



City of
Peterborough

Enhanced Employment
Services
for
Vulnerable Persons

Ontario Works / Ontario Disability Support Program

Contact Information

Ontario Works Delivery Agent: City of Peterborough

Mailing Address: 178 Charlotte St
PO Box 4138
Peterborough, ON
K9J 8S1

Contact name: Mike Gannon
Social Services Coordinator
(705)748-8830 ext 3877

Regional Office: Central East Region

Table of Contents

Enhanced Employment Services	4
Section 1: EES Programs	4
Career Makeover/Women's Advantage Program	4
Preparing for Success Life Skills Program	5
Transitional Life Skills Program for Youth at Risk	5
Job Fit- Employment Skills Development for the Learning Disabled.....	5
Community Opportunity & Innovation Network (COIN) Customer Service/ Food Service Training Program.....	6
Women's Employment, Learning and Livelihoods (WELL) Project	6
Women Learning, Women Leading, Women Working Program (W4L2).....	6
Literacy and Essential Skills in Industrial Arts Program (LESIA).....	7
Work Integration Network for the Disabled of Ontario Works (WINDOW) Program.....	8
Section 2: Enhanced Employment Services for Vulnerable Persons (EES).....	9
Summary - Enhanced Employment Supports	9
Table 1.0 – Summary of EES Activities.....	10

Enhanced Employment Services

For the two-year period: 2009 October – 2010 November

Enhanced Employment Services for Vulnerable Persons (EES) includes service improvements to be undertaken between November 2009 and March 31, 2011 to prepare social assistance clients for labour market success. EES funding will be used to provide additional supports to vulnerable groups beyond those included in the Ontario Works Employment Assistance outcome funding. The proposed time-limited enhancements build upon the strengths of existing community partnerships and are a combination of new or expanded services to support Ontario Works (OW) and Ontario Disability Support Program (ODSP) participants.

Section 1: EES Programs

EES funding will be used to provide transitional employment assistance and will support vulnerable populations by increasing their readiness to obtain and maintain training, education and/or employment. As per MCSS guidelines, the training and employment needs of particular groups including persons with disabilities, at risk youth, older workers, Aboriginal persons, newcomers to Canada, persons fleeing domestic violence and homeless persons, have been considered in the planning of these expanded services. EES funded programs and services will be available to ODSP recipients voluntarily participating in OW through the existing ODSP Joint Implementation Protocols and referral processes. A brief description of planned EES program enhancements is noted below.

Career Makeover/Women's Advantage Program

(New Program)

The Community Training and Development Centre (CTDC) will deliver the Career Makeover/ Women's Advantage Program. The course outline includes training in the following modules: Personal Focus & Goal Setting, Personal Skills-Dress for Success, Deportment & Conduct, Nutrition, Fitness/Wellness, Employability Skills, Communication Skills, Customer Service, Personal & Money Management, Career Choices/Links to Job Search. The program will target mature women (age 30-50) who have been unemployed or under-employed for an extended period. The program will be delivered in various locations in the County of Peterborough and focus on the needs of women in both rural and urban areas. A minimum of 40 individuals will be served through 4 sessions, which are 4 weeks in length.

Preparing for Success Life Skills Program (Expanded Program)

The Preparing for Success Life Skills Program is intended for adult participants who may be coping with mental health challenges and would benefit from intensive life skills training and coaching. The program is facilitated by a combination of Canadian Mental Health Association staff including Employment Support Workers, Life Skills Workers, Case Managers and Peer Outreach Workers. The objectives are to increase employability for participants by improving self-esteem, personal health awareness, conflict resolution, coping skills and awareness of community resources. This program will support a minimum of 48 individuals through 4 planned 6-week sessions.

Transitional Life Skills Program for Youth at Risk (Expanded Program)

The Transitional Life Skills Program (TLS) is delivered by the Youth Emergency Shelter to support young people in their efforts to establish housing stability, employment, education and positive social networks within the community. The TLS Program will assist youth at risk between 16 and 30 years of age and be delivered in a 12-week period with each participant receiving 60 hours of support. The curriculum provides individual life skills counselling and personal planning in 5 categories that include: personal care and development, school and employment (focus on employability skills), household management, community/housing and money management. This program will serve a minimum of 50 individuals through 5 planned sessions.

Job Fit- Employment Skills Development for the Learning Disabled (New Program)

The Job Fit program was developed by the Learning Disabilities Association and is designed to address the needs and challenges of unemployed learning disabled individuals aged 18 and up. The purpose of the program is to increase awareness of individual disabilities, workplace expectations, self-advocacy, behaviour management, problem solving, and social skill enhancement to increase employability leading to successful and sustained employment. For many adults with learning disabilities, the skills involved in job search, attending interviews, accepting and keeping a job can be particularly difficult. They are often unaware that the difficulties they encounter in school and on the job are due to learning disabilities. Personal counselling and support plans will lead to increased labour market attachment. Individuals will develop strategies to improve performance and avoid problems in the workplace. This program will serve a minimum of 24 individuals through 4 planned 6-week sessions.

Community Opportunity & Innovation Network (COIN) Customer Service/ Food Service Training Program
(Expanded Program)

The Community Opportunity & Innovation Network (COIN) provides training directly through their social enterprise businesses Natural Blends Café and World2Go Foods. The objective of this program is to develop employability skills to obtain, keep and progress in a workplace. Individuals will increase their transferable skills while participating in workshops, working in a café setting serving customers, preparing foods and completing sales transactions. The training environment will emphasize team building, workplace conduct, problem solving, customer service, and job readiness. This program will focus on new Canadians, mature workers and youth, serving a minimum of 12 individuals through 2 planned 6-week sessions.

Women's Employment, Learning and Livelihoods (WELL) Project
(New Program)

The WELL program is delivered by the YWCA to help women who have experienced domestic abuse or are at risk of violence due to homelessness, addiction, mental health and poverty. Participants will develop knowledge, skills and abilities to increase their employability and income-earning potential, find and maintain employment, and increase their resources to reduce their vulnerability to poverty and abuse. Individual employment readiness planning will be based on a practical understanding of violence against women, the importance of unlearning some behaviors and gaining awareness to help keep them safe when under threat of harm. Women will receive job-related training in career decision-making, job search skills and job maintenance skills. This program will support a minimum of 30 women in 2 planned 8-week sessions of intensive supports.

Women Learning, Women Leading, Women Working Program (W4L2)
(New Program)

The W4L2 program takes women into specific job or entrepreneurship training for 12 weeks and then helps to place and job coach them through the first 14 weeks of a work experience. Training includes food services, self-employment enterprise development, and computer or I.T. training. The Community Opportunity & Innovation Network (COIN) provide training directly through their social enterprise businesses reBoot, TEKdesk and Natural Blends Café, or coordinate alternate training services to match the needs of participants. Financial supports for training, placement/job coaching will follow the participant to other service agencies as needed.

The W4L2 program also encourages women to engage in peer support groups that will build community among the participants and keep them focused on their training/job placement goals. This work has been funded by the Status of Woman Canada in

partnership with COIN, Lovesick Lake Native Women's Association, the YWCA of Peterborough, Victoria & Haliburton, the Kawartha Sexual Assault Centre, the Elizabeth Fry Society of Peterborough, the New Canadians Centre and Nijkiwendidaa Anishnaabe Kwewag Services Circle as sponsor organizations. An application to renew funding has been submitted to the Status of Woman Canada. EES funding will provide additional training not possible through the Status of Woman Canada program.

The participants will include at risk women in rural or urban areas, Aboriginal and new Canadians who have experienced violence in their lives and are attempting to improve their personal circumstances. They will be identified as needing the dual support of the agency sponsored peer-groups as well as training and job placement to support their economic independence and security. Approximately 50 women would be served in total through the combined projects, with EES funded activities assisting up to 20 social assistance participants.

Note: The objective of the YWCA's WELL program is to prepare women for work through a series of training modules designed to maximize their safety, self-esteem and job readiness, job development for women ready to enter the workforce and on-going transitional support. This work can feed directly into the COIN W4L2 program, which takes women into specific job or entrepreneurship training for 12 weeks and then helps to place and job coach them through the first 14 weeks of a work experience. For some participants the two programs may operate as a continuum of support and will magnify the positive outcomes. For others, individual needs may be met through either program as a stand-alone employment support service.

Literacy and Essential Skills in Industrial Arts Program (LESIA)

(New Program)

The L.E.S.I.A. Course material has been developed as a socially inclusive, interesting way to teach workplace essential skills utilizing a combination of in-class instruction and hands-on technical training. This is a program coordinated by Literacy Ontario Central South (LOCS) in partnership with the John Howard Society of Peterborough. Workplace Essential Skills competencies are required for every occupation and include: reading text, document use, numeracy, writing, oral communication, working with others, thinking skills, continuous learning and computer use.

By having a better understanding of the necessary Essential Skills participants will be better equipped to plan their own employment and training goals and be successful in job search and job retention. The classroom Essential Skills components can be taught through introductory courses in stained glass, tile mosaics, blacksmithing, jewelry making, and welding. Programs are flexible and provide for 35 hours of Essential Skills instruction and 35 hours of hands-on training in a workshop setting with an experienced artist/trades person. This program will assist participants who need help with literacy and workplace skills development. Four sessions are planned serving 32 individuals. The Essential Skills content will be taught in conjunction with an introductory welding

course with a focus on males, mature workers and youth. This program will be of particular interest to those considering a career in welding and metal fabrication.

Work Integration Network for the Disabled of Ontario Works (WINDOW) Program
(Expanded Program)

The object of the WINDOW program is to assist participants who have perceived disabilities that are not clearly identified. In many cases these individuals present with formidable limitations, however insufficient information regarding a diagnosis of a disability or the degree to which it would affect an individual's employability is available. This program assists longer term, unemployed participants with multiple barriers through an assessment process that includes a full psychological assessment.

For participants where assessment results indicate the potential for competitive employment, a Return to Work Action Plan is developed outlining steps for work reintegration to occur. In instances where documentation exists or is established that a disability exists, referrals are made to the appropriate agency, including the ODSP. Additional case support is provided to participants with the ODSP application and adjudication processes. EES funding will support up to a maximum of 53 additional assessments that would not be possible under existing OW E/S program funding limits.

Section 2: Enhanced Employment Services for Vulnerable Persons (EES)

Summary - Enhanced Employment Supports

Table 1.0 below - Summary of EES Activities provides an overview of the planned program and services, including maximum anticipated expenditures. The total maximum project allocations include any necessary agency startup costs including required staffing, infrastructure, marketing and per participant program fees. EES funding will provide additional programs and services to a minimum of 300 social assistance participants.

Table 1.0 – Summary of EES Activities

	ACTIVITY	Target Group	Lead Agency / Participating Agencies	Pgm Length	Estimated # Sessions	Estimated # Participants	Social Services Lead Worker
1	Career Makeover / Women's Advantage Program -A series of modules covering life skills & employability (sessions in county & city) in order to build self esteem, reduce social isolation and improve ability to manage personal and employment challenges.	Mature women (ages 30-50) who are un/under employed, women in rural or urban areas	CTDC: Madelaine Currelly 905 372-9967 madelaine_currelly@kprdsb.ca	5 weeks	4 Sessions Start Jan. 2010	Min. 40 Yr1-20/ Yr2-20	Lisa Coughlin (EC106) 748-8830 ext. 3609 lcoughlin@peterborough.ca
2	Preparing for Success Life Skills Program -expanded existing program supporting those with multiple barriers including mental health and limited essential skills/ employability	Persons with disabilities / mental health challenges	CMHA: Natalie Houston-Inman 741-1266 nhouston-inman@peterborough.cmha.on.ca	6 weeks	4 Sessions Start Nov. 2009	Min.48 Yr1-36/ Yr2-12	Marie Harrison (CM118) 748-8830 ext. 3845 mharrison@peterborough.ca
3	Transitional Life Skills Program for Youth at Risk- Supports young people in their efforts to establish housing stability, employment, education and positive social networks within the community.	Homeless & at-risk youth age16-30	YES Shelter: Walter Johnstone 748-3851 wjohnstone@yesshelter.ca	12 weeks	5 Sessions Start Jan. 2010	Min.50 Yr1-10/ Yr2-40	Michelle Lavallee (HSW165) 748-8830 ext. 3890 mlavallee@peterborough.ca
4	Job Fit- Employment Skills Development for the Learning Disabled -Supports employment preparedness to address the needs and challenges of unemployed learning disabled individuals.	Youth 18-30 & 30+ unemployed, learning disabled individuals	Peterborough Learning Disabilities Centre: Shari Davis 748-9455 s.davis@ldaptbo.com	6 weeks	4 Sessions Start Nov. 2009	Min.24 Yr1-12/ Yr2-12	Dawn Fidler (EC140/104) 748-8830 ext. 3221 dfidler@peterborough.ca
5	COIN Customers Service Food Service Training -Job Retention Support / Job Trial Placement Support - work placement training and coaching program based in a social enterprise business	Focus on new comers, mature workers, youth	COIN: Linda Slavin 741-6070 lindas@coin-ced.org	6 weeks	2 Sessions Start Jan. 2010	Min.12 Yr1-3/ Yr2-9	Laura Martin (EC115) 748-8830 ext. 3669 lmartin@peterborough.ca
6	WELL Women's Employment, Learning and Livelihoods Project -Supports employment preparedness to find/maintain employment and increase assets & resources to reduce vulnerability to poverty & abuse	Women fleeing domestic violence & women at risk of abuse	YWCA: Heidi Schaeffer, Compass Training Cr 705 743-3526 x102 heidi@compasstraining.ca	8 weeks	2 Sessions Start Jan. 2010	Min.30 Yr1-15/ Yr2-15	Jenn Hardy (EC183) 748-8830 ext. 3220 jhardy@peterborough.ca

Enhanced Employment Services for Vulnerable Persons

	ACTIVITY	Target Group	Lead Agency / Participating Agencies	Pgm Length	Estimated # Sessions	Estimated # Participants	Social Services Lead Worker
7	Women Learning, Women Leading, Women Working -Supports increased employability and emotional security through agency lead peer-support groups, individualized employment training & placement support.	Disadvantaged women	COIN: Linda Slavin 741-6070 lindas@coin-ced.org <u>Participating:</u> LLNWA, YWCA, Kawartha Sexual Assault Centre, E Fry Society of Peterborough, NCC, Niijkiwendidaa Anishnaabe Kwewag Services Circle	12 weeks	4 Sessions Start April. 2010	Min. 20 Yr 2	Irene Kylie (EC107)748-8830 ext. 3203 ikylie@peterborough.ca
8	Literacy and Essential Skills in Industrial Arts (L.E.S.I.A.) -Supports development of workplace essential skills (WES) utilizing a combination of in-class instruction and hands-on introductory technical skills based training in welding.	Open to all who need support with literacy essential skills; focus on males, mature workers, youth	LOCS- Literacy Ontario Central South: Leslie Hamilton 749-0675 lesley@locs.on.ca <u>Participating:</u> John Howard Society	65-70 hrs	2 Sessions Start Dec. 2009	Min.32 Yr1-16/ Yr2-16	Dawn Fidler (EC140/104) 748-8830 ext. 3221 dfidler@peterborough.ca
9	WINDOW Program -Intensive psychological/ vocational assessment and employment planning	Multi-barriered OW/ODSP	Watton Employment Services: Jaeleen Krasowski 705 740-0133 x209	N/A	Additional services Max 53 individuals	53 Yr1- 47/ Yr 2-6	Noel Brown 748-8830 ext 3206/@Oct09 nbrown@peterborough.ca
10	EES Project Planning/Implementation/Support:	Project Oversight	Social Services: Mike Gannon 748-8830 x3877 mgannon@peterborough.ca			300	=Total Estimated Participants/EES