



INFORMATION REPORT

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	August 12, 2015
SUBJECT/REPORT NO:	Helping Hands CES15044 (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Melissa Eberhardt-Markle 905-546-2424 ext. 2681 Kerry Lubrick 905-546-2424 ext. 4855
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SIGNATURE:	

Council Direction:

Not Applicable.

Information:

The Helping Hands (HH) Program is targeted to Ontario Works and Ontario Disability Support Program participants who have little attachment to the labour force. It has been operating since 1977 and aims to facilitate supportive employment opportunities for the most marginalized people while providing community and neighbourhood benefits. The Program is designed to provide skills training and positive work habits through a temporary work placement of 26 weeks. Participants receive a \$15 daily incentive not deductible from the participant's OW/ODSP monthly benefits, a monthly bus pass, a new uniform, safety boots/shoes, a phone card, first aid/CPR and WHMIS training, interview and resume training (including a completed resume), and an employment reference.

In 2014, a total of 188 participants started the Helping Hands program. Sixty-eight participants secured full-time employment while 21 secured part-time employment. Table 1 provides details on the number of volunteer participants who completed the program or who were unable to complete the program. The number specified for "Started Program" reflects all participants who started the program. The column for "Completed Program" reflects all participants who completed the program without any further referrals or employment. Although captured separately, Helping Hands considers outcomes related to addiction treatment, returning to school, or attending another program as a completion of the program. Participants having to leave due to medical, family or other issues are determined to be unable to complete the program.

Table 1 – Program Completion Details

Year	Started Program	Completed Program	Secured Employment (part-time & full-time)	Other reasons for leaving - completed program		Unable to complete program
				Addictions Treatment	Returning to School	Other (medical, family issues, other)
2010	124	24	38		9	64
2011	119	12	45		5	63
2012	157	N/A	57			
2013	162	N/A	58			
2014	188	17	89	1	6	15

*Numbers related to program completion, finding employment and other referrals may not total number of participants that entered program due to the fact that participation in Helping Hands may extend over a calendar year.

Participants in the program attend workshops and acquire training which enables them to provide the following services:

- house cleaning (regular and heavy);
- rug shampooing;
- packing & unpacking for movers;
- window washing;
- lawn maintenance; and,
- snow shovelling.

These services are provided to seniors and persons with disabilities living with low income in the Hamilton community. Often these services enable residents to remain living independently in their own homes.

The following chart outlines the number of jobs completed and the residents served:

Table 2: Overview

	2011	2012	2013	2014
Total # of Jobs Completed in the Community	4396	4314	4499	4170
Total Disabled Clients	144	116	103	102
Total Senior Clients	307	257	228	236
TOTAL CLIENTS	451	373	331	338

In 2013, Helping Hands was awarded the Ontario Municipal Social Services Association Local Municipal Champion award. This is a peer nominated award that recognizes the great work being done by Ontario Works Delivery staff across the province.