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<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY SERVICES COMMITTEE MEETING ON JUNE 19, 2012</b>
<b>FROM:</b>	<b>CINDY HOWARD DIRECTOR, SOCIAL AND COMMUNITY SUPPORT SERVICES</b>
<b>SUBJECT</b>	<b>RFP 12-07 REQUEST FOR PROPOSAL ONTARIO WORKS EMPLOYMENT ASSISTANCE SERVICES</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Director of Social and Community Support Services;

1. That the Director of Social and Community Support Services **BE AUTHORIZED** to negotiate and enter into contracts for a three (3) year period, with an option to extend the contract for two (2) additional one year periods as follows:

ESSENTIAL EMPLOYMENT SERVICES

- a) Goodwill Industries, Ontario Great Lakes, 255 Horton Street, London, ON N6B 1L1;
- b) Hutton House Association for Adults with Disabilities, 654 Wonderland Road N, London, ON N6H 3E5;
- c) Leads Employment Services London Inc., 171 Queens Avenue, Suite 410, London, ON N6A 5J7;
- d) Nokee Kwe, 1069 Wellington Road S., Unit 104, London, ON N6E 2H6;
- e) Pathways Skill Development & Placement Centre, 210 Dundas St., 2nd Floor, London, ON N6A 5J3;
- f) WIL Counselling and Training for Employment, 141 Dundas Street, 4th Floor., London, ON N6A 1G3; and
- g) Youth Opportunities Unlimited, 141 Dundas Street, 2nd Floor, London, ON N6A 1G3.

SKILLS TRAINING DIRECTLY LINKED TO EMPLOYMENT

- a) Goodwill Industries, Ontario Great Lakes, 255 Horton Street, London, ON N6B 1L1;
- b) Pathways Skill Development & Placement Centre, 210 Dundas St., 2nd Floor, London, ON N6A 5J3;
- c) Rehabilitation Foundation for the Disabled (known as March of Dimes), 920 Commissioners Rd. East, London, ON N5Z 3J1; and
- d) Youth Opportunities Unlimited, 141 Dundas Street, 2nd Floor, London, ON N6A 1G3.

SELF EMPLOYMENT DEVELOPMENT SERVICES

- a) The London Community Small Business Centre, 316 Rectory Street, 3rd Floor, London, ON N5W 3V9.

SPECIALIZED INDIVIDUAL SUPPORT

- a) Collège Boréal, 355 Wellington St, Unit 279, London, ON N6A 3N7;
- b) Daya Counselling Centre, 141 Dundas Street, 6th Floor, London, ON N6A 1G3;
- c) Goodwill Industries, Ontario Great Lakes, 255 Horton Street, London, ON N6B 1L1;
- d) Literacy Link South Central, 255 Horton Street, 3rd Floor, London, ON N6B 1L1; and
- e) LUSO Community Services, 1193 Oxford Street East, Unit 2, London, ON N5Y 3M2.

2. The Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in connection with this award; and
3. Approvals hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract or issuing a purchase order relating to the subject matter of this approval.

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**PREVIOUS REPORTS PERTINENT TO THIS MATTER**

- Ontario Works Employment Assistance Framework (CPSC October 17, 2005)
- RFP 05-35 Ontario Works Employment Assistance Services (Board of Control, March 1, 2006)
- Purchase of Service Agreements – Ontario Works Employment Assistance Services (Board of Control, June 21, 2006)
- Ontario Works Employment Assistance Framework 2013 – 2018 (CSC, March 5, 2012)

**PURCHASING PROCESS**

Request for Proposal 12-07 was issued in March of 2012 and fifteen (15) submissions were received to provide services for Employment Placement, Essential Employment Services, Skills Training Directly Linked to Employment, Self Employment Development Services and Specialized Individual Support. Agencies could submit programs for one (1) or a combination of any or all programs. The submissions were evaluated by an evaluation team comprised of six (6) members from the Community Services Department, Finance and Corporate Services, and Purchasing and Supply. This team evaluated submissions based on a pre-determined set of criteria. The criteria consisted of:

- a) Alignment with the needs addressed in the Employment Assistance Framework 2013-2018;
- b) Capacity to provide the program(s);
- c) Labour market knowledge and community connections;
- d) Experience;
- e) Expertise;
- f) Proposal Presentation;
- g) References; and
- h) Program Content and Fees.

The evaluation team recommends acceptance of the submissions received from thirteen (13) agencies as they exhibited, strong organizational compositions, the financial capacity to deliver the programs, the technical resources and service sustainability. This provides services for all five (5) requested service areas.

**BACKGROUND**

On March 20, 2012, City Council approved the Ontario Works Employment Assistance Services Framework 2013 - 2018. A Request for Proposal Process was to be initiated to support the service delivery components of the new framework. The redesign of the service delivery model builds on the successes and strengths of the existing Framework and has been designed to address current realities. It will respond to participant needs and allow for a more flexible and timely response to labour market changes.

In the new framework, specific services were identified as being delivered by community partners and were the basis of this Request for Proposal. The organizations and services being recommended will provide the range of services and supports to assist in the achievement of the principles, goals and outcomes of the Ontario Works Employment Assistance Program. The services to be delivered include the following:

**Essential Employment Services** - Assists participants to prepare for, enter/re-enter the workforce and assists job-ready participants to find and maintain suitable employment. Employment Placement is a component of this service.

**Skills Training Directly Linked to Employment** - Assists participants in finding and maintaining suitable employment by improving their marketable skills through training and practical experience. Employment Placement is a component of this service.

**Self Employment Development Services** - Assists participants in developing and maintaining self employment.

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**Specialized Individual Support** - Assists participants in addressing identified needs and barriers to support finding and maintaining suitable employment.

**Employment Placement** - Assists job ready participants to find and maintain suitable employment.

The Employment Assistance Service providers are integral to the effective delivery of Employment Assistance services and to the achievement of Employment Assistance outcomes.

The Employment Assistance components noted in this report provide crucial skills and supports for Ontario Works participants in their movement to self-sufficiency. Through this framework we will be better able to provide employment services that are more responsive changing Ontario Works participants, community and labour market demands.

<b>FINANCIAL IMPACT</b>
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The 2012 Council approved budget includes funding for employment services and financial assistance for employment related expenses at \$8,622,234 (gross) or \$1,570,656 (net).

Funding for Employment Assistance is cost shared with the Ministry of Community and Social Services (MCSS) and includes a portion that will be uploaded with Ontario Works and funded 82.8% in 2012 and a portion that will be cost shared at 50%.

<b>ACKNOWLEDGEMENTS</b>
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This report was prepared with the assistance of Elisabeth White, Manager Employment & Strategic Initiatives, Social and Community Support Services, Community Services and Chris Ginty, CPPB, Procurement Officer, Purchasing and Supply.

<b>SUBMITTED BY:</b>	<b>REVIEWED &amp; CONCURRED BY:</b>
<b>CINDY HOWARD DIRECTOR, SOCIAL AND COMMUNITY SUPPORT SERVICES</b>	<b>MIKE TURNER DEPUTY CITY TREASURER</b>

- cc:      John Freeman, CSCMP, Manager - Purchasing & Supply  
          Lise Béland, Collège Boréal  
          Bonnie Williams, Daya Counselling Centre  
          Michelle Quintyn, Goodwill Industries, Ontario Great Lakes  
          Marilyn Neufeld, Hutton House Association for Adults with Disabilities  
          Wendy Lau, Leads Employment Services London Inc.  
          Tamara Kaattari, Literacy Link South Central  
          Elisabete Rodrigues, LUSO Community Services  
          Gloryann Sollner, Rehabilitation Foundation for the Disabled known as March of Dimes  
          Deb Armstrong, Nokee Kwe  
          Paul Hubert, Pathways Skill Development & Placement Centre  
          Steve Pellerin, The London Community Small Business Centre  
          Anne Langille, WIL Counselling and Training for Employment  
          Steve Cordes, Youth Opportunities Unlimited  
          Anna Lisa Barbon, Manager, Financial and Business Services