

# EMPLOYMENT ONTARIO

## Update

### Ontario's Integrated Employment and Training Network

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# Table of Contents

- Ontario's Vision for its Workforce
- Employment Ontario – Transition
- Employment Ontario – LMDA
- Moving Forward – Update on Programs
- Next Steps for Employment Ontario

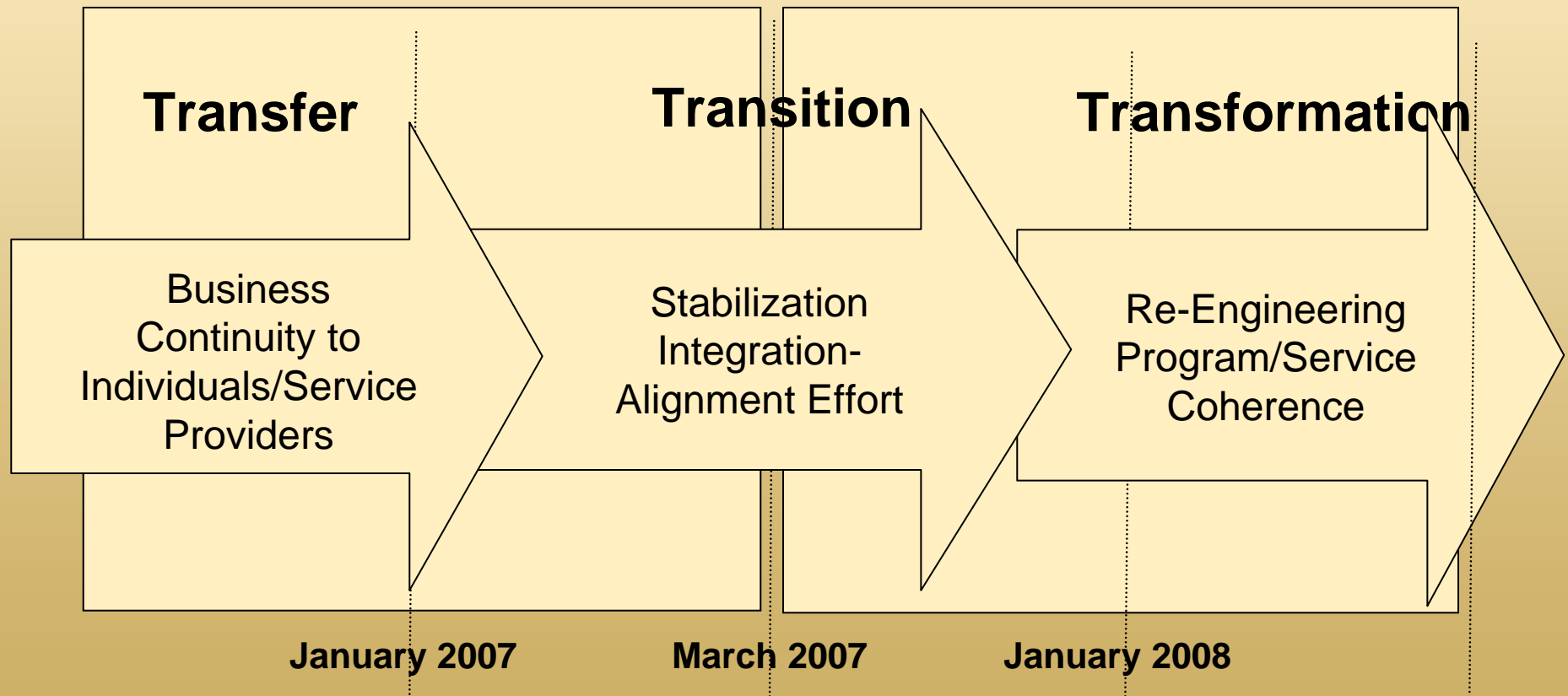
# Ontario's Vision for its Workforce

Ontario will have the most educated people and highly skilled workforce in North America in order to build the province's competitive advantage.

- Through *Employment Ontario*, we will:
  - Provide effective, relevant skills training and other employment and career planning services, where and when they are needed
  - Enable Ontarians to access the services and support they need to succeed in today's job market
  - Provide a single point of access to employment and training programs and services that individuals and employers need
  - Respond to the needs of employers, job seekers, apprentices, new Canadians
  - Ensure service excellence and public satisfaction with our programs and services

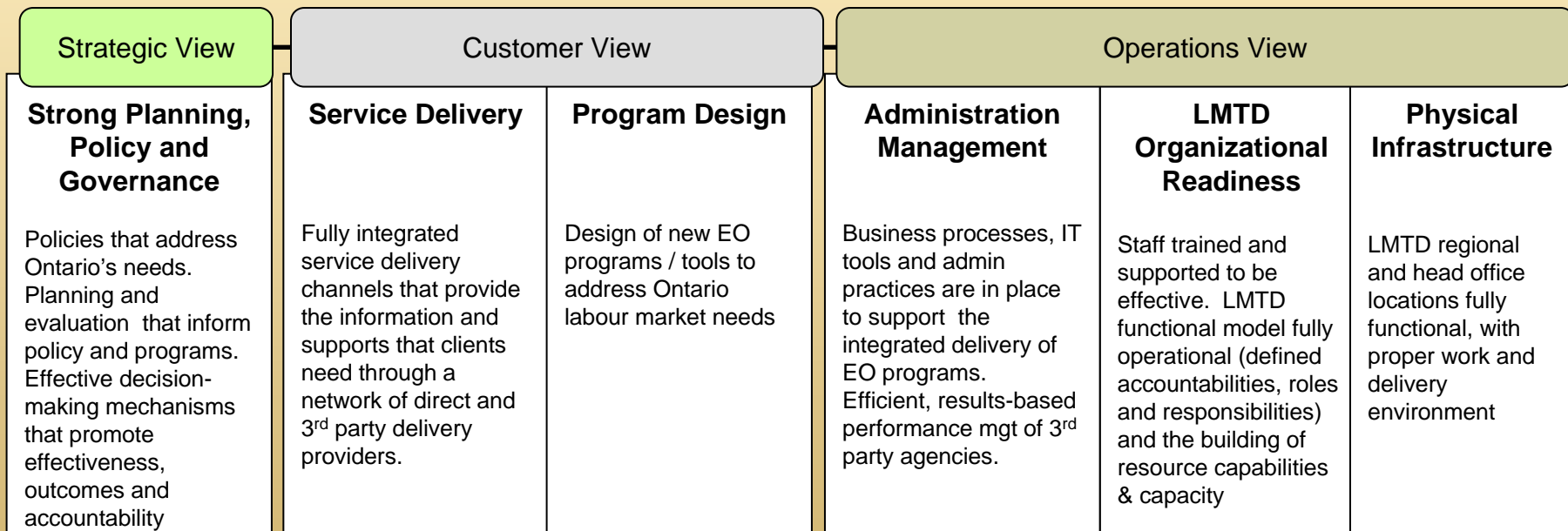
# *Employment Ontario – Transition*

## PLANNING HORIZON



# Employment Ontario – Transition

## Key Phase II (Transition) Outcomes for Employment Ontario



EO Phase II – Stabilization, Integration and Alignment Outcomes

# ***Employment Ontario – Transition***

## **Completion of the Transition Phase of Ministry Transformation**

- Implemented new structure and reporting relationships on September 24, 2007.
- New functional model increases TCU's policy capacity and strengthens its growing leadership role in the development of Ontario's people.
- Continued to provide full service and support to clients, stakeholders and service delivery partners as the new structure was implemented.

## **Transition Projects**

- A suite of 42 transition projects were developed to:
- Lay the foundation on which Employment Ontario and the Employment and Training Division (ETD) business processes will be built.
- Support internal organizational development, and over the long-term streamline and improve business practices.
- Set the stage for more substantive transformation and re-engineering in 2008 and beyond.

# *Employment Ontario* – Transition

## Update on Transition Initiatives

- Of the 42 Transition projects:
  - Six have been completed.
  - Eight are on track to be completed by the end of October.
- Outcomes to date include:
  - Treasury Board approval of close \$30 million for Employment Ontario Information System.
  - Launch of multilingual interpretation services for the Employment Ontario Hotline.
  - New operational procedures/guidelines e.g., Privacy, Family Responsibility Office.

# *Employment Ontario* – LMDA

## **Ongoing Negotiations**

- Further Labour Market Agreement negotiations with the federal government on pause pending the provincial election on October 10th. Negotiations will resume under the new government.
- The federal government has indicated their interest in concluding all bilateral agreements in time to flow funds in 2008-09.
- Ontario is negotiating to ensure that federal transfers support high-quality skills training as part of an integrated set of labour market programs for Ontarians.

# ***Employment Ontario* – Consultations**

## **Stakeholder Consultation Sessions – summer 2007**

- Extensive series of sub-regional stakeholder meetings and focus groups conducted across the province.
- Process was well-received and stakeholders were positive about opportunity to provide input.

## **Summary of feedback:**

- Strengthen partnerships with other levels of government and other ministries concerned with education, employment and economic development
- Strengthen linkages with local economic development initiatives
- Improve integration of services to newcomers
- Address gaps in services, especially to Francophones, youth, persons with disabilities, Aboriginals, marginalized workers
- Improve connections with employers
- Encourage local flexibility and innovation

# Moving Forward – Update on Programs

Update on specific EO projects and programs:

- Apprenticeships
- New Work Transition Incentive (NWTI)
- Skills Training Infrastructure Program (STIP)
- Review of Compulsory Certification
- Program Design Service Delivery Working Group
- Channel Strategies
- Access Strategy
- Service Delivery Framework
- Employment Ontario Information System

# Apprenticeships

- To support the expansion of apprenticeship, the government increased the availability of opportunities and other related initiatives with \$1M in funding provided in 2004-05, growing to \$11.7M annually by 2007-08.
- This funding supports increases in provincial in-school training, the Ontario Youth Apprenticeship Program, the Co-op Diploma Apprenticeship Program and the Apprenticeship Innovation Fund
- The ministry has committed to increase the number of new apprenticeship registrations to 26,000 per year in 2007-08.
- Apprenticeship registrations, as of July 2007:
  - Year to date actual (to end of July 2007): 7,511
  - Target: 7,556
  - Variance: -0.6%

# New Work Transition Incentive (NWTI)

On September 19, 2007, the New Work Transition Incentive (NWTI) was launched to help recently unemployed individuals who are experiencing a significant loss in wages because of economic adjustments in their communities.

## Objectives:

- To support the rapid re-employment of recently unemployed workers into the labour market;
- To prevent prolonged joblessness;
- To encourage individuals in employment transition to remain in their local labour market; and
- To provide temporary financial adjustment support in the transition to a new career path or new employment

# Skills Training Infrastructure Program (STIP)

- The Skills Training Infrastructure Program (STIP) was created to help union-employer training centres modernize equipment and train more workers, apprentices and journeypersons to industry standards.
- STIP encourages the collaboration of unions, employers and the broader training community in the development of skilled workers by requiring proponents to contribute 25% of the equipment purchase cost, and have industry support for the expanded training capacity or upgrade.
- In 2007-08, Ontario is making \$25 million available to help union-employer training centres to replace or upgrade equipment.
- Funding of \$8 million is being awarded using a call for proposals process.

# Program Design Service Delivery Group

## Purpose

A working group has been formed to advise MTCU on provincial program policies and design for customer-oriented programs and services that enhance labour market outcomes for Ontarians.

## Strategies

- Validate key components of program design (e.g. principles, key characteristics of interventions, indicators and measures of evaluation, etc.)
- Facilitate ongoing communication between MTCU and Reference Group Members

## Membership

- Membership has been targeted to ensure:
  - regional representation (smaller and larger communities)
  - representation from streams of current employment deliverers (not for profit, for profit, college, youth, adult, francophone, school boards)
  - experience in program design and currently a service deliverer of employment services and incentives for individuals and employers

# Channel Strategies

Transition projects continue to improve the delivery of services through consistent, accurate and accessible information across channels.

Two recent enhancements to voice and e-channels:

- **As of June, Search function more client-centred**
  - When clients look for services using EO website's Search function, they receive a list of their first points of contact
  - New multilingual web access, with program information in 25 languages, including English and French.
  
- **Hotline went multilingual August 23<sup>rd</sup>**
  - Callers request language of their choice
  - Staff quickly arrange conference call with telephonic interpreter
  - Most callers from GTA; most popular language is Chinese

# Access Strategy

- Project Scope
  - Develop short-term strategies to improve client access
    - Work with other ministries and levels of government to remove barriers – Ministry of Citizenship and Immigration (MCI), Ministry of Community and Social Services (MCSS), Ministry of Economic Development and Trade (MEDT), ServiceOntario, and Service Canada (SC)
  - Improve our Enhanced Information/Referral (IR) service
    - Develop common IR standards with our service providers, partner ministries and SC
  - Develop a strategy for Phase II – Information and Referral
- Current Status
  - Joint working group established for access strategies and IR deliverables
  - Short-term improvement opportunities with SC and MCI identified; developing implementation strategies
  - Work underway to engage Service Ontario, MCSS and MEDT
  - Identifying short-, medium- and longer-term improvements to IR service

# Service Delivery Framework

- Project Scope
  - Develop Employment Ontario's client-centred service delivery framework
  - Develop service standards for this framework
  - Identify strategies to:
    - Integrate service delivery across channels
    - Continue to build a strong service delivery culture
  - Lay foundation for longer-term enhancements
  
- Current Status
  - Project working group established and active
  - Stakeholder engagement plan is being drafted by working group

# Employment Ontario Information System

- Over the next four years, the Ministry will develop a single integrated information system to support the management and delivery of all Employment Ontario (EO) programs
- Current provincial and federal systems are program-specific with no capacity to track individuals and employers between EO programs and services, or to compare/report information across EO programs and services
- The Ministry must cease using Federal Systems (CSGC & Contact IV)
- Four main components, being implemented concurrently over the next three years:
  - Contract Administration
  - Financial Processing for Contracts
  - Case Management
  - Business Intelligence (Reporting)

# Next Steps for *Employment Ontario*

Throughout the Transition period, MTCU will continue to:

- Work with its delivery partners and stakeholders to further its transition and transformation activities;
- Build its regional delivery, which is anchored in province-wide, forward looking strategic policy;
- Develop a local labour market planning framework to include relevant stakeholders;
- Implement strategies to support the government's commitment to rapid re-employment;
- Continue to support initiatives targeted at helping newcomers succeed in this labour market (in cooperation with MCI and MEDT); and
- Help ensure that newcomers have the skills that Ontario needs to compete and prosper.

# EMPLOYMENT ONTARIO

Ontario's employment & training network

[www.ontario.ca/employmentontario](http://www.ontario.ca/employmentontario)

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# EMPLOI ONTARIO

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