

The Employment Services Transformation

November 2023



WINDSOR REGIONAL
Employment Network
Windsor-Essex · Chatham-Kent · Sarnia-Lambton

Canada 

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ONTARIO**

Ontario 

Land Acknowledgement

We at Windsor Regional Employment Network (WREN) acknowledge and honor the traditional, ancestral, and contemporary lands of the Niswi Ishkodewan Anishinaabeg: The Three Fires Confederacy (comprised of the Ojibwe, Odawa, and Potawatomi) on which Windsor-Essex is situated. We also recognize the traditional territory of the Chippewa, Odawa, Potawatomi and Delaware Nations, the Indigenous Nations known as the Anishinaabeg and Lunaapeew, on which Chatham-Kent and Sarnia-Lambton are located. We express our gratitude to the land and surrounding waters for sustaining us and commit to standing together in our efforts to protect and restore them from environmental degradation. In addition, we acknowledge our responsibility to the Truth and Reconciliation Commission's 94 Calls-to-Action and commit to taking meaningful actions towards reconciliation and a more just society for Indigenous peoples.



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Agenda

The BIG Questions:

- What is the Employment Services Transformation and what has happened so far in Windsor-Sarnia?
- What are Integrated Employment Services?
- What can we expect as of January 1st
- How can I participate in the new network?



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Employment Services Transformation



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Employment Services Transformation (EST)

The Government of Ontario is continuing with its commitment to transform the delivery of Employment Services by integrating Ontario Works Employment Assistance and Ontario Disability Support Program Employment Supports into Employment Ontario to create one system. Through the transformation of the Employment Services system, the government is seeking innovative and efficient approaches to better connect individuals, including those in receipt of Social Assistance, Persons with Disabilities, Indigenous peoples, Francophones, Newcomers, Black and Racialized Individuals and others who may have unique needs to achieve sustainable employment. The Integrated Employment Services system is intended to create a clear path to employment for all job seekers including those who are at risk of long-term unemployment and who face systemic and other barriers to employment



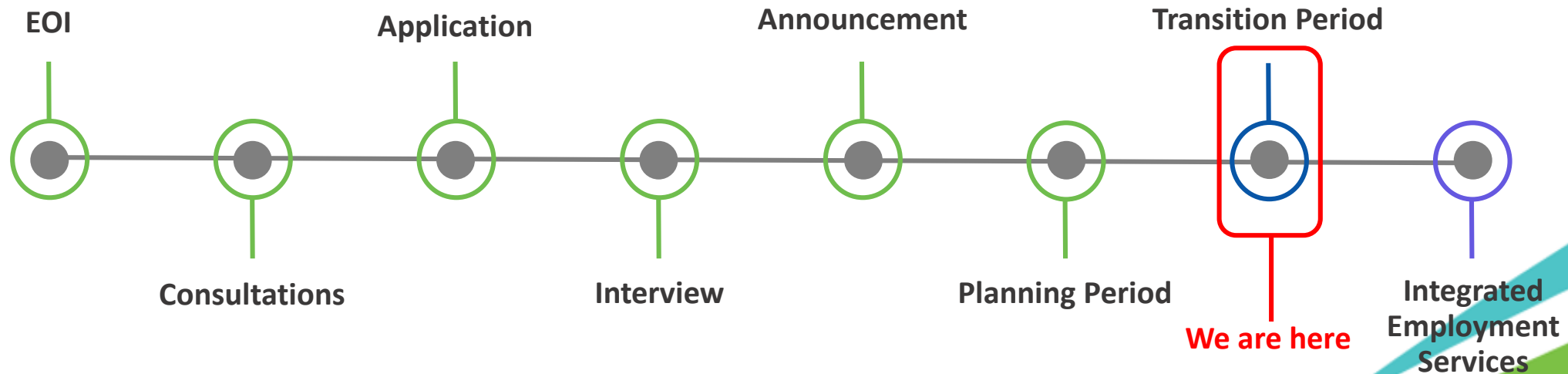
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The Windsor Regional Employment Network

Windsor Regional Employment Network (WREN) is the Service System Manager for Employment Ontario in Windsor-Essex, Chatham-Kent and Sarnia-Lambton. Led by the Corporation of the City of Windsor and their partner Workforce WindsorEssex, the WREN oversees and supports a wide range of employment programs and services for job seekers, employers and community partners.



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Integrated Employment Services (IES)



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Mission of Integrated Employment Services

MINISTRY VISION

A locally responsive, outcome-based employment services system that meets the diverse needs of employers and job seekers across the full spectrum of employment readiness.

Client-centred

MINISTRY OUTCOMES

- ✓ Diverse clientele get the right services and supports when they need them
- ✓ Employers find the right workers with the right skills
- ✓ Clients find and keep good jobs
- ✓ Clients decrease reliance on Social Assistance
- ✓ Sustainable, efficient and performance-based system; accountability for results

Innovative

Locally-responsive

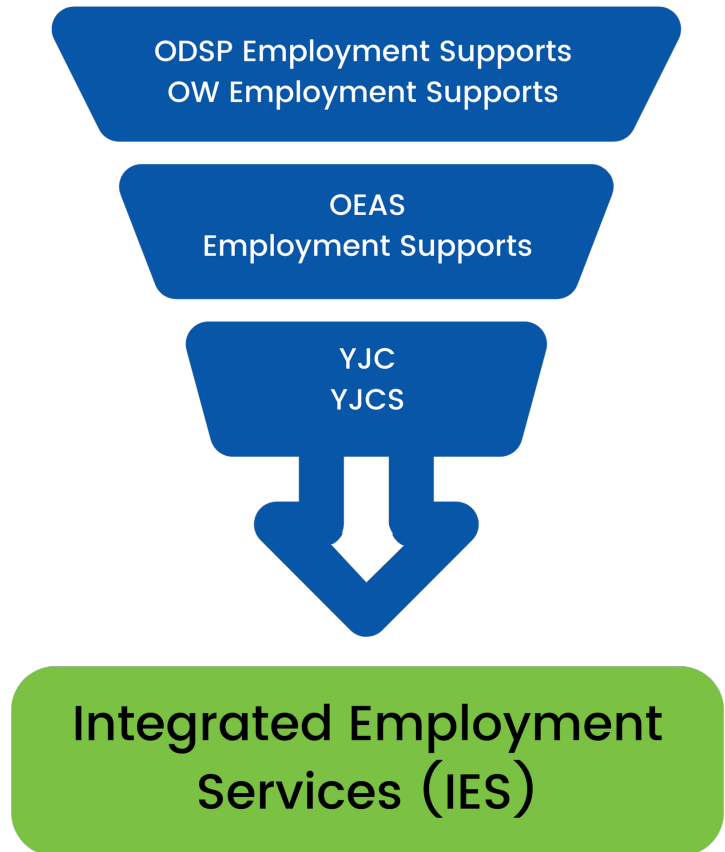


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Integrated Employment Services



Organizations funder under Integrated Employment Services will hold one contract with the Windsor Regional Employment Network.

The Ministry of Labour, Immigration, Training and Skills Development has retained the following programs:

- Local Boards
- Literacy Basic Skills
- Canada Ontario Job Grant (COJG)
- Better Jobs Ontario (BJO)
- Apprenticeships
- On-reserve Indigenous Employment Services

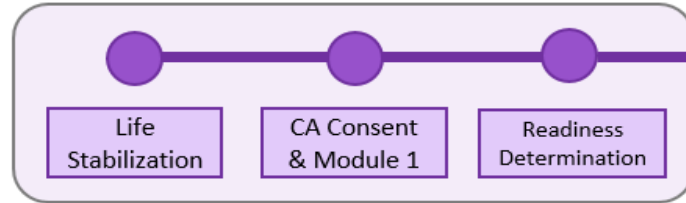
What to Expect January 1st



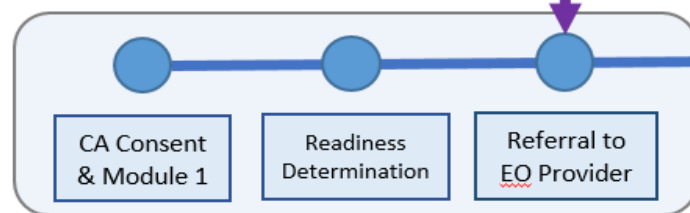
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Client Journey to Integrated Employment Services

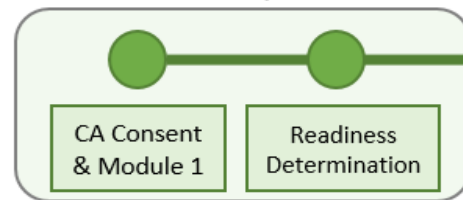
Referred by Social Assistance



Referred to SSM Intake Team



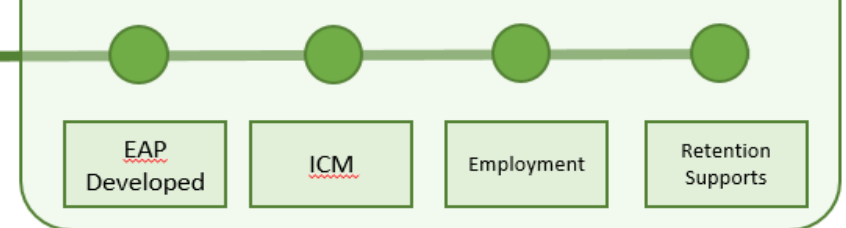
Self-Referred (Direct to EO Provider)



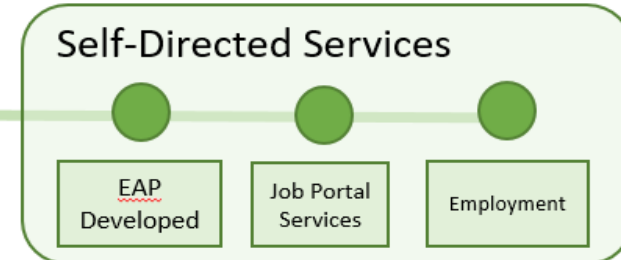
CA Module 2
(Segmentation)

All Social Assistance clients to be assisted/case managed

Assisted Services (Case Managed)



Self-Directed Services



CA & AP completion is mandatory for Ontario Works clients and ODSP adult family members. It is voluntary for primary clients and spouses with a disability determination.

Intake & Referrals

"No wrong door"

- The WREN will act as a distributor of referrals where leads are generated through our website, phone lines, or digital tools as well as through Ontario Works and the Ontario Disability Support Program
- Service providers are expected to actively offer direct referrals to organizations that may better be aligned with client needs but are able to conduct intake and Common Assessment
- Referrals will always prioritize client choice, and will also consider their preference to have focused services for any of the priority populations under which they identify (i.e. Francophones, newcomers, Indigenous persons, persons with disabilities, persons receiving ODSP, youth with higher support needs, and other racialized persons).



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New Website, New Providers, New Programs

Providers across the catchment will be opening their doors to a larger number of clients under the Integrated Employment Services model, which will come with new locations and new or adjusted programs to meet the needs of our clients.

The general public, and partners of the sector can visit **wrenetwork.ca** to access:

- Details about the Employment Services Transformation
- Contact and location details of the service provider network
- A direct connection to our intake team to access employment services
- Policies of the WREN
- Information about our committees
- A general contact form



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How to get involved



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Committees

- Community Advisory Board (CAB)
- Indigenous Advisory Table (IAT)
- SSM IT Committee
- Employment Services Provider Advisory Committee (ESPAC)
- Social Assistance Committee



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Community Advisory Board (CAB)

Core Responsibilities

- **Share expertise:** contribute knowledge and insights from respective sectors to inform and shape the development of employment services within the WREN framework
- **Provide feedback:** offer input and recommendations on best practices, service delivery, program options, and strategies for mitigating employment barriers
- **Foster innovation:** encourage an environment that supports the exploration of new approaches, technologies, and training opportunities to enhance employment outcomes for diverse individuals.
- **Build capacity:** identify issues or insights that support the learning and capacity-building of the CAB to better understand the intersectionality of employment and other sectors
- **Promote collaboration:** engage in collaborative discussions with WREN members, sharing experiences and insights, and perspectives to foster consensus and improve the effectiveness of employment services
- **Enhance communication:** continue to uphold transparency, effective information flow, and equity as principles guiding communications



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Community Advisory Board (CAB)

Membership

The Community Advisory Board (CAB) will be comprised of a diverse set of organizations, institutions, and persons, from across the Windsor-Sarnia catchment

Will include representation from all target populations

Representation from each of the catchment's communities: Windsor-Essex, Chatham-Kent and Sarnia-Lambton

Meeting Schedule

Will begin meeting in January and then quarterly with the opportunity for some participants to join ad-hoc committees or advisory tables to inform specific policies, procedures or activities of the WREN.



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Community Advisory Board (CAB)

Goals:

- **Equal representation** from across the catchment that balances participation from organizations, employers and clients from across Windsor-Essex, Chatham-Kent and Sarnia-Lambton
- Ensure that the WREN has their ear to the ground on what supports, training or **opportunities** the **employment services network can leverage** to better connect jobseekers with sustainable employment
- That the community and participants **actively contribute to the modernization and transformation** of employment services through meaningful meetings and working sessions



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Community Advisory Board (CAB)

What can participants expect?

- Quarterly all member meetings where we will:
 - Hear from experts on trends that affect our mutual clients and jobseekers
 - Prompt participants with roundtable questions that get to solution design around common barriers to employment and client success
 - Offer updates on the transformation and other committees (Indigenous Advisory Committee, IT Committee, etc)
- Ad-hoc meetings for interested members that will:
 - Allow us to focus on solution design and collaboration on specific topics such as program or guideline development, training opportunities to increase the capacity of the network to serve clients furthest removed from the labour market



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Indigenous Advisory Table (IAT)

Faces to the Sun, an Indigenous-led consultancy, will assume the responsibility of designing, developing, and coordinating an independent Indigenous Advisory Table (IAT), consisting of remunerated members, to:

- Perform an evaluation of WREN documents, guidelines, and policies to remove barriers, identify areas for modifications, and foster inclusivity
- Conduct an assessment and recommend suitable Indigenous Cultural Competency training options for the WREN and service provider staff within the catchment
- Develop mechanism to assess capacity of the employment services network in delivering innovative, culturally-responsive, and client-centred services specifically tailored for Indigenous peoples within the catchment area
- Provide support for potential future Calls/Requests for Proposals aimed at specialized service providers interested in delivering Employment Services to urban and rural Indigenous peoples
- Offer culturally-responsive and client-centred advice regarding physical public spaces
- Create an inclusive land acknowledgement specifically tailored for use at public events and meetings hosted by the WREN in the catchment area



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SSM IT Committee

Core Responsibilities

The SSM IT Committee will be responsible for providing guidance on the overall development and implementation of any WREN-required digital tools.

Membership

Will include representatives of the WREN, WE Data Tools, service providers and clients.

Why

Because clients will have access to their own Job Portal and we aim to have it be as accessible, intuitive and responsive to need as possible.



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Employment Services Provider Advisory Committee (ESPAC)

Core Responsibilities

Provide an opportunity for the WREN and Service Providers to discuss and ensure the successful integration of employment services, including service delivery and funding models, emerging labour force trends and needs, and intake and referrals

Membership

Will include 1 or 2 members of service provider leadership teams who will be offering services under IES

Meeting Frequency

Monthly beginning in October



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Social Assistance Committee

The WREN will have a catchment-wide SA committee, with representation from the Municipalities and ODSP offices, responsible for:

- Information sharing
- Coordinating of benefits
- Determining and refining referral pathways



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Other

Help us spread the word about the committees, as members can join any time they like, assuming we maintain regionally balanced representation.

Please consider promoting these opportunities to:

- Clients with lived experience you wish to see represented in this work
- Counterparts in your sector from across the catchment
- Staff within your organization that work directly with clients accessing employment services and/or social assistance



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Questions and Committees

General Questions:

Please contact ssm@citywindsor.ca

Questions about Committees:

Please Contact ksantarossa@workforcewindsorsex.com

Join a Committee:

[Fill out the form here.](#)



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Thank you



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