



# Client Streaming

Transformation Tutorial #1 – November 2019



# Vision for transformation

- locally responsive
- community based
- outcomes-focused
- client- centered



# Client segmentation

A key component of this new system is evaluating a clients' distance from the labour market and streaming them such that resources are matched to service level intensity needs.

- Stream A: Low risk of long-term unemployment
- Stream B: Medium risk of long-term unemployment
- Stream C: High risk of long-term unemployment

Long-term unemployment is defined as unemployed for twenty-seven (27) weeks or longer.



# Impact on client type



**STREAM**

**A**



**STREAM**

**B**



**STREAM**

**C**

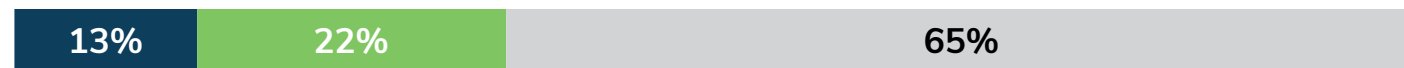
**Peel**



**Hamilton-Niagara**



**Muskoka-Kawartha**



# How to assign streams

Information on clients will be collected through the Common Assessment Tool (CAT) and will consider information related to:

- client education
- employment history
- other factors related to labour market attachment, e.g.,
  - people with mental health/addiction disorders
  - people with disabilities
  - racialized individuals



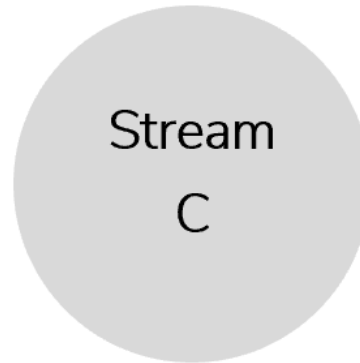


# Where will clients fall

The CAT will not be released until later in the new year. To assist those bidding on SSMs in the 3 prototypes the Ministry has provided the following information:



- typically between 24 and 36 years old
- completed a postsecondary credential
- unemployed for between 2 and 15 months
- limited labour market barriers overall



- typically between 33 and 56 years old
- completed Grade 12 or less
- have employment experience only in low-skilled occupations
- have been unemployed for between 5 months and 4 years
- face additional barriers in the labour market (e.g. disability).

# Financial considerations

CATCHMENT	CLIENT STREAM	OPERATING FUNDS	MINIMUM CLIENT Nos	PBF ALLOCATION
PEEL	A	\$1,834,000 (6%)	4,200 (22%)	<p>These are the same across catchment areas and differ only by client stream.</p> <p>The sum of outcome payments per client in each stream is:</p> <p>A - \$344 B - \$1,105 C - \$3,230</p>
	B	\$4,307,000 (14%)	3,900 (21%)	
	C	\$25,208,000 (80%)	10,600 (57%)	
HAMILTON-NIAGARA	A	\$1,190,000 (3%)	2,700 (12%)	
	B	\$5,194,000 (12%)	4,700 (20%)	
	C	\$37,759,000 (86%)	15,900 (68%)	
MUSKOKA-KAWARTHAS	A	\$415,000 (3%)	1,000 (13%)	
	B	\$1,830,000 (13%)	1,700 (22%)	
	C	\$11,886,000 (84%)	5,000 (65%)	

# Program source considerations

Under the new system, all clients participating in employment services – regardless of program source – will be supported under the EO umbrella (i.e., the SSM’s network of service providers)

Catchment	ODSP	%	OW	%	EO	%	Totals
Peel	615	2%	17,040	51%	15,494	47%	33,149
Hamilton-Niagara	1,030	2%	22,691	54%	18,305	44%	42,026
Muskoka-Kawarthas	791	6%	6,124	49%	5,535	44%	12,450
Toronto	5,614	5%	65,332	56%	44,989	39%	115,936
Northwest	689	8%	3,975	47%	3,807	45%	8,471



# Current suitability considerations

Looking at the preliminary definitions, funding levels, targets, responses to Q&A's, and logistics of client management in the integrated system, the estimation is that EO clients meeting the current suitability criteria would be stream C clients.

SUITABILITY		34% of total client base			
1A	Age <20	1%	7	>26 weeks time out of work/school	2%
1B	Age >40	2%	8	History of poor work retention	2%
2	<= grade 12	4%	9	Job search skill	7%
3	Educated outside Canada	0%	10	Source of income	6%
4	Credentials not recognized	0%	11	Language skill	1%
5A	Worked, but not in Canada	0%	12	Labour market change	2%
5B	No work experience	0%	13	Persons with disability	1%
6	Employment skill	6%	14	Aboriginal persons	1%

# Client profiling (Post-it exercise)

only  
step