



FEDCAP
Canada
The Power of Possible

Ontario 
Ministry of
Children, Community and Social Services

**Fedcap Canada
& the Client
Journey**

**LBS Practitioner
Conference**

Presenter: Doug Rust

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Agenda

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- ❑ Fedcap – brief overview of the SSM
- ❑ Overview of ES Transformation objectives and key features
- ❑ High level Customer Journey walk through
- ❑ Power of Possible

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The Fedcap Group: Hamilton-Niagara's SSM



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- Founded in 1935 by three World War One veterans with disabilities
- Mission: Creating Opportunities and Improving the Lives of People with Barriers to Social and Economic Well-Being
- Serving over 350,000 people each year, The Fedcap Group provides educational services to every age group, vocational training in high-growth industries, behavioral health services, work readiness skill building and jobs — all targeted to helping people achieve long-term self-sufficiency.
- The Fedcap Group also invests its time and resources in broader system change— working in partnership with federal, provincial and local government to improve the way services are designed, funded and delivered.

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The Fedcap Group's Structure



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Practice Areas

- Workforce Development
- Economic Development
- Education
- Occupational Health

Companies


- Fedcap Canada
- Fedcap Inc.
- Fedcap Employment (UK)
- Fedcap Scotland
- Fedcap Rehabilitation Services, Inc.
- Total Facilities Management (TFM)
- Production Services
- Business Solutions (Document Management, Print & Mail, and AbilityOne Program)

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Objectives & Aims of the ES Transformation



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Objectives:

- to integrate the employment support services element for Ontario Works and the Ontario Disability Support Programs (ODSP) into a transformed Employment Ontario (EO) to create one system of employment support services.

Aims:


- Clients find and sustain good jobs reducing short termism in employment outcomes
- Clients have access to the services they need when and where they need them.
- Clients decrease dependence on income assistance.
- Employers are supported to find the right workers with the right skills.
- The system is sustainable, innovative and can serve clients more efficiently.

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Key Features of the New SSM Framework



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- New Common Assessment Tool – CAT to stream referred clients A,B,C
- EO service providers will be using a new Employment Action Plan (EAP) reflecting the actions and support provided
- Enhanced Customer Journey targeting support to client stream
- Integrated Case Management between EO and OW SA and ODSP Caseworkers maximizing the support to clients
- 12-month retention period post-employment with milestone funding to support enhanced retention of job outcomes

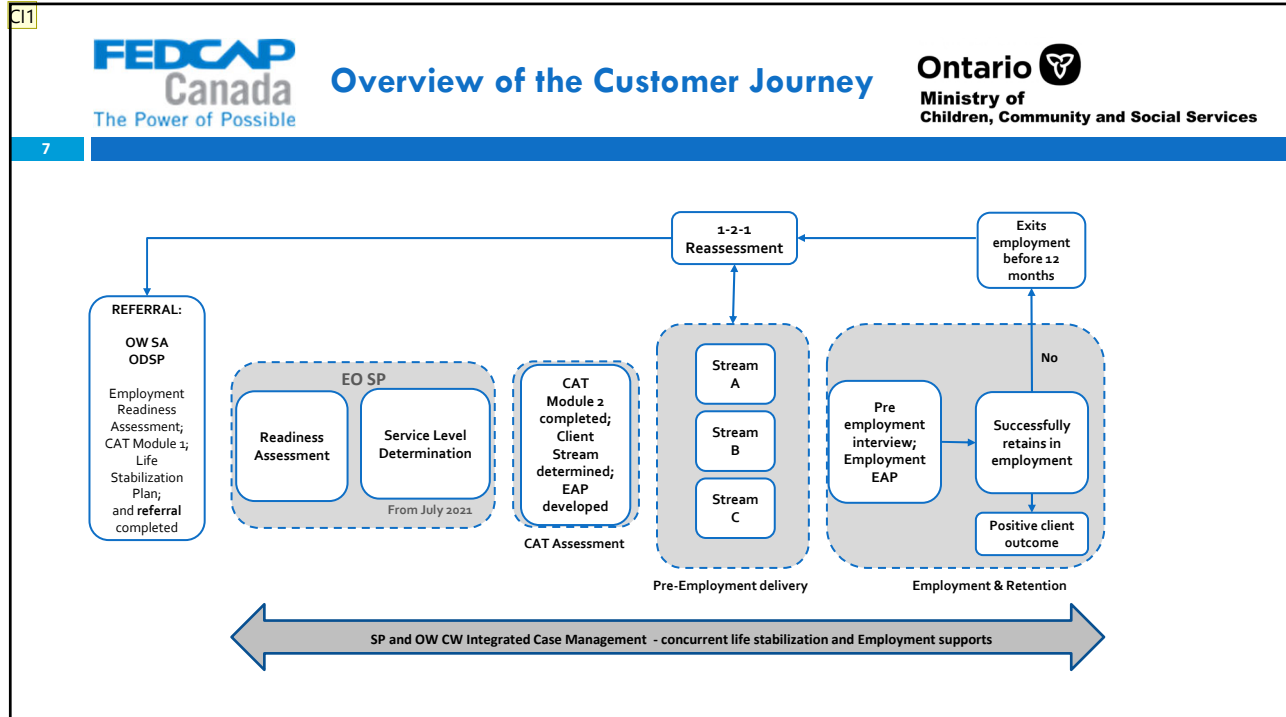
3 pilot areas:

- Hamilton/Niagara Peninsula - Fedcap Canada
- Muskoka-Kawarthas - Fleming College
- Peel - WCG (subsidiary of) APM

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Slide 6

CIO I would change ESP to be EO
Crystal Isaacs, 2021-11-08T20:42:35.970



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Integrated Case Management (ICM)

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- ICM begins for the SA client after the once the EAP has been created following completion of the Common Assessment and streaming of the client (A,B,C)
- The development of the EAP involves the sharing of action plans between the two systems, SA (or anyone working in CaMS) and the SSM's
- All pre-employment activities captured in the EAP will be made visible through ICM
- Pre-employment activities that have been agreed upon by both the SP CW and client at the "signing off" of the EAP can include services such as job search workshops, employment client counselling, financial supports, job matching, training and development.
- ICM will continue as required throughout the client journey and into the retention period
- Integrated case management allows for coordination of benefits which is visible by both the employment service provider and others using CaMS (ie. SA caseworkers)

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Slide 7

CI0 Currently it is not read/write. It is currently read from CaMS into FCC but it expected to have read/write API integration later this year on the EAP. Case notes and such will not write back to CaMS.
Crystal Isaacs, 2021-11-08T23:23:27.801

CI1 Progress visibility will be limited to the clients EAP sub goals and plan item status as well as outcome status. Again, no case notes will be visible in CaMS. This is for your information not sure you need to tell them this.

Crystal Isaacs, 2021-11-08T23:25:07.699

Slide 8

CI0 ICM really only begins once the EAP is created. The CAT can be streamed but there is no visibility to SA until an EAP is created from the CAT

Crystal Isaacs, 2021-11-08T23:26:32.999

CI1 as well as coordination of benefits is also visible to both SA and the SP

Crystal Isaacs, 2021-11-08T23:27:59.379

- ❑ The Power of Possible (POP) is a dynamic and innovative program that includes skills for job seeking self-management tools and a structured, active job search curriculum. Self-esteem objectives are built into every activity. The training includes 30 hours of instruction and time management activities, ensuring a worker arrives equipped to become immediately effective in the critical areas the employer requires. The Power of Possible prepares new workers to become an asset for the organization and to begin on a path of individual economic well-being.