



Conseil des Services du District de
Manitoulin-Sudbury
District Services Board

Ontario Works Service Plan

Addendum 2015-2016

June 23, 2016

ONTARIO WORKS SERVICE PLAN ADDENDUM

Delivery Agent: Manitoulin-Sudbury District Services Board

Improved service coordination and communication between Ontario Works and Ontario Disability Support Program delivery offices regarding the transfers between programs, business protocols, shared case management when appropriate, and expanded and strengthened access to employment services for ODSP clients and people with disabilities within the community.

The Manitoulin-Sudbury DSB meets bi-yearly with the ODSP delivery agent to review protocols and processes and also develop the relationship between the two delivery agents. A strong rapport is also developed between the ODSP Supervisors and the Management team of the Manitoulin-Sudbury DSB. Client's that are currently dependents of ODSP but access Ontario Works employment are being supported by the Ontario Works case managers. Ontario Works case managers ensure that the ODSP program administrator is aware of the progress and also the concerns that pertains to the client. A strong relationship is present between the Manitoulin-Sudbury DSB and Employment Ontario in the LaCloche area along with Manitoulin Island. Sudbury East clients can access employment services through Alpha-en-Partage. The clients from Chapleau have access to Employment Ontario programs in the DSB office as we deliver the full suite of employment services in that location.

Stronger collaboration with local economic deployment organizations to identify, expand and leverage provincial investments in infrastructure and resource development to provide opportunities for Ontario Works clients and disadvantages populations to access skills training, work experience, and new jobs.

A relationship is established with the Economic developer in each delivery areas. Case Managers continue to seek committees that are pertinent to this priority to further achieve a better relationship with local businesses and employers. Some clients are receiving assistance through the Employment Job Placement through Ontario Works to develop their skills and abilities. The Manitoulin-Sudbury DSB will continue to provide assistance to local employers in the recruitment, matching and job retentions. The participants are carefully matched by Case Managers to ensure long-term successful employment. Staff will be available to monitor placements and offer placement services for employer.

In the past, there has not been any labour market information specific for our area. Most of our statistics have been combined with the City of Greater Sudbury. As such, a committee was created in 2007 with service providers and economic partners to work with employers within our area to more accurately develop labour market information in the Manitoulin-Sudbury DSB catchment area. In 2008, we successfully partnered with

LAMBAC and they took the lead in contracting with several companies to collect data from local businesses for the Manitoulin Island and LaCloche areas. This information was gathered, organized and added to a web based program that is accessible by stakeholders and the general public. This program allows employers to enter their employment statistics online and indicate their future workforce needs, thus facilitating the dissemination of this information to the public. Such information allows educational institutions to plan their course offerings and curricula to meet the anticipated demand for skilled labour. This employer-demand information allows unemployed or underemployed individuals to target their job search to become employable with these employers. The website includes all of our catchment areas and is reviewed and updated yearly. Labour market information that is current and accurate will be a useful tool for municipal and First Nation economic developers as they recruit new business investment. They will be able to provide advice to local business people on their hopes to expand or diversify their operations. The Manitoulin-Sudbury DSB continues to use this information to assist its clients in their future training needs that will complement the local labour market's needs. This information is available to other agencies and businesses for their own needs.

The Manitoulin-Sudbury DSB also offers numerous courses such as First Aid/CPR, Automated External Defibrillation, Safe Food Handling, WHMIS (Workplace Hazardous Materials Information System), Chainsaw Certification, Smart Serve, Follow your True Colors, Boater Safety, Traffic Control, and Service Excellence. These courses are offered free of charge to all Ontario Works and Ontario Disability Support Program recipients. Offering these programs to the clients provides clients with the proper tools to become marketable for the employers in the districts.

Establish local partnerships with community organizations to develop protocols to support Ontario Works client's, marginalized or disadvantaged groups across service sectors including: health, developmental services, housing, education, training or violence against women prevention.

The Manitoulin-Sudbury DSB invites community agencies to present programs and resources to staff during the monthly staff conference calls. Staff will also bring forward information that they have obtained in the community from attending presentations that addresses these gaps to further support clients. The Manitoulin-Sudbury DSB, in partnership with Canadian Mental Health Association has hired a Transitional Housing Support Worker (pilot project) that is assisting client's that are on Ontario Works and also in Social Housing units. This worker is assisting clients with the completion of their outcome plans and also assisting them with numerous barriers they present. The Transitional Housing Support Worker also completes proper referrals to community agencies in the Manitoulin Island and LaCloche area to ensure that the client receives the proper level of care to succeed in their goal.