




Hamilton

CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
General Managers Office

TO:	Mayor and Members Emergency and Community Services Committee
COMMITTEE DATE:	July 11, 2019
SUBJECT/REPORT NO:	Request for Qualifications for Service System Managers Employment Services Transformation (HSC19041) (City Wide)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY:	Grace Mater Director, Children's Services and Neighbourhood Development Healthy and Safe Communities Department
SIGNATURE:	

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-Kawarthas. The Hamilton-Niagara area has been defined to include Hamilton, Niagara, Haldimand-Norfolk and Brant.

OUR Vision: To be the best place to raise a child and age successfully.

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.

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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