



## City of Hamilton

# EMERGENCY & COMMUNITY SERVICES COMMITTEE ADDENDUM

**Meeting #:** 19-008  
**Date:** July 11, 2019  
**Time:** 1:30 p.m.  
**Location:** Council Chambers, Hamilton City Hall  
71 Main Street West

Tamara Bates, Legislative Coordinator (905) 546-2424 ext. 4102

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## 5. COMMUNICATIONS

\*5.5 Correspondence from Sheri Selway, respecting Wesley Day Centre

Recommendation: be received.

## 6. DELEGATION REQUESTS

\*6.2 Joe Speagle, Keeping Six, respecting the need for continuation of services such as those provided by the Wesley Day Centre (for today's meeting)

\*6.3 Robert Pental, Shelter Health Network, respecting the closing of the Wesley Day Centre (for today's meeting)

\*6.4 Chris Labenski, respecting keeping the Wesley Day Centre right where it is (for today's meeting)

\*6.5 Michelle Hruschka, respecting not saving the Wesley Day Centre and thoughts on a better way forward to build a better structure to help those who are the most vulnerable in our city. (for today's meeting)

## 8. PUBLIC HEARINGS / DELEGATIONS

\*8.3 Tim O'Shea and Jill Wiwarchuk, Shelter Health Network, respecting the closure of the Wesley Day Centre (no copy) (deferred from the June 20, 2019 meeting, due to loss of quorum)

- \*8.4 Joanne Santucci, Hamilton Food Share, respecting the closure of the Wesley Day Centre (no copy) (deferred from the June 20, 2019 meeting, due to loss of quorum)

**10. DISCUSSION ITEMS**

- \*10.5 Request for Qualifications for Service System Managers - Employment Services Transformation (HSC19041)

**From:** Sheri Adams Selway  
**To:** [Merulla, Sam](#); [Farr, Jason](#); [Bates, Tamara](#)  
**Cc:** [Nann, Nrinder](#); [Jackson, Tom](#); [Whitehead, Terry](#); [Pauls, Esther](#); [Clark, Brad](#)  
**Subject:** Wesley Day Centre  
**Date:** July 10, 2019 3:24:43 PM

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To: Mr. Merulla, chair, and Committee Members,  
To: Councillor Jason Farr, Ward 2

The Wesley Day Centre is the only place in Hamilton that offers a Service Hub for our most vulnerable Hamilton citizens. Health Care, food, medical services, housing, case management, showers, laundry are only some of the services offered at the Day Centre.

The City has a commitment to addressing poverty, homelessness and problems arising from those needs for hundreds of our citizens.

As a citizen, I am more than a little concerned about what this closure will do to hundreds of our most vulnerable and needy men and women.

I strongly urge the Committee to help keep Wesley Day Centre open until another site is found and to help find a solution by creating a site so people can continue to access these services in a way that works for everyone.

Thank you,

Sheri Selway

Hamilton

**Form: Request to Speak to Committee of Council**

Submitted on Wednesday, July 3, 2019 - 6:54 am

==Committee Requested==

**Committee:** Emergency and Community Services Committee  
(Previously Healthy & Safe Communities)

==Requestor Information==

**Name of Individual:** Joe Speagle

**Name of Organization:** Keeping Six

**Contact Number:** 905 966 0242

**Email Address:** [info@keepingsix.org](mailto:info@keepingsix.org)

**Mailing Address:**

101 Strachan St East  
Hamilton ON  
L8L 3M6

**Reason(s) for delegation request:** To speak to the need for continuation of services such as those provided by the Wesley Day Centre. We understand this is on the agenda for the July 11 meeting.

**Will you be requesting funds from the City?** No

**Will you be submitting a formal presentation?** No

**6.3**

**Form: Request to Speak to Committee of Council**

Submitted on Thursday, July 4, 2019 - 9:45 am

==Committee Requested==

**Committee:** Emergency and Community Services Committee  
(Previously Healthy & Safe Communities)

==Requestor Information==

**Name of Individual:** Robert Pental

**Name of Organization:** Shelter Health Network

**Contact Number:**

**Email Address:**

**Mailing Address:**

**Reason(s) for delegation request:** Regarding the closing of  
the Wesley Day Centre

**Will you be requesting funds from the City?** No

**Will you be submitting a formal presentation?** No

**Form: Request to Speak to Committee of Council**

Submitted on Thursday, July 4, 2019 - 9:57 am

==Committee Requested==

**Committee:** Emergency and Community Services Committee  
(Previously Healthy & Safe Communities)

==Requestor Information==

**Name of Individual:** Chris Labenski

**Name of Organization:**

**Contact Number:**

**Email Address:**

**Mailing Address:**

**Reason(s) for delegation request:** I would like to delegate for supporting keeping the Wesley daycare centre right where it is! on July 11th at 1:30 pm

**Will you be requesting funds from the City?** No

**Will you be submitting a formal presentation?** No

**Form: Request to Speak to Committee of Council**

Submitted on Monday, July 8, 2019 - 1:04 pm

==Committee Requested==

**Committee:** Emergency and Community Services Committee  
(Previously Healthy & Safe Communities)

==Requestor Information==

**Name of Individual:** Michelle Hruschka

**Name of Organization:**

**Contact Number:**

**Email Address:**

**Mailing Address:**

Hamilton, ON

**Reason(s) for delegation request:**

My goal is to speak about not saving the Wesley Centre and present information as to why I feel this way. I also want to bring forward my thoughts and feelings as to a better way forward to build a better structure to help those who are the most vulnerable in our city.

**Will you be requesting funds from the City? No**

**Will you be submitting a formal presentation? No**



Hamilton

**CITY OF HAMILTON**  
**HEALTHY AND SAFE COMMUNITIES DEPARTMENT**  
**General Managers Office**

<b>TO:</b>	Mayor and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	July 11, 2019
<b>SUBJECT/REPORT NO:</b>	Request for Qualifications for Service System Managers Employment Services Transformation (HSC19041) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Rachelle Ihekwoaba (905) 546-2424 Ext. 5909 Jenn Hohol (905) 546-2424 Ext. 7857
<b>SUBMITTED BY:</b>	Grace Mater Director, Children's Services and Neighbourhood Development Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

**RECOMMENDATION(S)**

- (a) That the City of Hamilton respond to the Government of Ontario's Request for Qualification for Service System Managers Employment Services Transformation; and,
- (b) That the General Manager, Healthy and Safe Communities Department, be delegated authority to sign-off on the City of Hamilton's application to the Request for Qualification for Service System Managers Employment Services Transformation.

**EXECUTIVE SUMMARY**

In February 2019, the Province announced its plan to transform Ontario's employment services by introducing a new model to manage the employment services system more effectively to meet the needs of job seekers, businesses and communities. This fall, the Province will implement a new employment services model in three prototype communities including Hamilton-Niagara, the Region of Peel and Muskoka-Kawartha. The Hamilton-Niagara area has been defined to include Hamilton, Niagara, Haldimand-Norfolk and Brant.

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.



**SUBJECT: Request for Qualifications for Service System Managers Employment Services Transformation (HSC19041) (City Wide) - Page 2 of 4**

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The new employment services model will include the selection of a Service System Manager within each of the prototype communities who will plan and deliver employment services at a local level and receive funding based on achieving results. The selection of the Service System Managers for the prototype communities will be determined through a competitive process. The first part of the competitive process is a Request for Qualifications (RFQ) for Service System Managers Employment Services Transformation due July 23, 2019.

The City of Hamilton is interested in submitting an RFQ application to act as the Service System Manager for Hamilton-Niagara. The City of Hamilton is well positioned for success as a Service System Manager in Hamilton-Niagara with long-standing expertise in service system management roles within Ontario Works, housing and child care. The City of Hamilton also offers services within public health, social assistance and economic development whose work is very much critical to employment success. To ensure success as a Service System Manager, the City of Hamilton will look to leverage the expertise of existing employment service providers through partnerships.

Detailed funding and performance expectations will be provided by the Province to successful RFQ applicants. Staff will report back to the Emergency and Community Services Committee following the RFQ process.

**Alternatives for Consideration – Not Applicable**

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: There are no financial implications associated with Report HCS19041.

Staffing: There are no staffing implications associated with Report HCS19041.

Legal: There are no legal implications associated with Report HCS19041.

**HISTORICAL BACKGROUND**

In 2016, the Auditor General reported that Ontario's employment and training programs were not effectively helping people find and keep full-time jobs and that the government lacked labour market information that would help meet the current and future labour needs of Ontario. In 2018, it was identified that the Auditor General's recommendations from the 2016 report had made limited progress.

In February 2019, the Province announced its plan to transform Ontario's employment services system. Currently, individuals can access government-funded employment services through three different employment service systems that operate in Ontario. This includes employment services offered through Employment Ontario supported by the Ministry of Training, Colleges and Universities as well as Ontario Works Employment

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Assistance and the Ontario Disability Support Program Employment Support both funded by the Ministry of Children, Community and Social Services. The transformation will aim to integrate employment services from all three areas to create one system by introducing a new employment services model to more effectively meet the needs of job seekers, businesses and communities.

This fall, the Province will implement the new employment services model in three prototype communities including Hamilton-Niagara, the Region of Peel and Muskoka-Kawartha. The Hamilton-Niagara area has been defined to include Hamilton, Niagara, Haldimand-Norfolk and Brant. Full implementation of the new employment services model across the rest of the province will be phased-in over the next several years.

The new employment services model will include the selection of a Service System Manager within each of the prototype communities who will plan and deliver employment services at a local level and receive funding based on achieving results. The selection of the Service System Managers for the prototype communities will be determined through a competitive process and will be open to any public, not-for-profit or private sector organization. The first part of the competitive process to become a Service System Manager is an RFQ for Service System Managers Employment Services Transformation released by the government on July 2, 2019. The RFQ application is due July 23, 2019. Those who are successful in the RFQ process will be invited to participate in the second part of the selection process which may include a Call for Proposals for the management and delivery of employment services. Service System Managers for the prototype communities are expected to be selected by fall 2019.

### **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

There are no policy implications or legislated requirements associated with the recommendations in Report HSC19041. Should the City of Hamilton be successful in the RFQ application, future policy and legislated requirements will be reported back to Council as recommended.

### **RELEVANT CONSULTATION**

The completion of the RFQ will require consultation with staff from the following Divisions; Ontario Works, Housing Services and Children Services and Neighbourhood Development.

### **ANALYSIS AND RATIONALE FOR RECOMMENDATION(S)**

The Government of Ontario is transforming employment services to make sure all individuals can connect with opportunities to find and keep good jobs and that employers can hire the skilled workers they need to grow their businesses. The new integrated approach to service delivery will create one efficient, cost-effective system that is easy to

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use and focused on helping all job seekers, businesses and communities. The new employment services model will include the selection of a Service System Manager within defined geographic areas across the province. The Service System Managers will be responsible for the planning, design and delivery of employment services in way that is integrated, people-focused and outcome driven.

The City of Hamilton is well positioned to lead this transformation as the Service System Manager in Hamilton-Niagara. The City of Hamilton has long-standing expertise and success in the service system management role within Ontario Works, housing and child care. The City of Hamilton also offers services within public health, social assistance and economic development whose work is very much critical to employment success. The City of Hamilton has well-established relationships with employment service delivery organizations as well as health, education, human service system and municipal partners across Hamilton-Niagara which would support success in achieving employment outcomes. To ensure success as a Service System Manager, the City of Hamilton will look to leverage the expertise of existing employment service providers through partnerships.

Detailed funding and performance expectations will be provided by the Province to successful RFQ applicants. Submitting an RFQ application to become a Service System Manager in no way binds the City of Hamilton to any commitments to the Province. An RFQ applicant may withdraw a submitted application at any time throughout the process.

**ALTERNATIVES FOR CONSIDERATION**

None

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

**Economic Prosperity and Growth**

Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.

**Healthy and Safe Communities**

Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

**Our People and Performance**

Hamiltonians have a high level of trust and confidence in their City government.

**APPENDICES AND SCHEDULES ATTACHED**

None

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