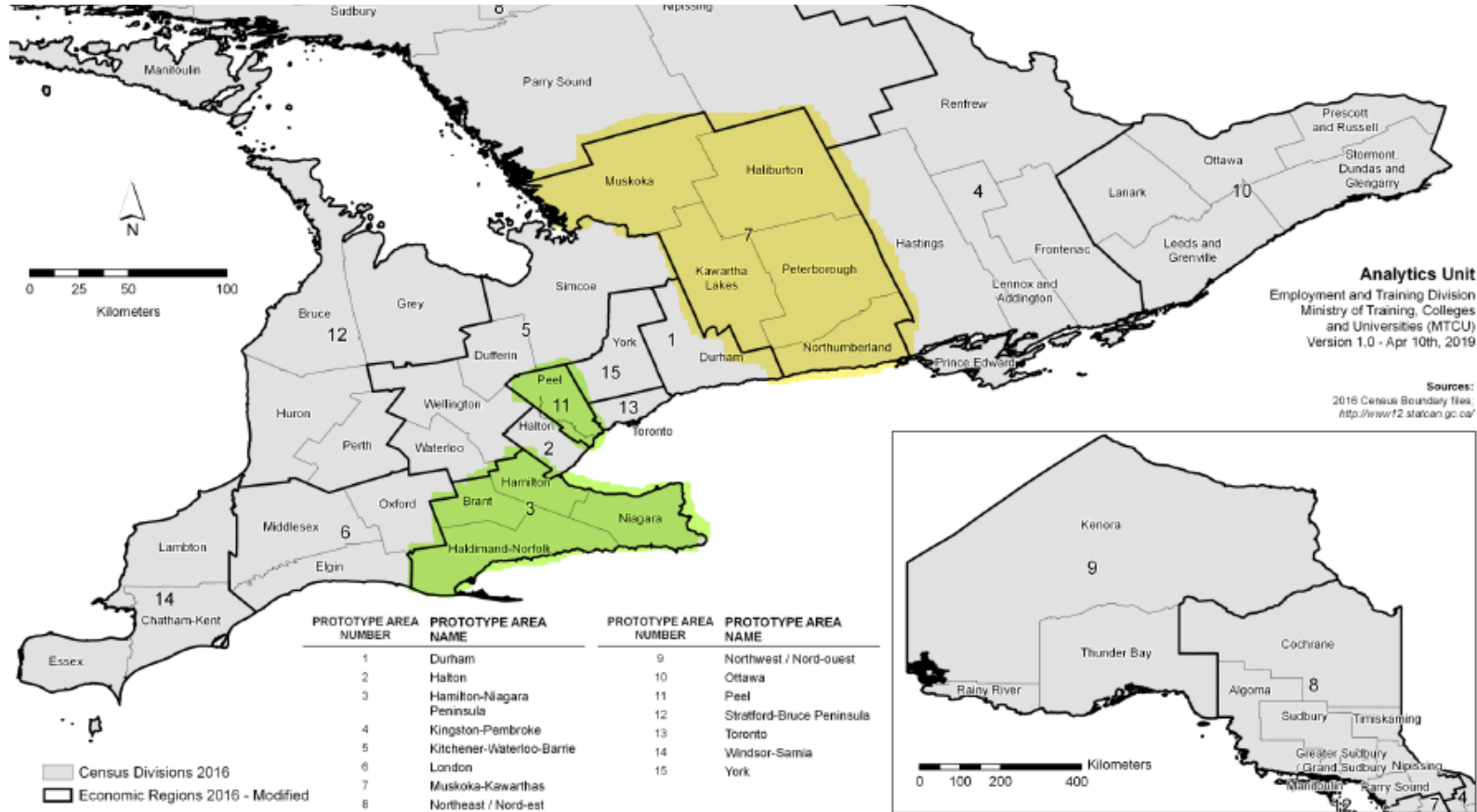
Provincial Vision

- Locally responsive and community based
- Outcomes focused
- Client-centred
- Provides simplified and effective pathways to find sustainable employment for individuals and businesses
- Led by the Ministry of Training, Colleges and Universities (MTCU)

Prototypes

- Gradual implementation of the new system, starting with three prototypes in fall 2019. Full implementation will be phased-in over the next several years, learning from the prototypes.
- In July 2019 three prototype regions were announced.

Prototype Regions



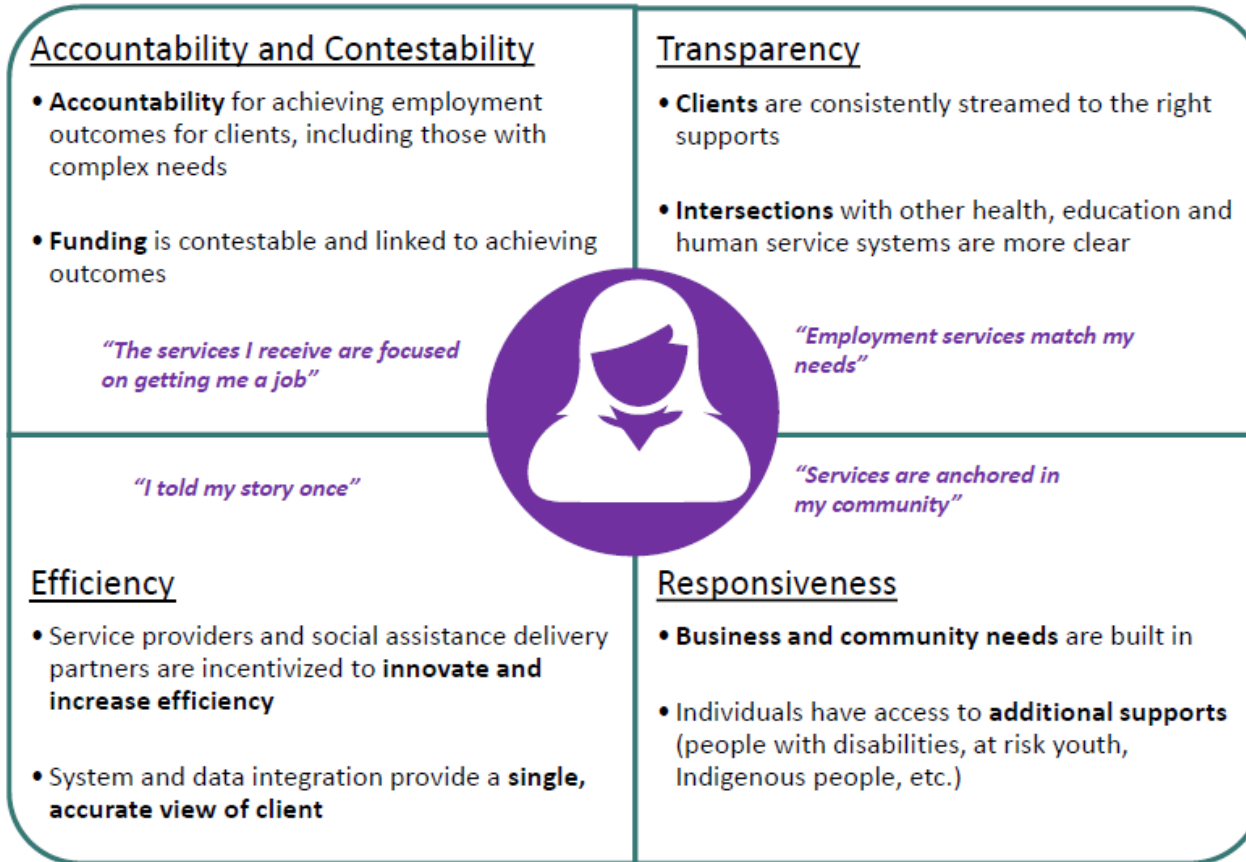
Current System

- Mix of providers – in Muskoka-Kawarthas there are:
 - 4 Consolidated Municipal Service Managers (CMSM) delivering Ontario Works Employment Services
 - 10 Employment Ontario service provider contracts
 - 10 Ontario Disability Support Program Employment Services providers

Service System Management

- New Service System Managers (SSMs) are being established to plan and manage the system to meet the needs of their local communities. Not a service provider role.
- Employment SSMs will be selected based on those best positioned to manage the system and deliver results.

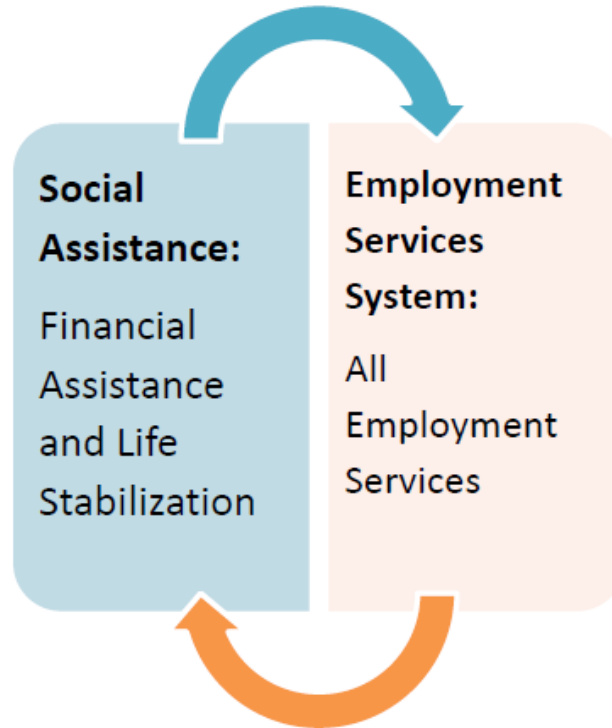
Principles of the New System



New Service Delivery Model

- Move from many client assessment tools to one **Common Assessment tool** that will identify client needs, abilities, and barriers from Life Stabilization to Employment.
- **Funding will be targeted** to clients with the highest needs (e.g. persons with disabilities and other inclusion groups).
- Integrated case management of Social Assistance clients – **integrated action plans** that incorporate Life Stabilization and Employment milestones and outcomes developed by clients, caseworkers, and providers.
- Information sharing and **coordination between employment and social assistance** caseworkers to better deliver a seamless client experience.
- Consistency in **data collection** across employment and social assistance allows for better system planning, measurement of outcomes, and enables outcomes based funding.

New Service Delivery Model



SSM Selection Process

Two-step competitive selection process to determine the SSM:

1. A qualifying “Request for Qualification (RFQ)” process to establish capacity. Deadline was July 23, 2019.
2. A Call for Proposals (CFP) restricted to only qualifying entities in Phase 1. Proposal deadline October 31, 2019.

Open to any public, not-for-profit and private sector organization, including CMSMs and district social services boards.

Call for Proposals Process

The City of Kawartha Lakes submitted an RFQ as part of a municipal consortium application with the District of Muskoka, Northumberland County and City of Peterborough (Consortium Lead). Each of the four members is also a Consolidated Municipal Service Manager.

The Consortium qualified at Phase 1 to submit a proposal at Phase 2.

As part of the full proposal, a formal Consortium Agreement must be executed prior to the CFP closing date (October 31) – clarifies roles and limitations (locally driven; community-focused; no municipal cost).

Proposal Schedule

- Deadline for proposals:
 - October 31, 2019
- CFP Evaluation, Negotiation and Execution of Agreements:
 - November, 2019 to mid-January, 2020

Prototype Phases

- Planning Period (January 2020 to March 2020):
 - The successful SSM establishes themselves within the defined Catchment Area.
- Transition Period (April 2020 to September 2020):
 - During the Transition Period, responsibility for managing EO and ODSP employment supports service delivery will be transferred to the SSMs. However, SSMs will not be able to make changes to the Service Provider network during this period.
- Full Integrated Delivery Period (beginning October 2020):
 - In the Integrated Employment Services Delivery period, transition is complete, and responsibility for employment support services for Ontario Works will be transferred to SSMs.

Questions?