



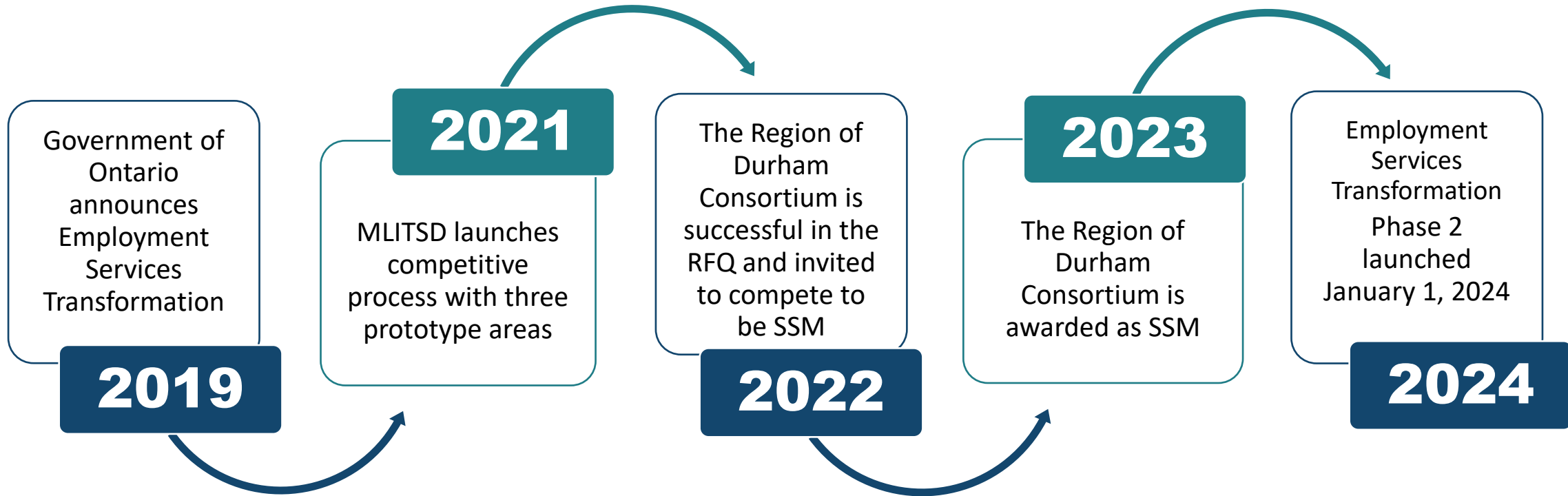
DURHAM | FIFTY
REGION | YEARS

Employment Services Transformation Service System Manager Update

Income, Employment & Homelessness
Supports Division

October 3, 2024

Background

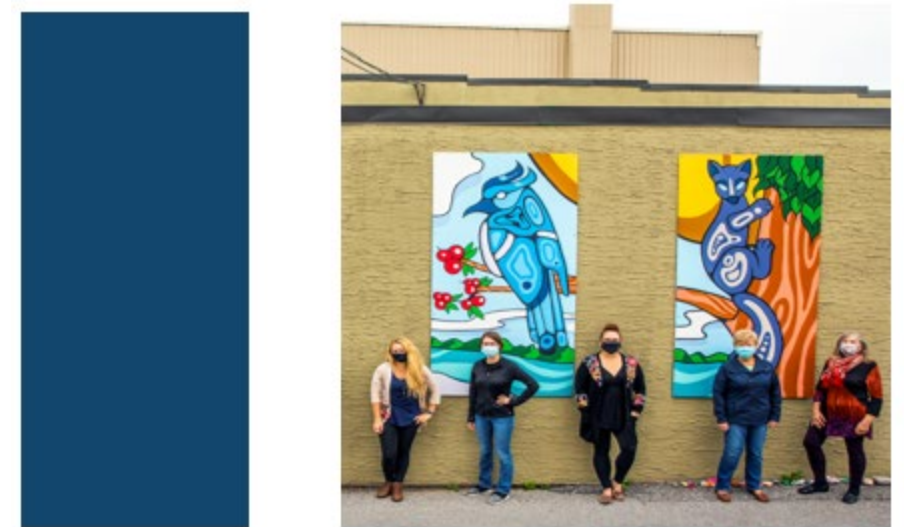


Program Evaluation

1 Document Review

2 Quantitative Data

3 Qualitative Data



Program Design

Vision

To foster a thriving, inclusive labour market, where job seekers are empowered to acquire new skills, secure and maintain meaningful employment; and employers can access the necessary skills and resources to create job opportunities, driving economic prosperity.

Mission

To create and co-ordinate a community-responsive Employment Services system through exemplary leadership and innovation that fosters a network of collaboration, partnerships and service excellence.

Values

- Collaboration and Partnership
- Diversity, Equity and Inclusion
- Empowerment and Individualized Support
- Innovation and Continuous Improvement
- Accountability and Transparency

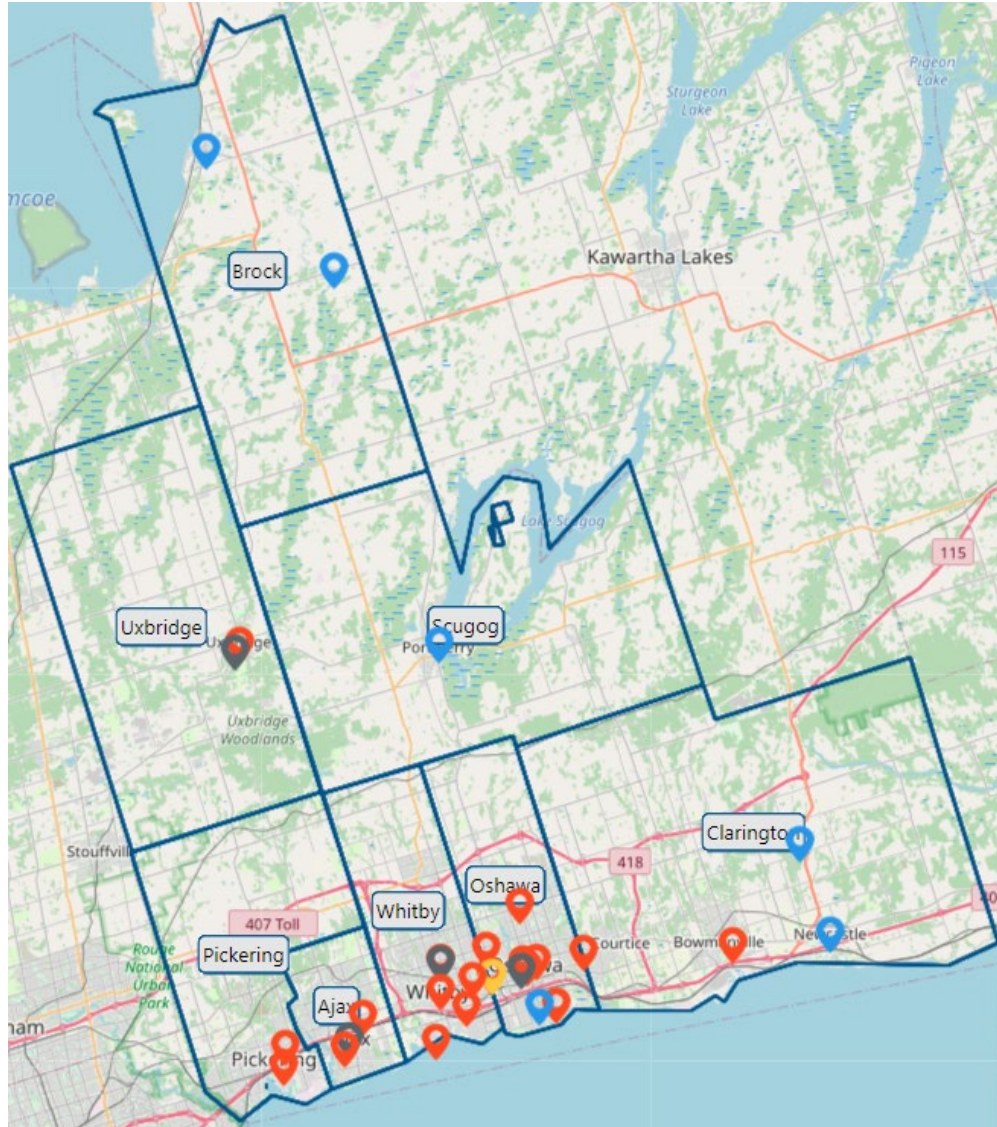
Program Design - Governance Model



Program Design



Employment Service Providers in Durham



Program



IES



Itinerant Services



ODSP



OW

Agilec

Canadian Hearing Services

Community Living Oshawa/Clarington

Conseil des Organismes Francophones (COFRD)

Durham College

Durham Region Unemployed Help Centre

John Howard Society

Meta Vocational Services

Ontario Shores

VPI

Watton Employment Services Inc

YMCA of Greater Toronto

System Capacity Improvements

Specialized Supports

CMHA

Indigenous Support Worker

Specialized Funds

Increased support for equity deserving populations

Service Providers submitted an expression of interest

Digital Enhancements

Microsite

myBlueprint

Case Management System

SharePoint

Created standardized forms

Network Development

Provided extensive training to the network

Indigenous Cultural Safety, Motivational Interviewing, Trauma Informed Care, Job Development etc.

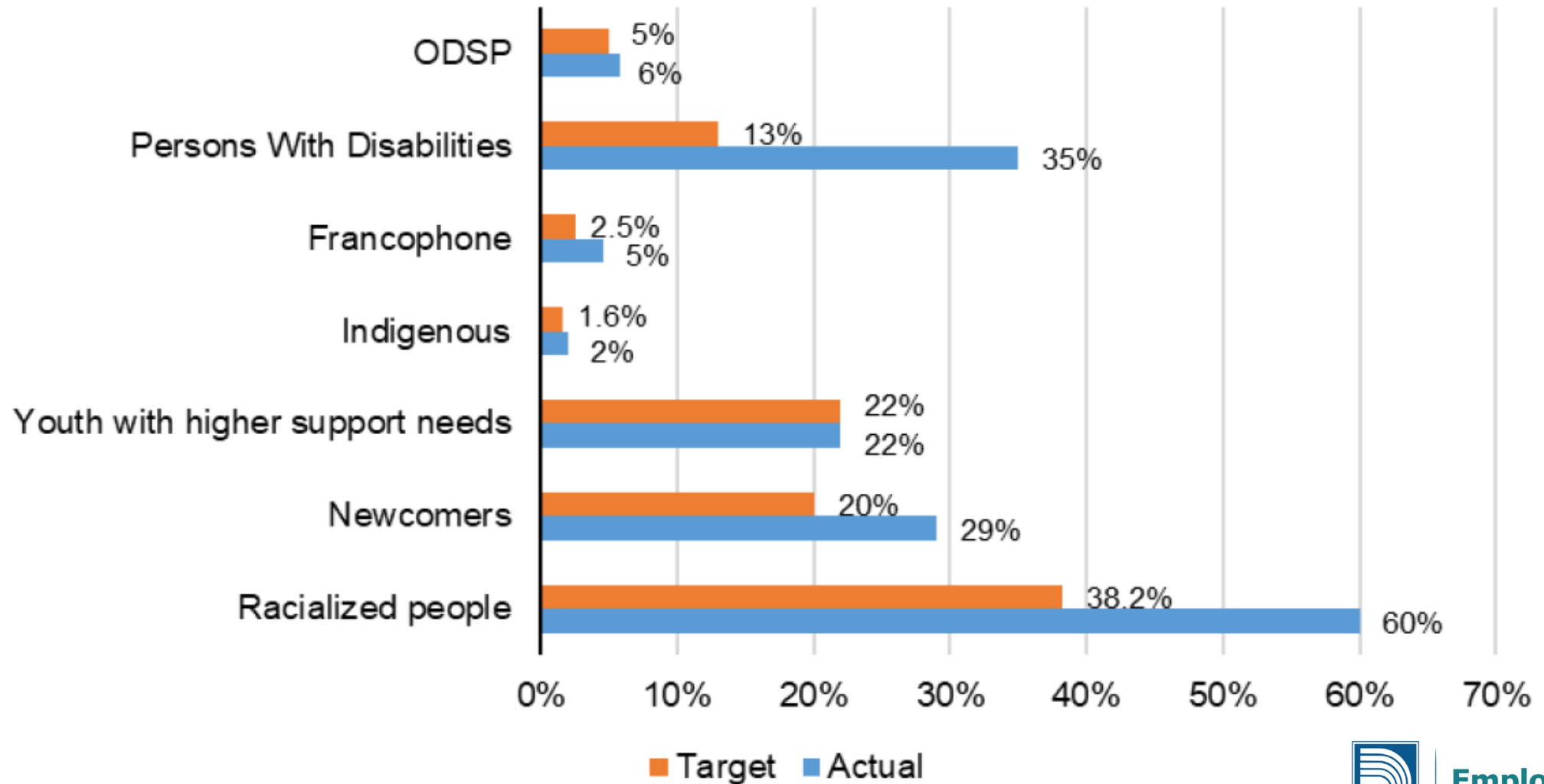
Collaboration

Meet regularly with the Ministry, Service Providers, Social Assistance

Seek feedback from Service Providers

Current Network Data Overview

Key Performance Indicators - Percentage of Client Volume



Current Network Data Overview

- Between January to June 2024, a total of 3,801 Social Assistance clients were referred to Employment Services
- 579 clients completed pre-employment services with an outcome of employed 20+ hours/week
- 35 clients completed long-term skills training or education
- 95% of clients were satisfied at the completion of pre-employment services



Community Engagement

- Information session in partnership with Service Canada
- Unifor Local 222 Action Centre
- Opportunities to showcase Durham Region SSM at conferences and community meetings
- Durham Region Accessibility Conference
- Whitby Job Fair 2024
- Durham Local Immigration Partnership Strategic Planning



Integrated Employment Services



Key Priorities and Next Steps

- 
- Hire an Indigenous Support Worker in collaboration with Bawaajigewin Aboriginal Community Circle

- 
- Relationship building through Governance Model committees

- 
- Streamline referral process from Social Assistance

- 
- Ongoing training and development opportunities for the network

- 
- Expand current marketing and outreach



Thank you

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