



City of
Peterborough

TO: Members of the Joint Services Steering Committee

FROM: Ken Doherty, Director of Community Services

MEETING DATE: January 10, 2013

SUBJECT: Report CSSSJSSC13-002
Peterborough Employment Resource Centre (PERC) Update

PURPOSE

A report to provide the Joint Services Steering Committee with an update regarding the employment resource centre activities and service levels.

RECOMMENDATION

That the Joint Services Steering Committee endorses the recommendation outlined in Report CSSSJSSC13-002 dated January 10, 2013, of the Director of Community Services, as follows:

That the Committee receive the report for information.

BUDGET AND FINANCIAL IMPLICATIONS

There is no additional budget or financial implications arising from this report in 2013.

BACKGROUND

MCTU Employment Contract Ends

As described in Report C555J55C12-003 dated March 8, 2012, the Ministry of Training, Colleges and Universities (MTCU) informed the City on January 30, 2012 that contracts with employment resource centers such as the PERC would be terminated on July 31, 2012, and that services would be shifted to existing Employment Ontario (EO) service providers. In Peterborough these alternate service providers are Employment Planning and Counseling, Northern Lights Canada and Fleming College.

Report C555J55C12-003A dated April 11, 2012 outlined several options for service delivery beyond July 31, 2012 when 100% provincial funding for the centre ended.

The Joint Services Steering Committee endorsed a plan that included: Services being scaled back but, available to social services clients and the general public in the current location; That an interim report would be produced including details to determine if there is duplication with similar private sector services and; A further review of the resource centre services would be completed at 12 months.

These recommendations were contained in Report C55512-006 and were passed by City Council on May 14, 2012. The following tables summarize resource centre activities since reopening on August 1, 2012 in comparison to levels service in 2011 and 2012.

Resource Centre Statistics from 2011- November 2012

Table 1- Resource Centre Activity Summary

	2011 Jan-Dec	* 2012 Jan-Nov	**2012 Aug-Nov	***12 Month Estimated
Number of New Clients Registered	3,331	2,406	888	2,664
Number of Clients Served	11,395	7,879	2,725	8,175
Number of Client Visits	28,087	19,682	6,964	20,892

* Resource centre closed month of July

**4 Month data since reopening August 1/ 2012

***Estimated volume based on Aug-Nov data

Table 2- Resource Centre Visitor Information 2011 & 2012
Data Collected from New Registrations

2011		2012 to Nov 30th	
Income Source	%	Income Source	%
Social assistance	47.37	Social assistance	52.50
Other/ not indicated	23.06	Other/ not indicated	20.96
No income	19.63	No income	17.24
Employment Insurance	8.57	Employment Insurance	7.83
Workers Compensation	0.88	Workers Compensation	0.68
Severance pay	0.49	Severance pay	0.79
Employment Status	%	Employment Status	%
Employed	21.86	Employed	18.57
No- less than 1 year	47.57	No- less than 1 year	50.02
No- More than 1 year	30.57	No- More than 1 year	31.41
* data recorded for 3,331 new registrations		* data recorded for 2,406 new registrations	

In 2011, PERC had the highest number of annual visitors in the local EO network serving 11,395 individuals through 28,087 client visits. The location and physical space at 178 Charlotte has been ideal for Ontario Works and EO clients alike to access needed services and supports. Since the announcement of the funding loss, staff has worked with local service providers to promote program integration and reduce unnecessary duplication of services in the community. At the same time EO service providers were adjusting to the new network requirements, funding model and service delivery technology.

PERC program wind-down took place between April 2012 and June 30, 2012. The centre was closed during the month of July according to an approved MTCU plan with funding continuing until July 31, 2012. In the month of July outstanding financial accounts were settled, the centre was reconfigured with fewer computers, staff was reduced by 4 FTE from 6.5 to 2.5 and County outreach services were reduced to two locations (Buckhorn and Ennismore). EO providers have assumed responsibility for outreach service in Millbrook, Havelock, Norwood and Lakefield.

Limited Duplication Noted Between PERC and EO Resource Centre Clients

As noted in Table 1 above, due to improved referral processes between the Social Services Division and EO network there has been a decrease in the number of clients served and total number of visits by approximately 30% in comparison to 2011 and the 10 months of data available for 2012. In 2011 a total of 114 people per day were served. On average the centre has received 83 visitors per day since reopening in August even though there are fewer computers and staff. Demand for employment resource services at 178 Charlotte St remains high and appears to have levelled off. Customer satisfaction continues to be excellent with over 95% of visitors reporting that they would recommend PERC to others seeking similar supports.

Under the MTCU contract, data collection for funding purposes occurred at registration and included client demographics, service needs, equity group indicators, income source and employment status. The resource centre’s registration database was updated as part of this redesign to include two questions to determine if PERC clients are currently accessing other EO services or, if they have accessed other service providers within the past 12 months. This change better captures the number of visitors who are receiving employment services through PERC and in alternate EO locations.

Table 3- Resource Centre Visitor Information August 1, 2012 to November 30, 2012

PERC Visitors Indicating Use of EO Services	2012 Aug-Nov	%
Number of Clients Served	2,725	
Number of Clients Currently Using EO Network Services	73	2.7%
Number of Clients Reporting Use of EO Network Services Within 12 Months	99	3.6%

Opportunities for Further System Integration

Since reopening in August 1, 2012, the resource centre has served 2,725 individuals recording 6,964 total visits up to November 30, 2012. Social Services staff continues to meet with all 3 local EO providers on a regular basis to ensure a “no wrong door” approach to services for area job seekers. All EO service providers have experienced an increase in the number of resource centre visitors since the PERC closure at the end of June, 2012.

Effective January 2013, Northern Lights Canada has a regularly scheduled employment counsellor on site half day / per week at the Charlotte Street centre to improve service coordination and client employment outcomes. Based on demand this scheduled commitment will be increased as needed. Other service providers such as the Canadian Hearing Society, Kagita Mikam Aboriginal Employment and Training, WSIB and Four Counties Brain Injury Association use the centre to promote services and conduct program intake activities.

Peterborough OW and other local employment and training service providers have developed a common EO referral template and consent form which will be automated, using a local computer program known as CTS (Client Tracking System). This technology was originally used in the PERC. Information is collected at initial registration and stored in a database which can be queried. Collection of common data by both EO offices and OW service providers will help confirm some of the needs and demographics of clients referred between programs and using resource centres.

Social Services protocol for assessment and supports involve an automatic referral of clients deemed to be job ready to EO service providers. Job readiness status is determined by staff through completion of the Eligibility Readiness assessment and establishing OW Participation Requirements, based on individual circumstances. Clients who score as “Fully Ready,” present as motivated with some work history and a relatively high degree of self-sufficiency will be referred to the EO full suite service provider in the catchment area closest to their home address. Please see the attached client flow process map and EO catchment zones in Appendix A.

The MTCU- EO system itself is still in transition and the province has recently issued a tender to review the effectiveness of the current delivery model. Documents such as the Drummond Report and the Brighter Prospects Report produced by the Commission for the Review of Social Assistance highlight the importance of effective partnerships between employment services provided by Municipalities for Social Assistance clients and those provided through MTCU.

Specific implementation plans regarding community based employment and training programs have not yet been articulated by the province. In the mean, improved outcomes for job seekers are anticipated locally by continuing to strengthen the working relationships with local EO providers.

SUMMARY

Since MTCU announced its plan not to continue funding stand-alone employment resource centres, Social Services staff worked to wind-down the existing agreement by July 31, 2012. City Council approved a Joint Services Committee recommendation which included the reopening of PERC on August 1, 2012 on a smaller scale with supports available to both social services clients and the general public. Efforts to better integrate employment services and improve the EO network have resulted increased use of alternate resource centres in the community. While PERC has experienced a 30% reduction in the number of clients’ served demand for services remains high. Less than 4 % of those using the resource centre have been involved with an EO provider in the last 12 months. Staff continues to work on ways to ensure clients who can most benefit from EO services receive timely referrals.

Submitted by,

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Attachment:

Appendix A – Employment Service Pathway