
DATE: September 9, 2009

REPORT TITLE: **CASEFLO EMPLOYMENT MANAGEMENT TOOL
DOCUMENT 2009 - 610N**

FROM: Janet Menard, Commissioner of Human Services

RECOMMENDATION

That staff be authorized to directly negotiate a three year contract (Document 2009-610N) with WCG International Consultants Ltd. (WCG) for CaseFLO Employment Management Tool (CaseFLO) and first year employment support, in the estimated amount of \$342,435 (exclusive of applicable taxes), in accordance with Purchasing By-law 63-2008;

And further, that the Director of Purchasing be authorized to extend the contract with WCG for the CaseFLO solution, support and maintenance as required for continuation of the program subject to satisfactory pricing, budget, performance, and service;

And further, that all required documents relating thereto be executed by the Regional Corporation's duly authorized signing officers.

REPORT HIGHLIGHTS

- Human Services is requesting approval to negotiate for CaseFLO.
- Council Resolution #2008-858 approved program funding for CaseFLO.
- Funding for CaseFLO will be from reserve funding and CaseFLO support will be funded through OWIP's annual operating budget.
- CaseFLO will provide valuable data to objectively measure the success of both in-house and externally contracted employment programs, ensuring tax dollars are wisely invested in programming linked to employment outcomes.

DISCUSSION

1. Background

Council approved the report of the Region's Chief Financial Officer, dated May 16, 2008, titled "Capital Financing – Reserve Adjustments" which recommends an allocation of funds from the 2007 year end surplus be set aside in the general government working fund reserve for priority areas.

As set out in the report by the Commissioner of Human Services and General Manager, Peel Living, dated June 10, 2008, titled "Human Services Program Funding Request From Working Fund Reserve" Council approved the funding, in the amount of \$765,000 for four Human Services Programs, one of which includes CaseFLO Employment Target Tracking

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Tool and that staff be authorized to carry out all necessary financial administrative steps necessary to set up this program.

2. Findings

In April 2005, the Ministry of Community and Social Services (MCSS) piloted a two year project called JobsNow to assist Ontario Works clients to find sustainable employment, and achieve long-term financial independence. The Province contracted with WCG to provide CaseFLO technology which consists of a range of ongoing job retention support services to help clients find and keep employment. Chosen as a pilot site, OWIP used CaseFLO technology during the pilot period of 2005-2007 to manage the JobsNow program.

The benefit of CaseFLO technology is its ability to:

- Streamline sophisticated case management processes
- Deliver greater program accountability
- Monitor program performance in real time
- Allows the user to easily track client activities and progress as they move towards their employment goals
- Assist clients with independent job searching by providing access to the job bank, which houses job postings in Peel, accessible on any internet equipped computer.
- Provide the ability for the case manager to immediately match clients to job opportunities based on their identified skills and make direct referrals, via resumes, to employers

The Provincial JobsNow evaluation showed that 84 per cent of respondents rated their job secured through the program as good or very good. A further 83 per cent rated the match of their skills and experience with the job opportunity as good or very good. Both of these are important factors in job retention. The loss of contact with clients is also a significant barrier to job retention for case managers. CaseFLO provided follow-up contact with employed and job searching clients which enabled staff to provide better customer service to both the client and the employer community.

Through the monitoring of employment status, clients were assisted with obtaining higher paying jobs and/or additional hours of work. This resulted in increased employment earnings and a reduction in OW funds issued to participants.

The successful partnership between WCG and OWIP resulted in 819 job placements, 308 client terminations from Ontario Works, and a cost savings of \$2,888,516.40.

The Region of Peel receives approximately \$6.6 million in employment subsidy annually from the Province. Effective 2008, the employment subsidy is based on outcome performance measures and will therefore be dependent on whether municipalities meet the employment performance targets as set for the year. In the worst case scenario, there is a potential subsidy claw back of up to \$1.3 million if Peel does not meet our performance targets.

Currently municipalities, including Peel, cannot be proactive with the provincially supported technology, Service Delivery Management Tool (SDMT). The SDMT is limited in its ability to work as an effective employment case management tool. SDMT is unable provide a function to track client progress, referrals and outcomes to in-house and community-based programs.

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With the success of the pilot, OWIP Employment Services staff are recommending to negotiate a three year contract with WCG for the right to use a hosted solution, CaseFLO as an ongoing technology in Peel. With the staff expertise and familiarity gained through the pilot, it is felt that a competitive process would not be viable because in order to meet the requirements of OWIP Employment programming and ensure a successful implementation, OWIP requires a solution provider that has an employment tool that matches the Region's delivery model and can support the size of the Municipality of Peel. WCG has an existing relationship with many municipalities and has an understanding the Region's business needs and client groups. CaseFLO is the technology utilized for Employment programs used by the Ministry of Community and Social Services and the City of Ottawa. Since the initial development costs have already been funded by the Ministry and the City of Ottawa, and WCG has experience with the set of requirements.

With the implementation of CaseFLO technology, timely employment trends can be identified earlier and proactive measures implemented to ensure that Peel continues to meet and exceed the outcome targets. As well, CaseFLO would provide valuable data to objectively measure the success of both in-house and externally contracted programs, ensuring tax dollars are wisely invested in programming that is linked to outcomes.

Further services to be provided by WCG will be Employment Support Services. This will include ongoing monitoring services of client employment status outside core business hours, retention services to employed clients and Job Bank services to include locating and posting of newly developed job opportunities for OWIP clients. On a monthly basis, WCG will post 250 employment opportunities on the Job Bank and will provide retention services to 500 clients over a 12 month period.

With Peel continuing to experience rising caseloads, it is essential that OWIP have the ability to effectively perform case management in an efficient and responsive manner. The capability of CaseFLO to give real-time management indicators, required by OWIP to manage our current employment/employability targets, will be a vital tool for managing caseloads and assisting clients in finding employment.

Payment for Employment Support in years two and three is based only on the assumption that the Region will elect to receive these supports.

Funding required for this contract for CaseFLO and employment support is as follows:

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| CaseFLO | \$297,435, exclusive of applicable taxes (three years) |
| Employment Support | \$ 45,000, exclusive of applicable taxes (one year) |

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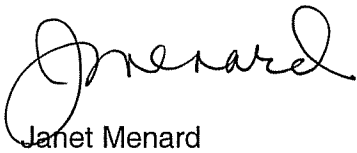
FINANCIAL IMPLICATIONS

Funding for CaseFLO is available in Capital Budget Dept. ID: 08-0175 and Account No. 23800.

The funding for employment support will be through the OWIP annual operating budget.

CONCLUSION

Human Services is requesting Council approval to directly negotiate with WCG for CaseFLO technology and employment support services. Given the previous success of the pilot and the fact that employment subsidy from the Province is now based on outcome performance measures, Peel needs to be proactive in tracking and achieving employment outcomes. The purchase and implementation of the CaseFLO solution will play a crucial role in helping clients become employed and ensuring that Human Services achieve targets and maximizes ongoing funding.



Janet Menard
Commissioner of Human Services

Approved for Submission:



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