

--	--

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON AUGUST 25, 2014
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	COMMUNITY BASED ONTARIO WORKS SERVICE DELIVERY PLAN UPDATE

RECOMMENDATION

That, on the recommendation of the Manager Ontario Works Client Services and Concurrence of the Managing Director, Housing, Social Services and Dearness, the following report **BE RECEIVED** for information purposes:

PREVIOUS REPORTS PERTINENT TO THIS MATTER
--

- Community and Protective Services Committee June 16, 2014 Addition and Interior Alterations to the South London Community Centre Project No. P126-RC2751 Tender No. 14-58
- CONFIDENTIAL Report CPSC January 06, 2014 CPSC July 22, 2013, Architect to Act as Prime Consultant for Addition and Interior Alternation to the South London Community Centre Request for Proposal No. 13-18 Project # P126-RC2751
- Community and Protective Services Committee, October 28, 2013 Ontario Works Decentralization,
- CONFIDENTIAL REPORT, Community and Protective Services Committee, October 28, 2013 Request for Proposal 13-40 Lease of Office Space,
- Community and Protective Services Committee, June 17, 2013 Ontario Works Decentralization Update
- Community and Protective Services Committee, February 4, 2013 Ontario Works Decentralization,
- Finance and Administration Committee, November 30, 2011 Ontario Works in the Community Strategy, East London,
- CONFIDENTIAL REPORT, Board of Control, July 21, 2010 Ontario Works in the Community Strategy,
- Community and Protective Services Committee, July 19, 2010 Ontario Works in the Community Strategy,

BACKGROUND

OVERVIEW

This report provides an update on the implementation of the plan to decentralize the delivery of social services, including the Ontario Works program, in community locations.

In 2013, Council approved a conceptual plan to move Ontario Works services currently congregated in the core/ downtown location (Market Tower) to four quadrants (Northwest, Northeast, Southwest and Southeast) and one core location. Significant work has been undertaken since that time to develop and initiate the implementation of a comprehensive decentralization plan. The plan to develop community service in locations across the community is being implemented in stages, with the overall goal of having full implementation realized by 2017. This plan is aligned with the City's mission, At Your Service, A respected and inspired public service partner and is consistent with the philosophy, planning and service principles of Service London and the London Plan.



IMPLEMENTATION PLAN UPDATE

The initial stages of the implementation plan have focused on bringing services to the northeast and southwest areas of the city. The planning process for both has been happening simultaneously, although the implementation for services in the southwest will take longer as it involves a capital expansion to a City facility, the South London Community Centre. Details of this expansion have been provided to Committee in past reports.

The implementation of the community site to serve the northeast area of London, in Northland Mall, is nearing completion. As outlined in the chart below, we are aiming to be moved into Northland Mall in September 2014. Since its announcement, we have been met with overwhelmingly positive feedback from community partner organizations, agencies and services who are anxious to build strong alliances and synergy with City services, with the goal of strengthening neighbourhoods in the northeast part of London. Discussions have already commenced to explore collaborative use of space and program delivery in order find ways to best serve mutual clients. As part of a communication strategy, clients who will be served from the Northland Mall community location have already been notified directly and have responded very positively to the increased accessibility this location will provide.

The following provides an update to the key milestones, target dates and timelines with respect to the Northland Mall and South London Community Centre locations, originally reported to Committee on October 28, 2013 and updated based on most current information.

Target Dates/ Timelines	Milestones – Key Tasks/Decision Points
Northeast – Northland Mall	
Feb 2013 – Feb 2014	Planning and development of functional design, program service delivery, operational processes, staffing requirements, transitional plans - completed
July – Sept 2013	Request for proposals process to secure leased office space - completed
Oct – Nov 2013	CPSC/Council approval to negotiate lease with successful proponent - completed
Nov – Dec 2013	Negotiating lease with Landlord; finalizing of design elements - completed
Jan – Feb 2014	CPSC/Council approval of lease - completed
Feb – August 2014	Construction and leasehold improvements – completion targeted for end of August Logistical planning, operational service transition – completion targeted for end of August Community engagement - completed
September 2014	Move in date
Southwest – South London Community Centre	
July 2013	Awarding of Contract for prime consultant - completed
July 2013 – May 2015	Planning and development of functional design, program service delivery, operational processes, staffing requirements, transitional plans - completed Community engagement - completed
February 2014	Council approval of Capital Budget (2014 Budget Process) – required in order to move forward with construction and expansion of South London Community Centre - completed
May – June 2014	Construction Tender Process - completed
June 2014	CPSC/Council approval to award construction contract – completed
July 2014 – June 2015	Construction – in progress Logistical planning and operational service transition – in progress
June 2015	Move in date

--	--

As indicated above, the commitment remains through this implementation plan to provide social services to the other quadrants of the city, and in the core, by 2017, so that all areas of the city are well served. Updates to the planning and implementation for these other community locations will be forthcoming.

Along with this move to community based service delivery, a change in name from Ontario Works to "Social Services" is being implemented. This change is intended to support greater understanding and is a better reflection of the range of services that will be provided in each of the community locations. These services will include employment and financial assistance through the Ontario Works Program, as well as other City-funded and managed programs like Discretionary Benefits for non-social assistance recipients.

FINANCIAL IMPACT

The financial impact and strategy to support this plan has been reported on and approved through previous reports and the Budget process. There is no new information to provide at this time.

RECOMMENDED BY:	CONCURRED BY:
PINA SAURO MANAGER , ONTARIO WORKS CLIENT SERVICES	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME

- C:
- L. Livingstone, Managing Director, Neighbourhood, Children and Fire Services
 - M. Hayward, Managing Director, Corporate Services & City Treasurer, CFO
 - B. Coxhead, Managing Director, Parks & Recreation
 - A.L. Barbon, Manager, Financial & Business Services
 - S. Navaroli, CUPE Local 101 President
 - V. McAlea Major, Managing Director, Corporate Services & Chief Human Resources Officer