

TO:	CHAIR AND MEMBERS COMMUNITY & PROTECTIVE SERVICES COMMITTEE MEETING ON JULY 22, 2013
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	ONTARIO WORKS SERVICE PLAN 2013 - 2014

RECOMMENDATION

That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home, the following report **BE RECEIVED** for information purposes:

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- Ontario Works Service Plan 2010-2011 (CPSC: June 21, 2010);
- Service Plan and Update re Ontario Works Enhanced Employment Services for Vulnerable Persons (CPSC: November 2, 2009);
- Overview of the Ontario Works Service Delivery Model (CPSC: September 22, 2008);
- 2005 Ontario Works Service Plan Update (CPSC: August 22, 2005).

BACKGROUND

ONTARIO WORKS SERVICE PLAN 2013 – 2014

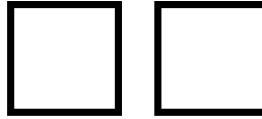
As part of our contractual relationship with the Ministry of Community and Social Services, the City is required to submit a service plan. The London CMSM Ontario Works Service Plan 2013 – 2014 submitted on May 30, 2013 provides an overview of our environmental context and outlines the framework for the delivery of Ontario Works services for the London and Middlesex CMSM for 2013 – 2014.

The Ontario Works Service Plan is comprehensive, flexible and responsive to environmental and caseload changes. The Plan includes detailed information on the following:

- Environmental scan
 - The planning and strategic context for the CMSM
 - Analysis of the previous planning cycle
 - External influences
 - Local labour market
 - Caseload description
 - Community engagement
- Program management
- Outcome strategies

The Plan has been developed within a continuing context of instability in the economy and the labour market, governmental system restructuring and a rapidly changing environment. Strategic approaches continue to be critical for success, therefore the areas of focus and opportunity include:

- Decentralization of our service delivery sites;
- Implementation of SSSMP and ISAMP;
- Programs and services to be adjusted as caseload needs evolve;
- Strengthened partnerships with economic development and employers;
- Strategic opportunities to be explored in all areas
- Poverty reduction programs and strategies; and



- Collaborative work with government and community partners to ensure that the opportunities presented by the Labour Market Agreement are fully realized and that approaches will address system needs for all citizens.

FINANCIAL IMPACT

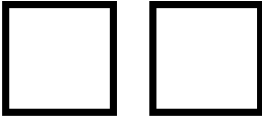
There are no additional cost implications at this time.

CONCLUSION

The Ontario Works Service Plan outlines our service continuum which is designed to address the full range of supports for everyone. Services and partnerships will continue to evolve as needs evolve. The focus is to ensure that basic needs and employment supports are provided in a manner that ensures dignity and hope for participants, accountability with legislation, and an outcome focus. The City of London’s model is designed to allow for fluctuations in the labour market, caseload size, caseload profile, regulatory changes and other environmental impacts. As flexible as our model is, it cannot sustain significant changes in any of these areas without financial and operational impacts.

SUBMITTED BY:	RECOMMENDED BY:
Elisabeth K. White Manager, Employment & Strategic Initiatives Housing, Social Services and Deerness Home	Sandra Datars Bere Managing Director Housing, Social Services and Deerness Home

- C. Anna Lisa Barbon, Financial & Business Services
 Elaine Sauve, Ministry of Community and Social Services
 Sally Bennett, Middlesex County
 Momodou Jeng, Social Research and Planning



APPENDIX A