

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON JUNE 17, 2019
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	EMPLOYMENT ONTARIO TRANSFORMATION-SERVICE SYSTEM MANAGER COMPETITION

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home, the following report on the Employment Ontario Service Transformation and Service System Manager Competition **BE RECEIVED** for information and further:

- (a) **AUTHORIZE** the Managing Director, Housing, Social Services, and Dearness Home or their designates to take any steps as may be required for the City of London to participate in the selection process should the London Economic Region be selected as a Prototype location as part of the Service System Manager for Employment Ontario competitive process, and further;
- (b) **THAT** Civic Administration **BE DIRECTED** to provide appropriate reports and updates to Municipal Council regarding the Ontario Works – Employment Ontario Transformation as information becomes available.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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<b>STRATEGIC PLAN LINKAGES 2019-2023</b>
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**Strengthening Our Community**

- Londoners have access to the supports they need to be successful.
- Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city.

**Growing Our Economy**

- London creates a supportive environment where entrepreneurs, businesses, and talent can thrive.

**Leading in Public Service**

- The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service.

<b>BACKGROUND</b>
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The City of London’s Social Services area administers the Ontario Works program on behalf of the Province as a Consolidated Municipal Service Manager (CMSM). Ontario Works is an employment assistance and financial support program focused on helping individuals and families gain and maintain sustainable employment through training, education, developing “hard” and “soft” employment skills, linking participants to opportunities, and providing individualized supports as needed.

On February 12, 2019, the Ontario Government announced the transformation of its employment services to help more people find and keep quality jobs, and increase the number of businesses finding the right workers with the right skills. The Ministry of Training, Colleges, and Universities (MTCU) is modernizing the system by creating a new competitive, local service delivery model that integrates social assistance employment services into Employment Ontario attached as (Appendix “A”). This competitive process will be open to any public, not-for-profit or private sector organization, as well as consolidated municipal service managers and district social services administration boards.

Changes to Ontario’s employment services will happen gradually, starting with the identification of three communities that will host employment service delivery model prototypes. The communities will be identified in the late spring or early summer of 2019 and a competitive process will be put in place to select Service System Manager(s) for these communities in the fall of 2019. In the new service delivery model, it is envisioned that the Ministry (MTCU), as system steward, will hold contracts with the newly created Service System Managers (SSMs). The SSM will be a third party organization, responsible for managing integrated employment service delivery and for achieving employment outcomes for a wide range of clients in defined catchment area(s), according to yet-to-be-determined outcomes framework set by the government. The SSMs will in turn manage relationships with Direct Delivery Agent(s) in the defined catchment area(s).

**Future Considerations**

It is noted that a further report for any future agreement between the City of London and MTCU related to becoming a Service System Manager for the transformation of Ontario Works employment services to the new regional prototypes in the Employment Ontario program for the London Economic Region (LER) catchment area would come forward to Council for the necessary approvals. The context of the potential transformation is attached as (Appendix “B”). Understanding that the governance and service delivery details have not yet been finalized by MTCU, and will continue to evolve over time, the City of London’s Social Services area is only seeking direction to prepare a proposal at this time, until such details and contractual requirements are made known.

<b>FINANCIAL IMPACT</b>
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Currently the Ministry of Training, Colleges, and Universities has not disclosed the financial details of the respective SSM service contracts. During the consultation phase of this employment transformation process, the Ministry has indicated that all contracts would be “Commercially Viable” for the SSM to manage.

<b>CONCLUSION</b>
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The employment transformation process is expected to be a highly competitive process with very condensed timelines for potential Service System Managers to respond. In order to maximize the City of London’s position to compete in the process to become a Service System Manager for the London Economic Region, prior approval from Council would assist greatly.

<b>SUBMITTED BY:</b>	<b>RECOMMENDED BY:</b>
<b>KEVIN DICKINS</b> <b>MANAGER, EMPLOYMENT AND INCOME SUPPORTS</b>	<b>SANDRA DATARS BERE</b> <b>MANAGING DIRECTOR , HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>

Cc. Elaine Sauve, Program Supervisor, Ministry of Community and Social Services  
Anna Lisa Barbon, Managing Director, Corporate Services and City Treasurer, Chief Financial Officer  
Bryan Baar, Senior Financial Business Administrator, City of London