



Report to:	Program Planning Committee
From:	Donna Moroso, Director of Integrated Social Services Renee Brunet, Ontario Works Program Supervisor
Date:	September 21, 2016
Re:	Employment Ontario Service Delivery– Issue Report

Purpose

On May 17, 2016, the Ministry of Training Colleges & Universities (MTCU) provided the Manitoulin Sudbury District Services Board with [notice](#) pursuant to Article 14 of that [agreement](#) that the Board is in default under the terms of its legal agreement to deliver the Youth Job Connection program. The Ministry of Training Colleges & Universities (MTCU) has now been renamed Ministry of Advanced Education and Skills Development (MAESD) and their new name will be used throughout the remainder of the report.

The DSB was given an opportunity to remedy this default by submitting an action plan by June 3, 2016. We presented this action plan to the board on May 26, 2016.

Background

In September 2015 the DSB entered into a contract with MAESD to deliver the Youth Job Connection program. Part of the new Youth Job Connection program requires that participants take part in Pre-Employment Services to develop job readiness skills and to prepare for a job placement. Participants must complete a **minimum of 60-hours** of Pre-Employment Services for the Year-Round Program and a minimum of 20 hours of Pre-Employment services for the Summer Program before proceeding to a job placement.

Based on the extensive Pre-Employment Services required for participants and the fact that this was not a one-time training event like the YJC summer program, the DSB looked at various ways to deliver the required Pre-Employment Services. The DSB target for participants was 20 for the year round component and in order to successfully place 20 participants in job placement, staff estimated that between 25-30 participants would be required to be complete the 60 hours of Pre-Employment Services.

Since there are only 25-30 participants in this year round program intake is continuous and the DSB needed to figure out a way to provide the Pre-Employment Services in a timely way without affecting participants or potential employers.

Based on 25-30 participants annually the DSB staff estimated the 60-hour Pre-Employment Services would be delivered 3 to 4 times per year. As the board can imagine it would be quite difficult to recruit an employee with the skill set required to provide the training but only hire them for 180 to 240 hours per year. Finding and keeping an individual with those skills sets would be a real challenge without regular part-time or full time employment hours.

DSB staff turned to it's community partners in Chapleau to determine if any of the staff they employ could provide this training for participants. As it turned out the Chapleau Learning Centre which is also under contract with MAESD had part-time staff whose hours could be increased in order to deliver the training.

DSB staff met with Chapleau Learning Centre staff and developed a 60-hour Pre-Employment Services program that met the MAESD guidelines.

MAESD Compliance Notice:

MAESD states that the DSB can remedy the default by providing an action plan by June 3, 2016 for the following compliance issues:

- Contrary to Article 23.1 in the Y JC Agreement "No Assignment of the agreement" The Recipient shall not assign any part of the Agreement or the Funds without the prior written consent of the Ministry". The Board has assigned part of the work under the Youth Job Connection agreement to the Chapleau Learning Centre. Specifically, the Chapleau Learning Centre is delivering 2 of the 3 Pre-Employment Services components outlined in Schedule A, Section C of the agreement.
- Contrary to Schedule A, Section C of the agreement - the Board is not delivering all components of the program. Specifically, the Board is not delivering all Pre-Employment Services; as noted above, 2 of the 3 Pre-Employment Services components are being delivered by Chapleau Learning Centre.
- Contrary to Section 2.5.3 of the Y JC Guidelines, short-term, job-related training (i.e. Smart Serve and First Aid and CPR) is not part of the Pre-Employment workshops or activities. Please refer to Section 2.5.2 of the guidelines and Appendix 2 for examples.

Action Plan

At the May 26, 2016 board meeting, staff recommended the following action plan for the Board's consideration:

1. The DSB will post and advertise a position for a temporary part-time position 160 to 240 hours per year to deliver the Pre-Employment Services for the Year-Round component as required by MAESD and as outlined in the attached Schedule A.

Staff will develop a job posting and share it with MAESD for their input.

The position will be posted in Chapleau and surrounding for a minimum of 4 weeks to in order to ensure maximum coverage.

Once a successful candidate is hired they will be hired on a contract basis during the year as required to deliver the 60-hour Pre-Employment Services.

2. If after the recruitment process, there is no viable candidate. The DSB will propose one of the 2 following options to MAESD:
 - a. Option 1, the DSB would formally request that MAESD approve the assignment of the Pre-Employment Services to the Chapleau Learning Centre, (who is already under contract with MAESD), pursuant to article 23.1 of the agreement which is well with MAESD authority based on the language in the agreement;
 - b. Option 2, transfer an appropriate portion of the MAESD allocation under YJC Year Round component to MAESD so they can fund the Chapleau Learning Centre directly for the provision of the 60-hour Pre-Employment Services.
3. With respect to the First Aid and CPR not being part of the Pre-Employment workshops or activities per Section 2.5.2 of the guidelines, although the DSB disagrees with the province's position, the DSB will respect the MAESD request and stop providing First Aid and CPR to the Youth as part of the YJC Pre-Employment Services.

Meeting with MAESD - Update

On July 8, 2016, the CAO of the DSB met with the Regional Director of MAESD Andrew Irvine to discuss these options.

The MAESD Regional Director and the DSB CAO agreed to the following:

Pre-Employment Training for Youth Job Connection

Although the DSB was prepared to post a position to cover this work, MAESD agreed to contract with the Chapleau Learning Centre to deliver the portion of the 60-hour pre-employment training required for Youth Job Connection. The DSB informed Mr. Irvine of the annual amount that we would need to pay Chapleau Learning Centre for their assistance with delivering their portion of the 60 pre-employment training 3-4 times per year.

Employment Ontario Hours of Service in Chapleau

It was agreed that the DSB staff delivering Employment Ontario would provide service to clients when required or requested whether it be lunch hour, evenings or weekends non-

statutory holidays. DSB would post clear signs for all clients to indicate that staff are available to them when required or requested during lunch hour, evenings or weekends, non-statutory holidays.

Based in the above the Chapleau Employment Ontario site operated by the DSB will not be required to be open one night per week, on the weekends or non-statutory holidays. The DSB staff will provide services when required or requested.

DSB Staff Training Days

Two times per year or 6 days per year the DSB closes its satellite offices to deliver staff development to all DSB integrated staff. The DSB is not a large enough organization to offer staff training in multiple rounds as we only have 23 integrated staff.

Having said that whenever the Chapleau office is closed for staff training, we clearly give clients advance notice, several weeks in advance that we will be closed and we also leave a contact number for the Espanola office which is always staffed in case of emergencies or Employment Ontario urgent matters.

DSB staff are available in Espanola to handle any situation as training normally occurs in our board room and the DSB staff person responsible for Employment Ontario Services would be pulled out of training to deal with any urgent issues.

Conclusion

Mr. Irvine has confirmed via email that the conversation between he and the DSB's CAO is in fact the way we will proceed. Staff will action accordingly and will continue to remain accountable for the 60 hours of pre-employment training for the Youth Job Connection Program. All issues with the provision of Employment Ontario Services in Chapleau have been resolved.