

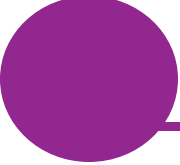


2023 OMSSA Policy Conference

Employment Services Transformation Session

December 1, 2023



Overview

-  Key system features
-  Employment Services Transformation implementation update
-  Overview of Ministry work to support continuous IES improvement

Today's Speakers



Kirsten Cutler

Executive Director

Transformation Secretariat, Employment
and Training Division, MLITSD



Sunny Sharma

Director

Business Innovation and Implementation
Branch, Social Assistance Programs
Division, MCCSS

Integrated Employment Services: System Features

Launched in 2020 in response to persistent challenges faced by job seekers and employers, **Employment Services Transformation (EST)** represents one of the most significant changes to Employment Ontario in over 20 years. Job seekers and employers urgently need an employment and training system that is easy to access, responsive to their needs and accountable.

SSM Selection

Two-stage selection process that introduces contestability that enhances system capacity, efficiencies (500 contracts down to 15) and drive outcomes.



Performance Management Framework

Holds SSMs accountable for results and achievement of sustainable employment outcomes for clients.



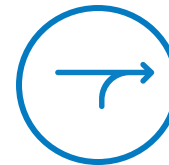
Digital Intake and Referral Tools

Common tools between SA and EO have been developed to support a seamless experience when clients are referred and only tell their story once when they deal with government systems.



Integrated Case Management

Enables both EO and SA caseworkers to work together to ensure successful activities that lead to employment outcomes for clients.



Performance-based Funding

Progressively incentivizes outcomes for higher risk clients who need more help to get and stay employed.



EST Implementation Status

MLITSD now has SSMs selected in **12 of the 15 catchment areas:**

CATCHMENT AREAS



PROTOTYPES (2020)

Peel
WCG

Hamilton-Niagara
Fedcap Inc

Muskoka-Kawartha
Sir Sandford Fleming

Integrated ES Delivery Phase started in Jan 2021

★ 92,932 clients started service

★ 31,226 of which were referred from Social Assistance

PHASE 1 (2022)

York
WCG

Halton
Fedcap Inc

Stratford-Bruce Peninsula
The Corporation of the County of Bruce

Kingston-Pembroke
Serco Canada Inc. Consortium

Integrated ES Delivery Phase started in April and Oct 2023

★ 9,553 clients started service

★ 1,796 of which were referred from Social Assistance

PHASE 2 (2023)

Windsor-Sarnia
The Corporation of the City of Windsor

Durham
The Regional Municipality of Durham

Kitchener-Waterloo-Barrie
Serco Canada Inc. Consortium

Ottawa
WCG

London
City of London

Integrated ES Delivery Phase will start in Jan 2024

PHASE 3

SSM selection pending

Northeast




Northwest

Toronto

Integrated ES Delivery Phase will start in 2025-26

Note: MCCSS is responsible for onboarding Social Assistance (Ontario Works and Ontario Disability Support Program) programs over an approximate 12-month period once the SSM is selected. Phase 3 catchment areas are expected to Go-Live in January 2025.

Actions to support continuous improvement

	 Past	 Present	 Future
Improving client pathways for SA clients to Employment Ontario (EO)	<ul style="list-style-type: none"> • Work with the Behavioural Insights Unit • Technology improvements 	<ul style="list-style-type: none"> • Aligning accountabilities • Piloting new approaches • Technology enhancements 	<ul style="list-style-type: none"> • More technology improvements • Exploring new ideas, to improve access to EO
Adapting to meet the needs of client groups	<ul style="list-style-type: none"> • Policy Improvements • Updates to PMF • New ministry SSM requirements 	<p>Supporting benefits coordinated across the system and rules are flexible enough to meet clients' needs</p>	<ul style="list-style-type: none"> • Ongoing Policy work • Targeted engagement • Better connecting IES to skills training
Increasing efficiency and making delivery easier	<p>Technology improvements like APIs to reduce caseworker inputs</p>	<p>Making it easier to engage with the Ministry</p>	<p>Opportunities to automate collection of client employment information, risk-based approaches, etc.</p>