

## MANAGEMENT REPORT

**Date:** February 13, 2024  
**To:** Social Services Sub-committee  
**From:** Alex Burgess, Manager of Ontario Works  
Kim McElroy, Director of Social Services  
**Report Number:** SOC24-005  
**Attachments:** 2023-11-16 Service System Manager (SSM) Semi Annual Report to Councils

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**Title:** November 2023 Semi-Annual Report to Council

**Objective:** To provide an update from the Stratford-Bruce Peninsula Service System Manager on the activities of the Consortium.

**Background:** Counties of Bruce (lead), Grey, Huron, and the City of Stratford were selected as the Employment Service System Manager (SSM) for the Stratford – Bruce Peninsula Economic Region by the Ministry of Labour, Immigration, Training and Skill Development (MLITSD) as part of Ontario's Employment Services Transformation in the Spring of 2022. Integrated Employment Services Delivery (IESD), the SSM newly designed system, went live on April 1, 2023. This report provides a semi-annual update to council on the performance of the SSM, and updates on future work to be completed.

Previously, these reports were being provided on a bi-monthly basis but moving forward, these updates will be provided on a semi-annual basis.

**Analysis:** The SSM's new service delivery model started the intake of clients on April 1, 2023, through the ten Employment Service Providers (ESP) across the catchment area. These are third party organizations that have service delivery agreements with the County of Bruce for the delivery of employment services in the catchment area. The attached report outlines the SSM's performance after two quarters of operations, specifically related to client intake, service to priority populations, outcomes generated by ESP's and next steps that the SSM plans to take in an effort to improve and modernize services being delivered.

The City of Stratford currently has representation on all committees identified in the governance structure and is an active participant in helping to reshape the employment services landscape as a member of the SSM.

### **Financial Implications:**

#### **Financial impact to prior year operating budget:**

As detailed in reports SOC23-006 and SOC23-012, all impacts were within approved budgeted amounts in 2023.

#### **Financial impact on current year operating budget:**

As detailed in reports SOC23-006 and SOC23-012, there is a further reduction in the Ontario Works budget for 2024 due to the transfer of Employment Supports funding to the Ministry of Labour, Immigration, Training and Skills Development (MLITSD). This information is detailed in the 2024 budget package within the 611-Ontario Works Division 2024 budget and expected to be within the budgeted amounts.

### **Alignment with Strategic Priorities:**

#### **Strengthening our Plans, Strategies and Partnerships**

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

#### **Widening our Economic Opportunities**

Strengthening Stratford's economy by developing, attracting, and retaining a diversity of businesses and talent.

### **Alignment with One Planet Principles:**

#### **Health and Happiness**

Encouraging active, social, meaningful lives to promote good health and wellbeing.

#### **Equity and Local Economy**

Creating safe, equitable places to live and work which support local prosperity and international fair trade.

#### **Culture and Community**

Nurturing local identity and heritage, empowering communities, and promoting a culture of sustainable living.

#### **Land and Nature**

Protecting and restoring land for the benefit of people and wildlife.

**Staff Recommendation: THAT the report titled, "November 2023 SSM Semi-Annual Report to Council" (SOC24-005), be received for information.**

**Prepared by:**

Alex Burgess, Manager of Ontario Works

**Recommended by:**

Kim McElroy, Director of Social Services

Joan Thomson, Chief Administrative Officer