

## ONTARIO WORKS OFFICE SNAPSHOT

As part of its 2019-2020 Transfer Payment Agreement, Contact North | Contact Nord engages Ontario Works offices in every corner of the province to help their clients get the education and training they need to get a job.

### FIVE-PART ENGAGEMENT PROCESS

1. Contact North | Contact Nord local staff contacts local Ontario Works office staff to start the engagement process.
2. Contact North | Contact Nord provides details on the free services available to Ontario Works clients from Contact North | Contact Nord.
3. Ontario Works office refers its clients who need education and training to get a job to the local Contact North | Contact Nord online learning centre. Staff at the online learning centres provide the following five services:
  - Information about available online programs and courses
  - Assistance with the registration process for their program or course of choice
  - Free use of computer workstations and high-speed Internet access to complete their online courses
  - Free use of web conferencing and videoconferencing distance learning platforms to connect to, and participate in, their live online programs and courses
  - Supervision of written exams and tests
4. Contact North | Contact Nord records client registrations in online courses and supports the Ontario Works clients to successfully complete their education and training.
5. Contact North | Contact Nord reports, as may be required, to the local Ontario Works office on client completion or other metrics.

The two snapshots below provide the following information:

Column 1 – Total number of Ontario Works offices

Column 2 – Number of Ontario Works offices Contact North | Contact Nord currently engages

Column 3 – Number of Ontario Works offices currently referring clients to Contact North | Contact Nord for assistance

Column 4 – Number of Ontario Works offices with clients who registered in one or more online courses with Contact North | Contact Nord's assistance

**OVERALL TOTALS/PERCENTAGES**

Total Ontario Works Offices	Ontario Works Offices Contact North   Contact Nord engages	Ontario Works Offices Referring Clients to Contact North   Contact Nord	Ontario Works Offices with Clients with Registrations based on Referral to Contact North   Contact Nord
223	170	101	87
	76%	45%	39%

**DISTRIBUTION OF FIRST NATION AND NON-FIRST NATION ONTARIO WORKS OFFICES**

Total Ontario Works Offices	Ontario Works Offices Contact North   Contact Nord engages	Ontario Works Offices Referring Clients to Contact North   Contact Nord	Ontario Works Offices with Clients with Registrations based on Referral to Contact North   Contact Nord
<b>First Nation Ontario Work Offices</b>			
80	65	38	26
	81%	48%	23%
<b>Non-First Nations Ontario Works Offices</b>			
143	105	63	61
	73%	44%	42%