



ONE CLIENT

Working together. Building community.



ONE CLIENT

Working together. Building community.

Discover the Power of One.

- **Network Building Protocols**
- **Building Organizational Capacity**
- **Service Delivery Standards Evaluation**

**Put OneClient to work,
today.**

Learn how OneClient
can help to strengthen your
agency and your network.

Contact ESCLM today.



**Employment
Sector Council**
London-Middlesex

www.esclm.ca
info@esclm.ca

141 Dundas Street, 4th Floor
London, ON N6A 1G3
Phone: 519 663-0774
Fax: 519 663-5377

Principles and Standards For Optimal Employment Service Delivery



Who We Are

Employment Sector Council London-Middlesex (ESCLM) has a strong and reputable 20 year history of designing and delivering optimal practices for employment service delivery. The ESCLM network comprises 40+ nonprofit and public employment and training agencies, community and economic development organizations, and all levels of government. ESCLM supports a dynamic service delivery system that provides opportunities for all people to meet the changing labour market needs in our community.

ESCLM Introduces OneClient

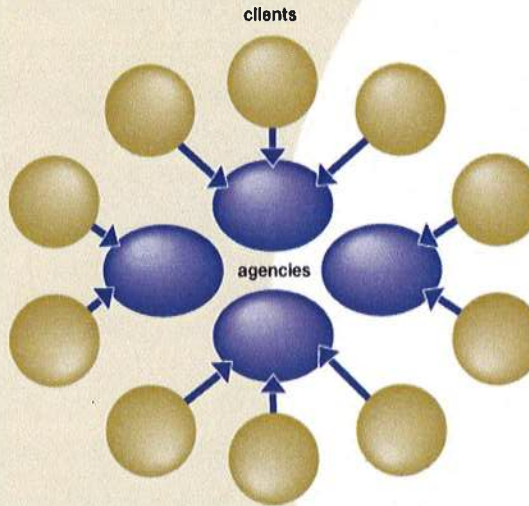
OneClient is a current and proven set of principles and standards which recognizes the unique and integrated needs of clients, employers, agencies, funders and communities:

- ✓ A set of mandates, practices and commonly accepted language to describe, compare, assess and deliver services
- ✓ Accurate assessment and measurement of standards by which employment and training services are offered within the community
- ✓ Commitment to improving strength and organizational capacity through clear and objective definition and application of locally agreed upon principles.

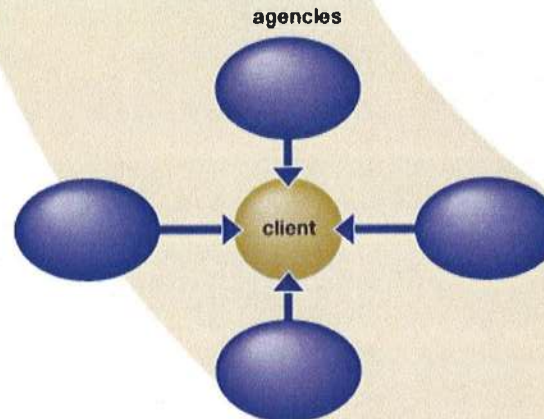
The ESCLM network has adhered to the OneClient model for over a decade.

OneClient ensures a current, high quality, consistent and client-centred approach to agency capacity and network building.

Before OneClient:



After OneClient:



Who Benefits? Everyone!

Clients: OneClient ensures high quality and easily accessible services are provided in all employment and training components, and provides a set of standards against which clients can choose service options. Critically, OneClient delivers the optimal approach to guarantee clients are readily transitioned into the workforce.

Agencies: OneClient supports developing resources, tools, best practices and measuring outcomes for exceeding service delivery objectives of consistency and continuous improvement. OneClient agencies realize improved intake, service delivery and efficiency and the benefits of gaining from and contributing to a strong sector network.

Employers benefit through access to a well-prepared and qualified pool of workers, and an enhanced relationship with certified agencies and proven resources to assist with their hiring needs and requirements.

Your Community: OneClient aligns and strengthens employment and training services with consistent, benchmarked service delivery across all partner agencies, critical for building an integrated employment sector network.

OneClient is THE benchmark for employment services, clients, agencies, employers and funders.



Working Together. Building Community.

“A dynamic service delivery system that provides opportunity for all people to meet the changing labour needs of our community.”

The Employment Sector Council London-Middlesex (ESCLM) is comprised of more than 40 organizations serving 80,000 clients in the London-Middlesex employment and training sector. Our members create a collaborative network of non-profit employment service delivery agencies, employers, trainers, educators and representatives from all three levels of government, who have decades of experience and a well-known reputation for excellence in employment services and supports to meet the needs of all community members. We serve newcomers, youth, First Nations people, older workers, people with disabilities, Francophones, and rural populations, among others in the general population, whose talents and skills are key, yet often under-utilized labour market resources for our community.

In order to promote quality and excellence, and to ensure public satisfaction and consistency in service regardless of point of client access, ESCLM members have developed shared training for employment planning, service delivery standards, information sharing agreements, and common technology platforms, and formed solid, collaborative working relationships. This translates into less duplication of information, maximization of resources, and a client-centred, modern community infrastructure. Pro-actively, we design, develop and implement strategies that address human resource issues affecting our sector. ESCLM is a unique and widely recognized centre for excellence and innovation.

We are a main forum to identify employment needs and trends, share information, plan for services and resources, and promote community growth and development in collaboration with other labour market partners.

Shared efforts allow for a leveling of the playing field for all job seekers and employers, and a 'no wrong door' approach to employment services.

Our Agencies offer a range of employment and training supports and services to a diverse clientele. Our integrated network and cross-agency referrals provide clients with choice, respect, and individual need-based service.

Agency members address the “whole person” in client service, considering the diversity of challenges facing clients: from child care to clothing for interviews, and from language acquisition to literacy skills.

ESCLM members stay connected through our website, newsletters, and weekly electronic notice boards for agency job postings, events and other relevant sector information. General Membership Meetings are held twice per year at which guest speakers make presentations on special topics or discuss new ways to partner with other organizations in the community. Professional Development is coordinated for agency staff. In addition, the ESCLM has created and maintains a series of client, staff, and employer Resources identifying where to go for employment and training help and supports in London and Middlesex County.

Ongoing ESCLM community initiatives include: London-Middlesex Immigrant Employment Council, *OneClient* Service Delivery Standards for excellence in client service, Common Assessment Process training for employment planning, Links2Work.on.ca, Rapid Response Project for Labour Adjustment, the Integrating Literacy and Employment Joint Plan. ESCLM is also a significant partner on many regional and community development initiatives.



**A network of not-for-profit employment and training interests
providing strategic employment solutions:**

**Un réseau d'intérêts en emploi et formation,
fournissant des solutions stratégiques.**

Association Canadienne-Française de l'Ontario (ACFO) London-Sarnia
ATN Access Inc.
Canadian Hearing Society
Centre for Lifelong Learning, London District Catholic School Board
Chippewas of the Thames First Nation
City of London
Collège Boréal
Community Living London
Community Employment Choices (Strathroy)
Daya Counselling Centre
Dorchester Employment Resource Centre
Elgin, Middlesex, Oxford Local Training Board
Employment & Training Access Centre
Fanshawe College
G.A. Wheable Centre for Adult Education, Thames Valley District School Board
Goodwill Industries, Ontario Great Lakes
Hutton House Association for Adults with Disabilities
Labourers' International Union of North America, Local 1059
LEADS Employment Services London, Inc.
Literacy Link South Central
Literacy London
London Cross Cultural Learner Centre
London Economic Development Corporation
London Employment Help Centre
London Military Family Resource Centre
London Public Library
London Training Centre
LUSO Community Services
Middlesex County Library
Ministry of Community and Social Services
Ministry of Training, Colleges & Universities
Nokee Kwe Occupational Skills Development Inc.
North Middlesex Multi-Service Centre
Oneida Nation of the Thames
Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA)
Ontario March of Dimes
Over 55 (London) Inc.
Pathways Skill Development & Placement Centre
QUEST Centre
Service Canada
Small Business Centre
South London Neighbourhood Resource Centre
Strathroy Library Employment Resource Centre
United Way of London and Middlesex
WIL Employment Connections
WOTCH Community Mental Health Services
Youth Opportunities Unlimited

EMPLOYMENT SECTOR COUNCIL - LONDON / MIDDLESEX

141 Dundas Street, 4th Floor • London, Ontario N6A 1G3 • Tel.: 519 / 663-0774 • Fax: 519 / 663-5377 • www.esclm.ca • info@esclm.ca

Introducing The Power of

One



ONE CLIENT

Working together. Building community.

Employment Sector Council London-Middlesex (ESCLM) is pleased to announce the launch of OneClient Employment Service Delivery Standards. For almost a decade, ESCLM and its members have developed, supported and voluntarily adhered to these state-of-the-art standards for excellence in employment services. Now we are rolling them out to communities across the province and beyond. As we embark on this journey, we want to pay tribute and give thanks to all the organizations whose commitment to excellence led to the creation of OneClient.



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ESCLM Members

Association Canadienne-Française de l'Ontario (ACFO), London-Sarnia
ATN Access Inc.

Canadian Hearing Society

Centre for Lifelong Learning, London District Catholic School Board

Chippewas of the Thames First Nation

City of London

Collège Boréal

Community Living London

Community Employment Choices (formerly Middlesex Employment Services)

Daya Counselling Centre

Dorchester Employment Resource Centre

Elgin, Middlesex, Oxford Local Training Board

Employment & Training Access Centre

Fanshawe College

G.A. Wheable Centre for Adult Education

Goodwill Industries, Ontario Great Lakes

Hutton House Association for Adults with Disabilities

Labourers' International Union of North America, Local 1059

LEADS Employment Services London, Inc.

Literacy Link South Central

Literacy London

London Cross Cultural Learner Centre

London Economic Development Corporation

London Employment Help Centre

London Military Family Resource Centre

London Public Library

London Training Centre

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Ministry of Community and Social Services

Ministry of Training, Colleges & Universities

Nokee Kwe Occupational Skills Development Inc.

North Middlesex Multi-Service Centre

Oneida Nation of the Thames

Ontario March of Dimes

Over 55 (London) Inc.

Pathways Skill Development & Placement Centre

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Service Canada

Small Business Centre

South London Neighbourhood Resource Centre

Strathroy Library Employment Resource Centre

Thames Valley District School Board

United Way of London and Middlesex

WIL Employment Connections

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GUARANTEED GOODS

A new service standards program promises to bring quality assurance to the public employment services sector

By Carol Stewart,
Justin Peters & Scott Hill

WHEN THE LONDON LIGHTNING take to the basketball court this fall, players will have confidence that no matter what arena they're in, the hoop will be 10 feet off the ground, the foul-line will be 15 feet from the front of the rim, the courts' dimensions will all be the same size and despite what a hometown fan might say, the rules of the game are applied equally to all participants.

In sports as in business, standard practices help to provide a fair and competitive environment. It should come as no surprise then that standards would be valuable in the providing employment services.

For any company—particularly the kinds of small- to medium-sized enterprises that make up a good portion of the London business landscape—finding the best new hire is a key to success. Unfortunately, it is all too often a source of pain, frustration and undue expense.

Members of Employment Sector Council London-Middlesex

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Oneida Nation of the Thames
Ontario March of Dimes
Over 55 (London) Inc.

If a recent discussion on a London-focused LinkedIn discussion board is any indication, many local business owners are experiencing the painful side of this equation. Despite the high unemployment rate in London, it seems finding the exact right fit for open positions remains a difficult proposition for many businesses. But it doesn't have to be so painful.

London-Middlesex is home to a network of employment service agencies that is the envy of other Ontario communities both large and small. For nearly two decades, members of the Employment Sector Council London-Middlesex (ESCLM) have worked together to provide the best possible outcomes for job seekers and employers in the region. More than 40 nonprofit and public organizations belong to ESCLM. Together with government, these employment service agencies, educational institutions and community partners provide free services to the public.

Pathways Skill Development & Placement Centre
 QUEST Centre
 Service Canada
 Small Business Centre
 South London Neighbourhood Resource Centre
 Strathroy Library Employment Resource Centre
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 United Way of London and Middlesex
 WIL Employment Connections
 WOTCH Community Mental Health Services
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Employment Resource Centres

Six library locations: Beacock, Central, Crouch, Jalna, Pond Mills, Westmount. Ask us about job search computers and faxing, creating and printing resumes and career exploration tools. 519-661-4600

www.londonpubliclibrary.ca/work



EMPLOYMENT ONTARIO



Advertising Feature

So why is ESCLM so highly regarded by the government agencies that fund employment, apprenticeship and skills training services? One of the biggest reasons has been the development of a set of service delivery standards aimed at creating a quality assurance system for the employment services sector. Those standards have now been formalized as OneClient, and are currently being rolled out in communities across Ontario.

OneClient standards are the high-water mark of verification of front-line and back-office operations for non-profit employment service providers. Agencies who have implemented these standards realize improved intake, service delivery and efficiency. When agencies achieve OneClient certification, it means job seekers are assured that they'll be treated with professionalism, respect and have access to the best program, and that they will be referred to the best services to meet their needs. It also means employers and HR Managers gain access to a high quality field of qualified candidates and can feel confident they are interviewing the best available job seekers in their community.

So how does it work? First, these standards ensure that all customers, from job seekers to employers, are welcomed by a "No Wrong Door" system that offers access to quality, benchmarked services, regardless of which ESCLM agency they access. When referred to the other agencies and service providers in the community, all individuals and companies can expect to be treated with the same high standard of respect and quality of service.

Secondly, any business manager or HR department can work with any ESCLM agency to identify a pool of qualified candidates who have been aided in their job search by a fully trained and qualified employment counselor. In addition, our member agencies have staff members who generally hold the title of job devel-

oper. It is the core mission for job developers to help clients get back into the workforce with the skills that employers require to meet their needs and to maintain relationships with local businesses.

In a market such as London, the function and usefulness of ESCLM's members to local businesses and to the broader goals of economic development and job creation has only grown. Additionally, the changing nature of our local workforce, with demographic shifts and a need for higher levels of immigration simply to meet current labour market needs, creates dynamic problems that only a cooperative approach can begin to address.

For a decade, ESCLM and its members have developed, supported and voluntarily adhered to these standards, which are up-to-date and exceed legislated requirements. Eleven London Agencies and two Middlesex County Agencies have recently participated in the OneClient standards evaluations and are certified, demonstrating the ability to deliver complete, high quality and accessible services.

As the need for transparency, cost-effective programming and universal access have grown, so too have the pressures on agencies to pursue programs for continuous improvement. OneClient standards ensure an ongoing review of systems and processes with the end result offering a leg-up when it comes to finding the perfect fit for your business.

In the coming months ESCLM will be pursuing a campaign to build awareness both of our member commitment to independently evaluated service delivery and of the potential benefit of the introduction of OneClient throughout the province. Get in touch with any of ESCLM member agencies and/or community economic development partners to see how you can enjoy the benefits derived from this innovative approach to nonprofit self-regulation.

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Canadian Hearing Society
Chippewas of the Thames First Nation
City of London
Collège Boréal of Applied Arts & Technology
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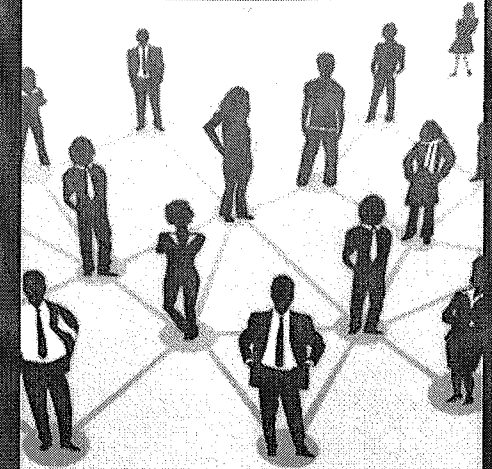


**EMPLOYMENT
ONTARIO**



141 Dundas St., 4th Floor
London ON N6A 1G3
519.663.0774

**EMPLOYMENT
&
TRAINING
SERVICES
FOR
ACTION
CENTRES**



WHO WE ARE

The **Employment Sector Council of London Middlesex** is comprised of 47 organizations serving more than 60,000 clients in the employment and training sector.

Our members represent a **collaborative network of non-profit & public employment service delivery agencies, employers, trainers, educators and representatives from all three levels of government.**

RAPID RESPONSE & NEEDS ASSESSMENT

The ESCLM is prepared for the possibility of large scale lay offs and plant closures in the London area with.

The ESCLM has a **pool of qualified employment counsellors** available to quickly and efficiently provide initial employment needs assessments to recently laid off or soon-to-be laid off employees.

These professionals use high quality & consistent assessment tools (Common Assessment Process), have accurate knowledge of community resources and experience working with adult clients.

EMPLOYMENT SERVICES

Whether you have employees that want help deciding on a career path or help forming effective job search strategies, ESCLM member agencies can provide a **multitude of services, programs and workshops** to help your employees move forward.

BENEFITS OF WORKING WITH US

SIMPLIFY YOUR SEARCH

- The ESCLM is the **one point of contact for employment and training services** in London and area

ACCESS SERVICES FOR A DIVERSE CLIENTELE

- ESCLM member agencies offer specialized services to a diverse clientele including **immigrants and newcomers, older workers, persons with disabilities, First Nations people, youth, Franco-phone, youth and rural populations.**

GET FLAT RATES FOR SERVICES

- All ESCLM members use the **same** assessment tools and charge the **same** fee for both one-to-one sessions and group workshops.

ONGOING EMPLOYMENT SUPPORT

Employment counsellors are available to provide one-to-one counselling in the following areas:

- Career decision-making
- Barriers to achieving desired career plans
- Educational & training requirements
- On-going job coaching

JOB SEARCH TECHNIQUES

Your staff can prepare for job searching and a return to work with workshops that include:

- Deciding on a career path
- Job Market Information
- Help with résumé and cover letter writing
- Successful networking techniques
- Information interviews
- Cold Calling
- Improved interview skills

SPECIALIZED INTERESTS

For your staff members that have specific interests or require specialized training on-site, our agencies offer:

- Information on self-employment
- Basic computer training
- ESL language assessment and training