



City of
Peterborough

TO: Members of the Joint Services Steering Committee

FROM: Ken Doherty, Director of Community Services

MEETING DATE: February 10, 2011

SUBJECT: Report CSSSJSSC11-001
Ontario Works Service Plan

PURPOSE

A report to provide Joint Services Steering Committee with information regarding the 2010-2011 Ontario Works Service Plan.

RECOMMENDATION

That the Joint Services Steering Committee endorse the recommendation outlined in Report CSSSJSSC11-001 dated February 10, 2011 of the Director of Community Services, as follows:

That the report and presentation on the 2010-2011 Ontario Works Service Plan (Appendix A) and the Ontario Works Service Plan Addendum (Appendix B) be received for information.

BUDGET AND FINANCIAL IMPLICATIONS

There are no additional budget or financial implications resulting from the approval of the recommendation of Report CSSSJSSC11-001. The costs associated with implementing this service plan for 2011 has been addressed through the 2011 operating budget process.

BACKGROUND

The Ministry of Community and Social Services and the Social Services Division share a common goal: to improve employment outcomes for people relying on social assistance by providing effective, integrated supports that help them prepare for, find and keep jobs. Ontario Works employment assistance, addiction services and administration funding is available for staffing and programming to provide a full range of employment services and supports to all eligible participants of the City and County.

Ontario Works further supports the goal of helping people move towards employment by linking program planning to the achievement of two measured employment outcomes:

- **Employment:** helping people find and keep jobs; and
- **Earnings:** helping people achieve financial independence.

The Ministry of Community and Social Services requires the municipality as the Consolidated Municipal Service Manager (CMSM) to submit a two-year service plan to provide an overview of the local context and to outline the strategies the municipality will undertake to achieve the expected employment and earnings outcomes that are negotiated. The two-year service plan is a living document and can be reviewed in year with potential adjustments to the outcome targets to reflect major changes in the environment. This is important, as failure to achieve the negotiated target outcomes could result in the potential recovery of up to 15% of employment funding (\$359,307 per year based on current funding).

In 2010, the cost of program delivery included staff and office costs for Ontario Works Administration of \$5,367,469; Employment Assistance to clients of \$2,971,941; and Addiction Services of \$539,523 for a total of \$8,878,933. This total was subsidized by the province in the amount of \$5,739,320.

The Ontario Works (OW) Service Plan outlines a strategy for achieving the employment outcomes while providing a full range of employment activities during these challenging economic times.

Key initiatives contained within this Service Plan are:

- Continued emphasis on quality client centered service through individual employment action planning and regular participant feedback processes;
- Data-driven program planning, including continued use of the Employment Readiness Scale and the setting of outcome measurements for programs like Family Support and implementation of a new Hostel Client Data Base program;
- Strengthened linkages between OW sponsored training programs and employers;

- Maintained employer engagement through Employment Placement program;
- Increased number of Community Placement opportunities available for participants;
- Continued community engagement and capacity building with organizations such as Peterborough Partnership Council on Immigration Integration, Community Employment Resource Partnership and Homelessness Support Service Coordination Committee.

The Ontario Works Service Plan outlines the approach Peterborough is taking in the delivery of the core programs of financial assistance, employment services, hostels and addictions. The goals of the Ontario Works Program are achieved through a range of employment programming and community partnerships. Other programs operated by the Social Services Division, including the Peterborough Employment Resource Centre and the Community Social Plan, partnerships such as Community Employment Resource Partnership (CERP), and links to the GPAEDC and the Workforce Development Board, are leveraged to assist with achieving the goals of this service plan through improved labour market planning, focused training opportunities and employment opportunities with existing and new employers.

Submitted by,

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Attachments:

Appendix A “2010-2011 Ontario Works Service Plan”
Appendix B “Ontario Works Service Plan Addendum”