




CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES
Children's Services and Neighbourhood Development

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	September 19, 2019
SUBJECT/REPORT NO:	Call for Proposal for Service System Managers Employment Services Transformation (HSC19041(a)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Jennifer Hohol 905-546-2424 x7857
SUBMITTED BY:	Grace Mater Director, Children's Services and Neighbourhood Development Division Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION(S)

- (a) That the City of Hamilton respond to the Government of Ontario's Call for Proposal for Service System Managers Employment Services Transformation;
- (b) That, if necessary, up to \$40,000 be used to support the completion of the Call for Proposal from the Children's Services and Neighbourhood Development Operating Budget; and,
- (c) That the General Manager, Healthy and Safe Communities Department, be delegated authority to sign-off on the City of Hamilton's application to the Call for Proposal 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. Beginning in 2020, 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.

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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 to become a Service System Manager was the completion of a Request for Qualifications for Service System Managers Employment Services Transformation (Report HSC19041). The City of Hamilton was a successful applicant to the Request for Qualifications and was invited to participate in the second part of the selection process which requires submission of a Call for Proposal by October 31, 2019.

The City of Hamilton is interested in continuing through the competitive process 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 as well as a commitment to successful employment within the Hamilton community.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The City of Hamilton will consider spending up to \$40,000 in existing resources to support the completion of the Call for Proposal. This will be a one-time cost using existing resources within the Children's Services and Neighbourhood Development operating budget.

Staffing: There are no financial implications associated with Report HCS19041(a).

Legal: There are no financial implications associated with Report HCS19041(a).

HISTORICAL BACKGROUND

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 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.

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In 2020, the Province will implement the 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. 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 was the completion of a Request for Qualifications for Service System Managers Employment Services Transformation (Report HSC19041). The City of Hamilton applied to the Request for Qualifications in July and was a successful applicant as per the Information Update provided to Council on September 4, 2019. As a successful applicant, the City of Hamilton was invited to participate in the second part of the selection process which requires submission to a Call for Proposal by October 31, 2019. Service System Managers for the prototype communities are expected to be selected prior to mid-January 2020.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

There are no policy implications or legislated requirements associated with the recommendations in Report HSC19041(a). Should the City of Hamilton be successful in the Call for Proposals application, future policy and legislated requirements will be reported back to Council through the Emergency and Community Services Committee.

RELEVANT CONSULTATION

The completion of the Call for Proposal will require consultation with staff from Ontario Works and Children Services and Neighbourhood Development. In addition, the City of Hamilton will also engage with current employment service providers and partners across the Hamilton-Niagara region.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

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 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

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responsible for the planning, design and delivery of employment services in a 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. A commitment to successful employment has been a long-standing focus within the Hamilton community. To ensure the City of Hamilton can support local economic growth, it must make certain that it has a workforce with the training and capacity to meet the needs of local employers. Since 2015, the Mayor's Blue Ribbon Taskforce has been working to strengthen the local workforce with skilled workers through engagement with partners across the community. More recently the City of Hamilton has engaged in Mohawk College's Challenge 2025, working with community partners to address ongoing issues of poverty, under-education and labour shortages in the Greater Hamilton Area.

Through early 2020, the new Service System Managers will be responsible for planning and supporting the transition into a new employment services delivery model within their prototype areas. Beginning October 2020, Service System Managers will have full responsibility for implementing and managing the new employment services delivery model. Funding will be made available to support Service System Managers through planning, transition and implementation and requests for available funding will be made through the Call for Proposal application. With this available funding, it is anticipated that there will be no negative impact to the City of Hamilton's net levy.

Submitting a Call for Proposal application to become a Service System Manager in no way binds the City of Hamilton to any commitments to the Province. Formal Transfer Payment Agreements will be negotiated between the successful Service System Managers and the Ministry of Training, Colleges and Universities. A Call for Proposal applicant may withdraw a submitted application at any time throughout the process.

ALTERNATIVES FOR CONSIDERATION

None

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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