

# EMPLOYMENT

## Best Practices

*How Niagara works with ODSP, Employment Ontario, and Moves Clients on the Employment Continuum*

# Agenda

- ▶ Integrated employment approach
- ▶ Employment Ontario Partnership
- ▶ Intensive Program
- ▶ Community Placement - bridging the gaps to employment
- ▶ ODSP Participating program
- ▶ BENN & The CUBE - Niagara's approach to innovation
- ▶ Table discussions - How are you innovative in employment?

# Integrated Employment Approach

- ▶ In Niagara - SAEO staff ALL play a role in employment
- ▶ Shared objective with all roles to move individuals on the employment continuum to self-sufficiency
- ▶ Employment is achieved through casemanagement and integrated supports in Niagara

# Integrated Employment Approach

How SAEO is contributing to a Labour Ready Workforce in support of Economic Prosperity

Where people started working...

July / 2019  
(Month, Year)

Biolyse Pharma  
Mossimo's

IT  
Server

Employer	Position	Staff
HOCO	Cashier PT time	
SPEC INDUSTRIES	Cust Service / labour FT	
Cell-Tel	Customer Service	
Wendy's	Food & Beverage Server	
Kan-du Pools	Labour	
SITEL	customer service.	😊
Aqua Pods	Labourer	
TPS	Labourer	😊
Wendy's	Crew Member	
Starbucks	Crew Member	
Dunrite	labourer	☹️
Peller Estates	FT Contract Admin	
Contour Architectural Coatings Inc.	FT Painter	
Superior Laundry	Laundry attendant	
Premier Poultry	Poultry catcher	☹️
Infinity Rubber	labourer	
BC Associates Inc.	Customer Service	

Rankin Const. FT / Gen-Labour

Niagara  Region

Building Community. Building Lives

Niagara  Region  
COMMUNITY SERVICES

# Integrated Employment Approach

- ▶ Ongoing training is provided to staff to support our employment focus
- ▶ In 2019 to date we have offered 3 training sessions with all staff to outline our goals, objectives and vision for employment transformation

# Employment Ontario Partnership

The chart below reflects all EO referrals since BENN implementation

Employment Ontario Agency	Referrals Completed
Niagara College	555
Job Gym	946
YMCA	2,238
Employment Solutions	351
Employment Help Centre - Niagara Falls	574
Employment Help Centre - West Lincoln	278
CERF Niagara	56
Port Cares	341
TOTAL	5,339

<b>Niagara Region - Social Assistance &amp; Employment Opportunities</b>  <b>Employment Services</b> <ul style="list-style-type: none"> <li>By Function</li> </ul>	<b>In House</b> <ul style="list-style-type: none"> <li>Niagara Region Ontario Works <u>casemanagers</u> and job developers</li> </ul>	<b>Direct Relationship with EO (no contract)</b> <ul style="list-style-type: none"> <li>Formalized referral, tracking process, common consent</li> <li>Collaborative case management &amp; job development</li> <li>Joint job fairs, larger scale recruitment</li> <li>Partner to maximize resources, funding, avoid duplication</li> </ul>	<b>Contract Out</b> <ul style="list-style-type: none"> <li>Majority of contracts are with <u>EO</u> agencies</li> <li>Performance targets align with MCCSS outcome measures</li> </ul>	<b>Contract some in some out</b>
Employability Assessment - BENN	✓			
Employment information session	✓			
Referral to basic education	✓			
Intensive Employment Coaching (early employment supports)	✓			
Learning, Earning and Parenting	✓			
Ongoing Employment Coaching (structured job search)	✓		✓	
Pre-Employment Workshops (resume writing, life skills)			✓	
Community Participation	✓			
Training program matching - BENN	✓			
Job Specific Skills Training (respond to local employer need)			✓	✓
Job Matching – BENN	✓			
Employment Placement	✓		✓	
Employer Incentives	✓		✓	
Job Retention	✓		✓	
Self Employment Development	✓		✓	
Job Development – Employer Outreach	✓		✓	
Employment System Planning	✓		✓	
<b>Legend</b>				
<b>Building Employment Networks Niagara (BENN)</b> – online system designed to assess Ontario Works and ODSP client’s employability, match potential clients to training and jobs opportunities, tracking progress and outcomes. The system includes an internal job posting site.				

# Employment Ontario Partnership

- ▶ SAEO offers targeted labour market training programs geared at preparing clients for employment in identified sectors in Niagara
- ▶ In 2019 we offered 31 different training programs in Niagara identified by employers, EO agencies and BENN as having a need within our local labour market



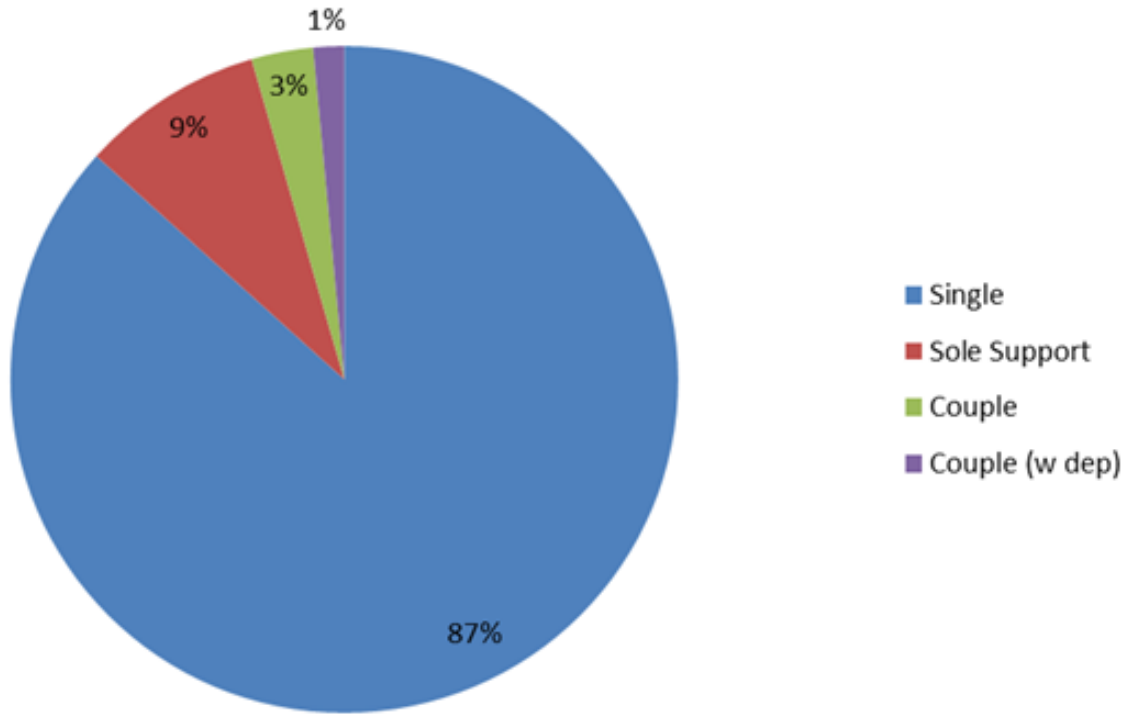
# Employment Ontario Partnership



**Jackson Triggs Estate Winery**  
Niagara-on-the-Lake

# Intensive Program

2018 Intensive Caseload by Family Type



# Intensive Program

CASON

COMMUNITY ADDICTION SERVICES OF NIAGARA

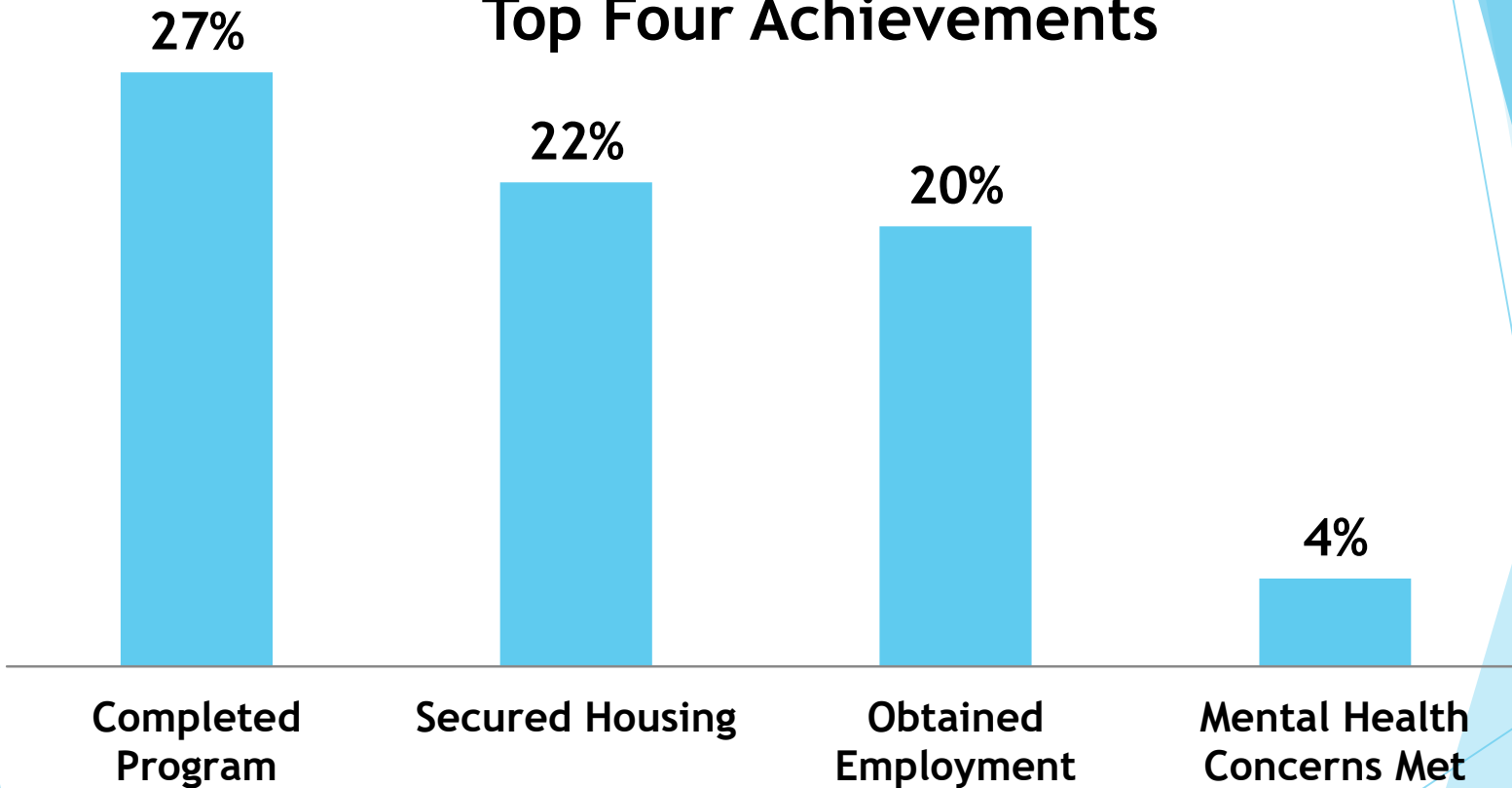
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Canadian Centre  
for Accreditation



*Agréé par*  
Centre canadien  
de l'accréditation

# Intensive Program

## 2018 Intensive Caseload Top Four Achievements



# Intensive Program

- ▶ “My worker has helped myself and my son in several ways but one that stands out more is having someone I feel that was an advocate for me and genuinely cared and wanted to help us. I was a victim of violent crime and trying to adjust myself after events, my worker arranged counseling and pushed for life stabilization before I join the workforce.”
- ▶ “I felt better about myself and was able to have two different job interviews. I remain hopeful of actually finding a job in the future.”
- ▶ “I have overcome this alcohol problem and I now have stable housing. I am in school presently upgrading to my Grade 12. I will be done school in April 2019”

# Community Placement



Food | Housing | Health | Youth



Brock University



# Community Placement

- ▶ 37 year old female sole support parent
- ▶ Worked with health care professionals to improve mental health
- ▶ Gained certificates in Microsoft Office
- ▶ Secured a volunteer placement with Employment Solutions



# Community Placement

- ▶ 29 year old male working as a Psychiatrist in Iraq
- ▶ Arrived in Canada under a student visa, then applied as a Refugee Claimant
- ▶ Continued to attend ESL classes to improve English skills
- ▶ Secured a volunteer placement with Canadian Red Cross Cardiovascular Clinic



Canadian  
Red Cross

Niagara  Region  
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# Community Placement

- ▶ 53 year old single female on assistance for 2.5 years
- ▶ Immigrated to Canada from South America and did not speak any English
- ▶ Actively volunteers at 3 non-profit agencies
- ▶ Works part time meal prepping and serving food on a food truck

**niagarahealth**  
Extraordinary Caring. Every Person. Every Time.

**Quest**  
Community Health Centre  
Every One Matters.

 BETHANY COMMUNITY CHURCH

**Niagara Region**  
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# ODSP Participating



- ▶ #1 indicator for success in Niagara is our relationship with our local ODSP office
- ▶ Staff are co-located at both the SAEO and ODSP offices to provide services on site for individuals; allows a connection to be made with staff from both programs

# ODSP Participating

## ► Strategy to increase service

- Support staff review ODSP grants coming from OW on a monthly basis and refer non-disabled/non-caregiving spouses and dependent adults to ODSP Participating CMs - result in no break of Employment Supports for individuals
- When working with an individual ODSP CM looks at the family benefit unit to see if employment services can be offered to any other individuals.
- Co-located SAEO ODSP Participating CM works directly with ODSP Caseworkers to identify potential referrals.

# ODSP Participating

- ▶ 21 year old female dependant adult
- ▶ Has been working with ODSP Participating CM since 2017
- ▶ Maintained fulltime attendance at university and worked 2 jobs over the summer for the full 4 years of school



**HARVARD**  
UNIVERSITY

**Niagara**  **Region**  
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# ODSP Participating

- ▶ 20 year old female dependant adult
- ▶ Referred to ODSP CM in December 2018
- ▶ Worked with the individual bi-weekly for 4 months on job search skills and supports



# **Building Employment Networks Niagara**

- ▶ New system launched in Niagara in 2017
- ▶ BENN matches the employment experience and interests of Ontario Works participants with local opportunities
- ▶ Opportunities include training programs and employment
- ▶ Casemanagers and Job Developers complete an in-depth assessment of participants' skills, experience and interests
- ▶ Casemanagers and Job Developers will meet with individuals more often to ensure necessary supports are in place



# Building Employment Networks Niagara

	Agriculture		Art,Culture, Recreation		Business/ Admin		Comm.Service ,Education, Government		Health & Wellness		Management		Manufacturing		Natural & Applied Sciences		Sales,Service, Hospitality		Trades, Transportation ,Equipment	
	Posts	Hire	Posts	Hire	Posts	Hire	Posts	Hire	Posts	Hire	Posts	Hire	Posts	Hire	Posts	Hire	Posts	Hire	Posts	Hire
January	3	2	17	3	11	4	2	2	10	7	0	0	8	7	4	0	51	49	29	13
February	4	4	0	0	5	3	1	0	7	9	2	1	7	5	0	2	26	41	22	15
March	7	5	1	3	8	8	0	1	1	7	5	2	17	9	1	0	44	93	29	24
April	5	11	3	1	17	7	3	0	18	5	4	1	30	12	2	0	74	93	28	37
May	9	11	2	1	19	5	4	3	4	7	0	1	36	12	1	0	86	107	32	35
June	5	8	2	2	4	11	7	5	1	10	2	1	42	14	0	0	56	93	47	32
July	2	9	0	2	3	7	3	5	13	14	2	1	19	11	0	1	15	116	10	37
<b>TOTAL</b>	<b>35</b>	<b>50</b>	<b>25</b>	<b>12</b>	<b>67</b>	<b>45</b>	<b>20</b>	<b>16</b>	<b>54</b>	<b>59</b>	<b>15</b>	<b>7</b>	<b>159</b>	<b>70</b>	<b>8</b>	<b>3</b>	<b>352</b>	<b>592</b>	<b>197</b>	<b>193</b>

	Jobs Posted	Positions Posted	Clients Employed	F u l l	P a r t	C S u m m e r a l & r	S e l f	Unique Employers
January	113	202	93	32	44	7	12	76
February	65	115	84	41	38	4	9	66
March	88	185	155	77	63	15	16	83
April	145	239	172	80	83	7	8	123
May	159	308	185	69	93	23	15	122
June	132	225	177	77	71	27	17	106
July	52	149	209	106	84	19	14	98
<b>TOTAL</b>	<b>754</b>	<b>1423</b>	<b>1075</b>	<b>482</b>	<b>476</b>	<b>102</b>	<b>91</b>	<b>674</b>



# Building Employment Networks Niagara

## Reports: Employment System

01/01/2019 - 16/08/2019

[Clear Date Range](#)

- Municipality -

- Select a Filter -

Open  Closed

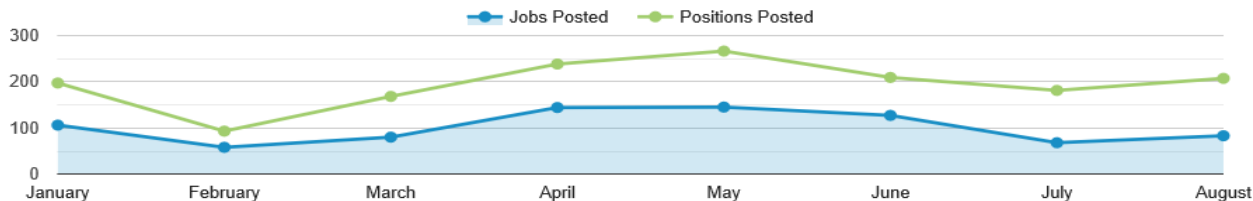
[Apply](#)

### TOTALS

[View Job List](#)

811 Jobs Posted

1559 Positions Added



### JOB POSTS BY INDUSTRY

[Print](#)

Industry	Amount
<a href="#">Agriculture &amp; Related Occupations</a>	43
<a href="#">Art, Culture, Recreation</a>	30
<a href="#">Business and Administration</a>	84





# The CUBE

▶ Niagara's Reporting CUBE provides information about members and cases including:

- ❑ Outcome Plans
- ❑ Case Composition
- ❑ Income
- ❑ Case Closure/Suspend Reasons
- ❑ Payment Methods
- ❑ Pay Directs
- ❑ Benefits Issued
- ❑ Employment Benefits - ERE & OEEAB

# Casemanager

**Year**  
2019

**Month**  
June

**Office**  
All

**Team**  
All

**Staff Name**  
All

**Ontario Works**  
9638  
Case - Count

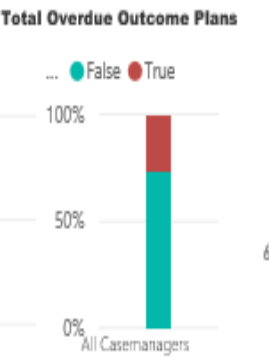
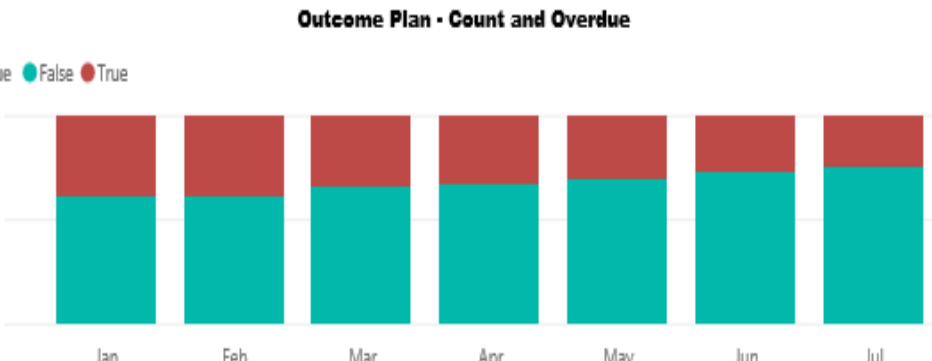
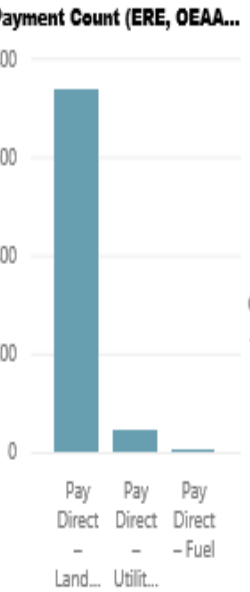
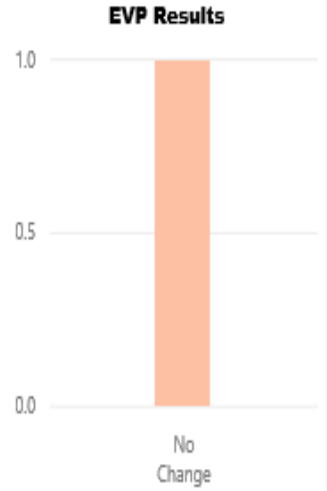
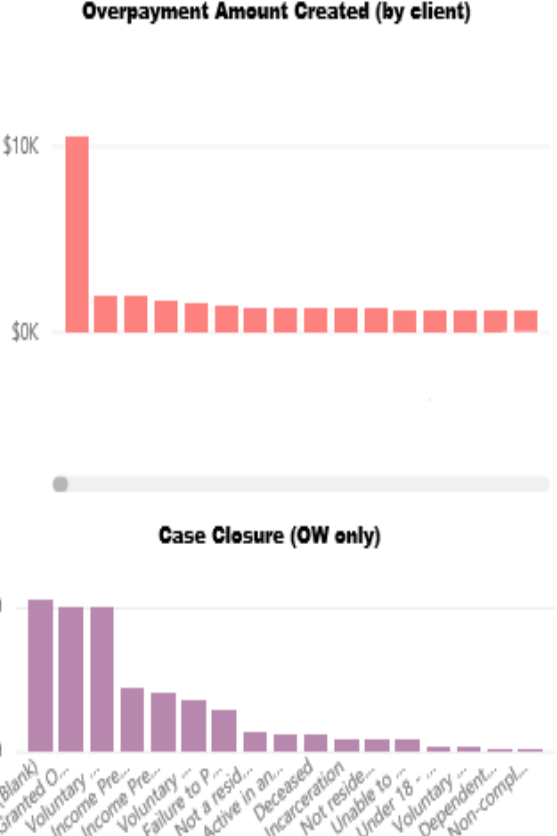
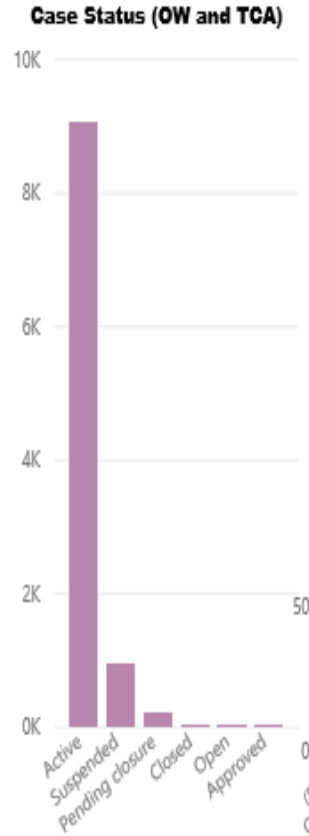
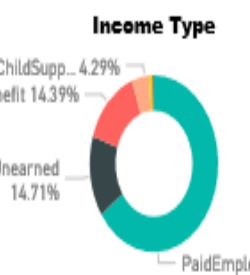
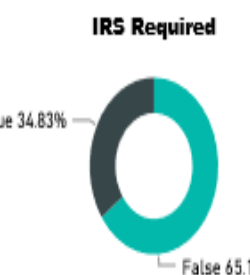
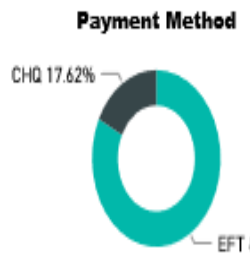
**Emergency Assistance**  
25  
Case - Count

**Temp Care**  
646  
Case - Count

**Reinstate**  
26  
Case - Count

**Overdue Outcome Pla...**  
2837

**EA Overpayment**  
\$86.32 \$62.88 \$3...



# Group Work Activity

How do you support Employment Ontario? Referrals, communication, policies...???

Do you offer specific services to individuals recovering from addictions? What is your service model?

Do you offer Community Placements as part of your service delivery? What is your approach?

How do you work with ODSP in your area? Do you have strategies in place to increase referrals?

Do you use any innovative technology systems to support your employment targets and achievement of them?



Thank you!