

## Employment Ontario Contact Centre Triage List for Ukrainian Newcomers (August 2022)

### External Qs & As

#### Employment Ontario Contact Center (EOCC) Triage Tool for Ukrainian Newcomers

##### External Questions and Answers

**Q1: Why was this triage tool developed?**

A1: Given the large number of Ukrainian newcomers expected to arrive in Ontario, this internal tool is part of the ministry's plan to support the successful settlement and integration of this group with unique circumstances into life in the province, socially and economically.

This tool was developed to ensure Ukrainian job seekers and employers looking to hire Ukrainian newcomers receive customized and streamlined service experience in the Employment Ontario system. This includes clear access points for newcomers and a one-window approach for employers who want to offer positions to groups with unique circumstances.

The Employment Ontario Contact Centre (EOCC) will use this tool to triage training and employment related inquiries for Ukrainian newcomers and ensure relevant EOCC inquiries are directed to sites that are well-positioned to serve Ukrainian newcomers.

**Q2: How was this triage tool developed?**

A2: The tool consists of 23 sites, with 14 service providers.

The sites included on the list were selected because they had the following features:

- Higher than average experience serving newcomers;
- Strong performance in providing settlement services;
- Higher than average employment outcome performance of key employment and training programs serving newcomers;
- The ability to provide services in Ukrainian; and,
- Location based on where Ukrainian newcomers are expected to settle.

**Q3: How will this tool be used?**

A3: The tool's aim is to streamline access and connections between Ukrainian newcomers, employment supports and employers.

This tool will solely be used by the Employment Ontario Contact Centre to triage training and employment-related inquiries for Ukrainian newcomers. However, depending on the caller's needs (e.g., geographic location), the EOCC may direct a caller to a site outside the list. Service providers not on the triage list are free to serve Ukrainian newcomers.

Further, the ministry is not asking the Employment Ontario service provider network to use this tool for their own referral process. Instead, EO service providers are asked to continue using the regular client referral process.

**Q4: What settlement services are provided at these sites?**

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A4: Settlement agencies provide information about and referrals to a range of community and government services (including OHIP, employment services, childcare, housing etc.) to help newcomers settle. These include:

- Providing services where possible in a newcomer's first language;
- Translation and form filling – i.e., help with completing SIN applications, registering children in schools, applying for childcare, applying for social assistance;
- Providing information on all settlement related matters – setting up a bank account, how to use transit, where/how to get a phone, tax information etc.;
- Help finding housing. Some providers have extensive connections with landlords or they assist in finding actual housing;
- If clients do not have permanent addresses, clients can sometimes use settlement agency addresses for mailing health cards or other business such as enrolling children in schools; and,
- Agencies often have computers onsite that clients can access, or clients can go there to use Wi-Fi.

Agencies typically provide services in a combination of 1-1 supportive counselling type sessions and group information sessions.

More information about settlement services in Ontario can be found [here](#).

**Q5: Will the ministry provide additional funding or other resources to service providers listed in this tool?**

A5: No additional ministry funding or resources will be provided to shortlisted service providers. In addition to the overall EO network currently having the capacity to serve Ukrainian clients, the triage tool consists of service delivery sites that the ministry has determined to be currently well-positioned to serve Ukrainian newcomers. Consequently, the ministry is not expecting shortlisted service providers to make any adjustments to their current services and programs.

**Q6: Has the ministry confirmed if the shortlisted service providers in this tool have the capacity to serve a high concentration of Ukrainian newcomers?**

A6: Sites were shortlisted based on an assessment of their level of experience serving newcomers, and on their past performance in providing settlement services and in employment outcomes for key Employment Ontario programs serving newcomers. Based on this evidence-based approach, the ministry is confident these shortlisted sites are currently well-positioned to serve Ukrainian newcomers.

In addition, client served numbers across the province have been lower than set targets due to the COVID-19 pandemic. Therefore, the ministry expects these sites to already have the capacity to serve the expected influx of Ukrainian newcomers.

To monitor settlement and integration developments of this group of newcomers and to identify if the ministry needs to make any adjustments to its employment and training supports plan, the ministry will continue tracking Ukrainian newcomer metrics at all EO sites.

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**Q7: If service providers identify that they do not have the capacity to serve Ukrainian newcomers, what actions will the ministry take?**

A7: The ministry is tracking Ukrainian newcomer metrics at all EO sites. If an issue emerges, the ministry is open to adjusting its plan to support Ukrainian newcomers as needed.

**Q8: Some of these sites do not offer the full suite of Employment Ontario programs. How will sites refer clients who need programs and services outside of those offered by the shortlisted sites?**

A8: The ministry does not anticipate this to be an issue as all Employment Ontario (EO) service providers are expected to be ready to refer clients to relevant services within the EO network.

**Q9: Which sites have been shortlisted for the EOCC triage tool for Ukrainian newcomers?**

A9: Please see the list of shortlisted sites below.

### EOCC Internal Triage Tool for Ukrainian Newcomers (May 2022)

Organization Name	Region/ EST Prototype Catchment
(COFRD) Conseil des Organismes Francophones de la Region de Durham	Central Region
Achev - Toronto	Central Region
Centre Francophone du Grand Toronto	Central Region
College Boreal - Toronto	Central Region
Newcomer Women's Services Toronto - Toronto	Central Region
Polycultural Immigrant & Community Services	Central Region
Skills for Change - North York	Central Region
Skills for Change - Toronto	Central Region
The Learning Enrichment Foundation - York	Central Region
TNO - THE NEIGHBOURHOOD ORGANIZATION (Formerly Thorncliffe Neighbourhood Office)	Central Region
TNG	Central Region
Achev- Malton	Central Region/ Peel
Brampton Multicultural Community Centre	Central Region/ Peel
Dixie Bloor Neighbourhood Centre - Mississauga	Central Region/ Peel
YMCA - Ottawa - Merivale	Eastern Region
YMCA - Ottawa - Metro Central	Eastern Region
YMCA Simcoe Muskoka Employment Services	Eastern Region/ Muskoka-Kawarthas
College Boreal - Sudbury	Northern Region
College Boreal - London	Western Region
College Boreal - Windsor	Western Region
YMCA of Three Rivers - Kitchener	Western Region
Wesley Urban Ministries	Western Region/ Hamilton--Niagara Peninsula
YMCA Hamilton Burlington Brantford	Western Region/

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	Hamilton--Niagara Peninsula
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