

Supported Employment Overview

**EMPLOYMENT
ONTARIO**

Ontario's employment and training network.

**EMPLOI
ONTARIO**

Le réseau ontarien de l'emploi et de la formation.

Purpose

- To provide an overview of the Supported Employment program.
 - Background
 - Consultations previously undertaken
 - Program design components
- To describe how the Supported Employment program will be rolled out
 - Phased implementation and next steps

Please note: This presentation will not provide technical details about the program. This information will be found in the program guidelines and other documents as they are posted on the ministry's Employment Ontario Partners' Gateway.

Background and context

- Ontario is working to develop a future employment and training system where people know where to go to access a continuum of streamlined services, seamless supports and skills training.
- To serve people of all abilities, it is important that employment and training services are customized to clients' needs and well-coordinated.
- In June 2017, Ontario released **Access Talent**, the provincial employment strategy for people with disabilities. Supported Employment is one commitment in this strategy.
- The actions and programs outlined in **Access Talent** will help people of all abilities contribute their diverse skills and talents to their communities, by connecting more people with disabilities to meaningful job opportunities, and helping more employers meet their workforce needs.

Previous engagement

- In 2015, targeted consultations were conducted on the design of the Supported Employment program. This included approximately 20 one-on-one key informant interviews and discussions at stakeholder tables and committees, such as the Ontario Disability Support Program-Employment Supports (ODSP-ES) service provider table; and the Partnership Council on Employment Opportunities for People with Disabilities.
- In fall 2017, the external working group provided advice on the Provincial Employment Strategy for People with Disabilities and the proposed design aspects for the Supported Employment program. Officials from both MAESD and MCSS also conducted further one on one consultation with key members of the working group.
- Further engagement with the working group on the Supported Employment guidelines took place in late 2017.
- Extensive consultations with service delivery providers and stakeholders in Phase 1 communities to support the development of the program guidelines and inform delivery structures.

Supported Employment Program Overview

- The Supported Employment (SE) model is a proven best practice that will create high-quality, consistent services for job seekers with disabilities who require more intensive support. It provides targeted services for employers.
- The SE program offers a high degree of support and services to meet the needs of those most distant from the labour market. It also gives service providers the flexibility to be responsive to different community settings and the different workplace challenges of people with disabilities.

Supported Employment Program Vision

Supporting Clients

Helping people who face complex barriers as a result of a disability secure competitive and sustainable employment.

Improve Job Readiness: Address gaps in the employability skills of clients through access to short-term employability skills training.

Competitive Work: Access to competitive work opportunities with “wrap around” human, social and health supports.

Job Retention: Assistance in keeping a job, building on and linking to existing supports in the community or workplace. Improve job readiness.

Supporting Employers

Meeting workforce needs and creating a more supportive and inclusive workplace.

Address Staffing and Business Needs: Matching employers with suitable jobseekers with a disability.

Training on Workplace Accommodations: Training on the use of assistive devices, adaptive technologies and other workplace accommodations.

Creating more Inclusive Environments: Training on best practices for work with employees with disabilities.

On-the-Job Support with Clients: Support with addressing on-the-job employment issues through job coaching and retention services.

Supported Employment Program Design

- The program consists of the following key components:

Client Service Planning and Coordination	Initial point of contact for individuals seeking employment services. Service providers explore the individual's career, employment and training goals, and direct them to the most appropriate services
Employability Skills	Short-term interventions, e.g., workshops or activities for job readiness, career exploration, personal management skills
Job Search	Includes extensive outreach with employers and working with individuals on conducting an effective job search
Job Matching	Work with employers to develop employment opportunities; individuals are matched into a job, not a time limited 'job placement'
Job Coaching	Work with employers and individuals to provide on-site training; resolve issues/problem solve; address any additional workplace training needs
Job Retention	Assist clients who no longer require intensive job coaching support but who may require periodic interventions

Supported Employment Phased Implementation

- The program will gradually integrate existing employment services for people with disabilities:
 - Ontario Employment Assistance Service (OEAS);
 - Ontario Disability Support Program-Employment Supports (ODSP-ES);
 - Mental Health Vocational Employment Program (MHVE).
- Supported Employment will be implemented in phases across the province.
- The first phase of Supported Employment will be offered in three communities, starting in April 2018. They are: Timmins, Cornwall and Belleville.
- A phased approach to implementation will allow the province to work closely with existing service providers to roll out the program in specific communities, gather feedback from providers and individuals accessing the program, and make improvements or adjustments before further phase in.

Future Phases

- Delivery for the Supported Employment program will be measured and managed using a combination of indicators to understand the profile of who is being served, what happens to the individual, and value for money.
- Specifically, the ministry will consider the program's effectiveness, level of customer service, and efficiency, to ensure participants receive the high quality of service and outcomes they expect.
- We will use the combined feedback from service providers, the broader community, external stakeholder working groups, and individuals accessing the program in the first phase to make improvements or adjustments, if needed, before further phases are rolled out.
- **There is no pre-determined or assumed timeline for future phases.**