



## Employment Case Coordination Project

The goal of the Vancouver Agreement employment case coordination project is to provide the pre- and post-employment supports necessary to ensure that over three years up to 450 long-term unemployed residents of the city's Downtown Eastside find and keep jobs. Participants must be receiving income assistance from the provincial Ministry of Human Resources (MHR), and will work one-to-one with a case coordinator to develop an employment plan. Some clients may only require a few months of dedicated support, while others, because of individual challenges, may work with a case coordinator for up to two years to accomplish the goals set out in their back-to-work plan. Program referrals are made by local MHR staff as well as community organizations.

The objectives of the case coordination service are to:

- Provide clients with one-to-one support to find and retain employment.
- Link clients to employment-related services in the community as well as emerging jobs in the Downtown Eastside – the city's poorest neighbourhood.
- Implement a standard assessment tool and database to track client progress, monitor gaps in the available employment services, and identify training needs to fill emerging jobs in the Downtown Eastside.
- Increase knowledge to enhance the effectiveness and efficiency of the available employment services and programs, and implement a flexible and responsive approach to service delivery.

The following agencies have been awarded contracts to deliver various components of the case coordination project:

1. ***Fast Track to Employment*** is responsible for the development, implementation and maintenance of a web-based case management system and will also administer the work of three case coordinators. Sub-contracted agencies are:
  - **COGENT** Integrated Systems to develop the tracking system.
  - **S.U.C.C.E.S.S.** for one case coordinator.
  - **Tradeworks Training Society** for one case coordinator.
  - **A.C.C.E.S.S.** for one case coordinator.
2. ***Watari Research Association*** and ***Gordon Neighbourhood House*** each employ one part-time case coordinator, and jointly administer these two positions.
3. ***PHS Community Services Society*** administers one case coordinator position.

For questions about this or other Vancouver Agreement Employment Strategy initiatives, please contact Jill Porter at (604) 873-7262 or [jill.porter@vancouver.ca](mailto:jill.porter@vancouver.ca)

### *The Vancouver Agreement*

*The governments of Canada, British Columbia and Vancouver working together to promote and support sustainable economic, social and community development in the City of Vancouver.*

