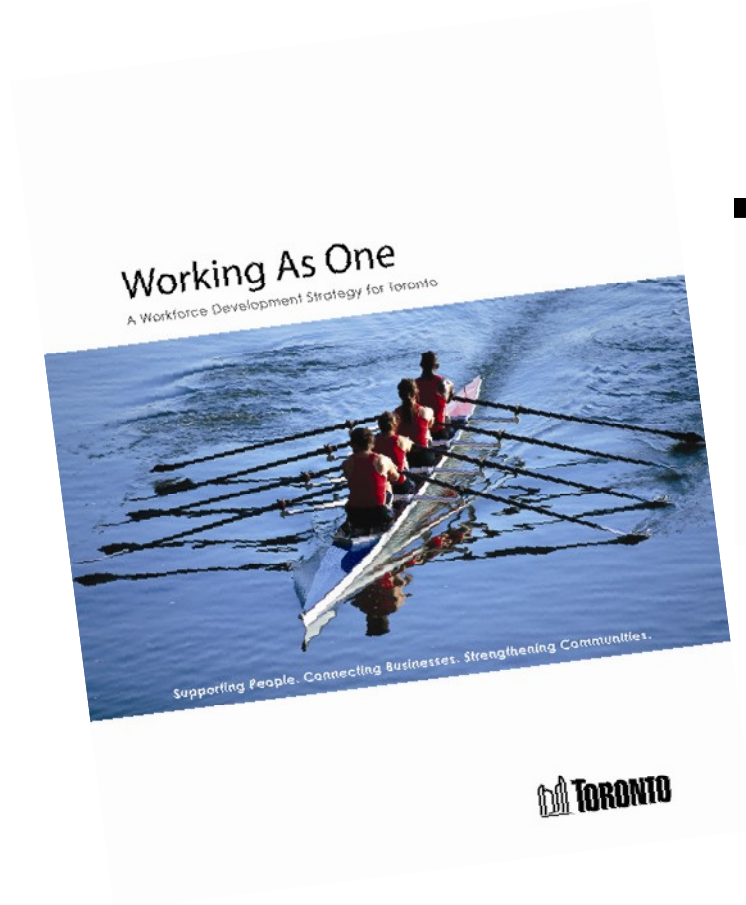


# Working As One

## Progress Report and Next Steps



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Economic Development Committee  
March 5, 2013

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# Overview

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## Purpose

Provide a progress report on City actions to implement Working as One – the City’s blueprint for an integrated employment services system

## Structure

- Results: Employers and Job seekers
- Employment Service Review
- Performance Outcomes
- Next Steps: *A Made-in-Toronto Approach*

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# Working with Employers: Employment Planning

## In 2012:

- More than 50 initiatives
- 300 employers
- 12 business sectors



## Making it Happen:

- City building initiatives
- City and ABCCs
- EDC and Invest

Toronto connections

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# Working with Employers: Employment Planning

## 2012 Achievements

- 750 residents got jobs
- 3500 residents increased labour market knowledge/skills
- 60 employers connected to employment planning through EDC and Invest Toronto

**PAYE**

Partnership to Advance  
Youth Employment



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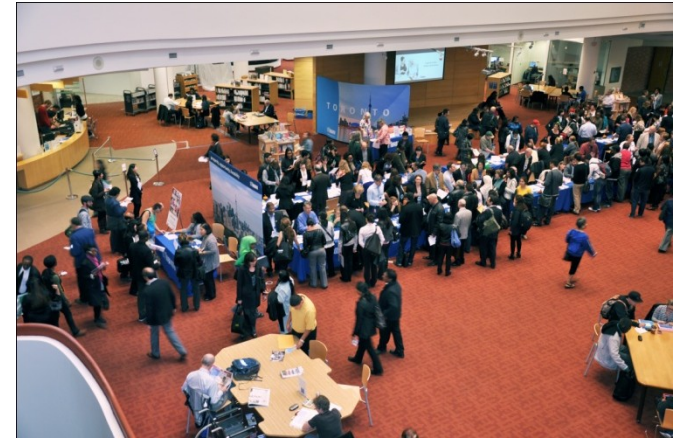
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# Working with Job Seekers

In 2012:

- **30,000** found work
- **58,000** served through TESS' 18 employment centres
- **5,000** participated in job/career fairs
- **7,000** connected to pre-employment, skill building and work placements
- **19,000** provided financial supports for minor fees and certification



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# Promoting Workforce Development



Workforce Development Week  
October 22 - 26, 2012  
Summary Report

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# Workforce Development Week Events

Monday October 22	Tuesday October 23	Wednesday October 24	Thursday October 25	Friday October 26
<p><b>Mayor's Press Conference</b> 10:00 a.m. Golden Mile ESS</p> <p>Includes: • Remarks from Steve Diamond</p>	<p><b>Keeping you Connected – Toronto North Business Luncheon</b> 11:30 a.m. – 1:00 p.m. 300 <u>Supertest Rd</u></p> <p><b>Beaches Employment &amp; Social Services Open House</b> 9:00 a.m. – 3:00 p.m. 1631 Queen Street East</p> <p><b>Attwell Employment &amp; Social Services Open House</b> 9:00 a.m. – 4:00 p.m. 220 Attwell Drive</p>	<p><b>PAYE Learning Forum</b> 9:00 a.m. – 3:00 p.m. Ontario Science Centre</p> <p><b>Lawrence Square Employment &amp; Social Services Employment Information Session</b> 10:00 a.m. to Noon 700 Lawrence Ave West, Suite 330, East Tower</p> <p><b>Rexdale Hub Open House</b> 1:00 – 4:00 p.m. 21 Panorama Court</p> <p><b>Canada Learning Bond Event</b> 2:00 – 4:00 p.m. Queensway Employment &amp; Social Services 779 The Queensway</p> <p><b>Investing in Neighbourhoods Recognition Event</b> 2:00 – 4:00 p.m. The Hub 2660 Eglinton Ave E. (Scarborough Agencies)</p> <p><b>TRIEC Campus Roadshow</b> 4:00 to 6:30pm Toronto Board of Trade 1 First Canadian Place</p>	<p><b>City of Toronto Career and Information Fair</b> 11:00 a.m. – 4:00 p.m. Toronto Reference Library 789 <u>Yonge Street</u></p> <p><b>Cliffcrest Employment Services Open House</b> 3:00 – 6:00 p.m. 2985 Kingston Road</p> <p><b>Celebrating Regent Park Success</b> 5:00 – 6:30 p.m. <u>Paintbox</u> Bistro 555 <u>Dundas Street East</u></p>	<p><b>Crossways Employment Services Open House</b> 1:00 – 4:00 p.m. 2340 <u>Dundas Street W., 3<sup>rd</sup> Flr.</u></p> <p><b>Yonge Eglinton Employment &amp; Social Services Open House</b> 10:00 a.m. – 3:00 p.m. Featuring Guest Speaker from: <u>RioCan</u> Management Inc. 150 <u>Eglinton Ave. East</u></p>
<p><b>Loblaw Recruitment event at Golden Mile</b> 1:00 p.m. (<u>Loblaws</u>, Superstore and the local Joe Fresh)</p>				
<p><b>Networking Event for Engineers</b> 6:00 – 9:00 p.m. Metro Hall, 55 John Street Room 308 / 309</p>				
<p>World MasterCard Fashion Week – October 22 – 26, 2012, David <u>Pecaut Square</u></p>				
<p>Small Business Month – Toronto Public Library</p>				

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# Employment Services Review

## Purpose

Employment Service Capacity in Toronto

Needs, Services and Gaps

System Alignment and Coordination

## Approach

Inventory of Employment Programs and Service Providers

Analysis of Service Capacity

Consultations: 154 individuals from 95 organizations

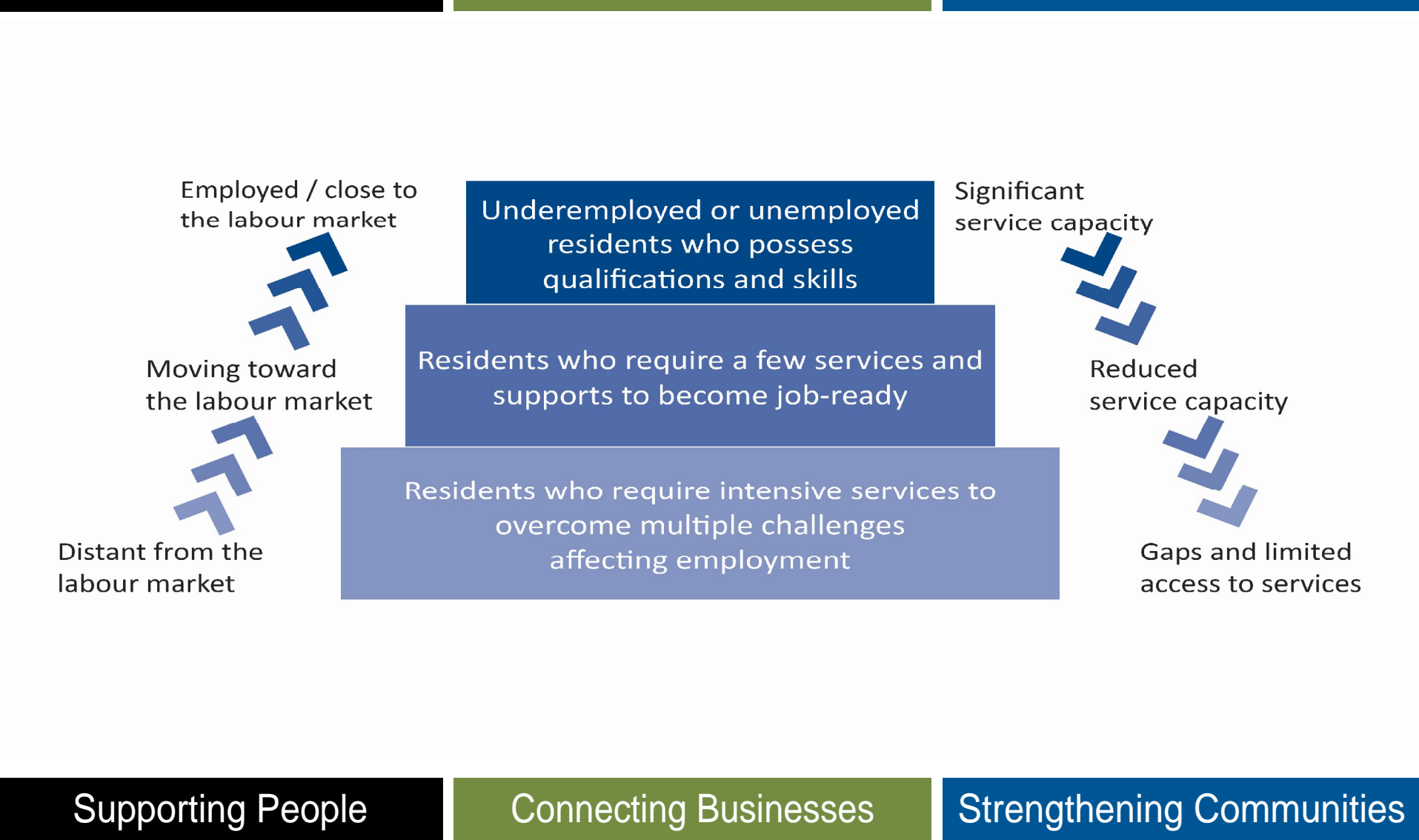
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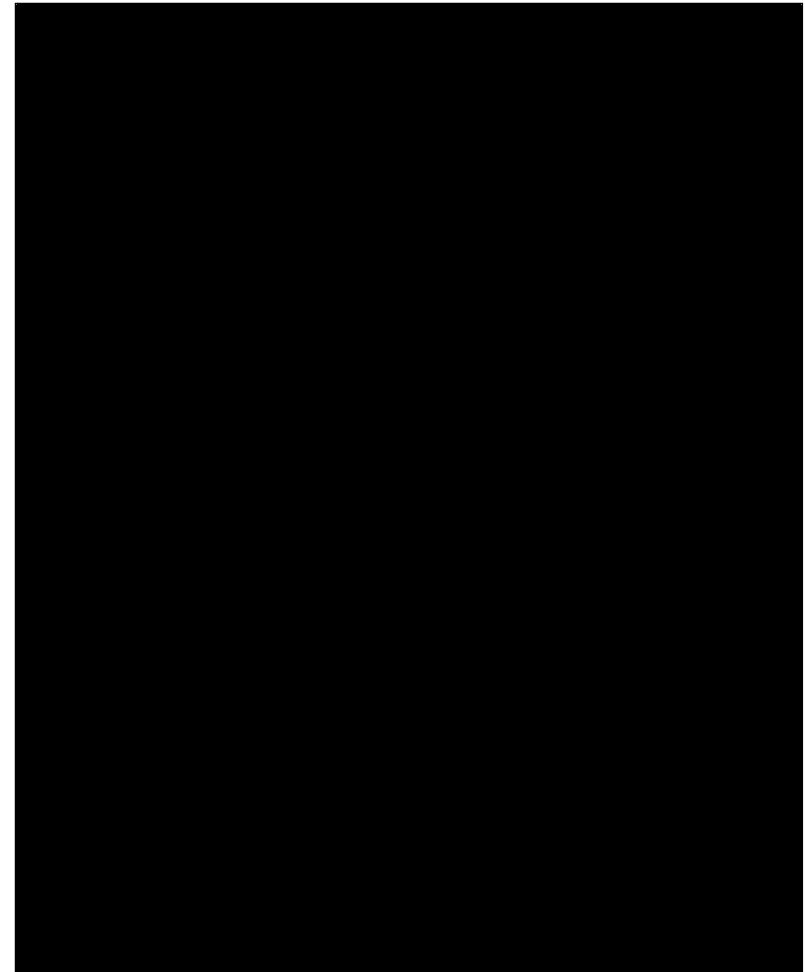
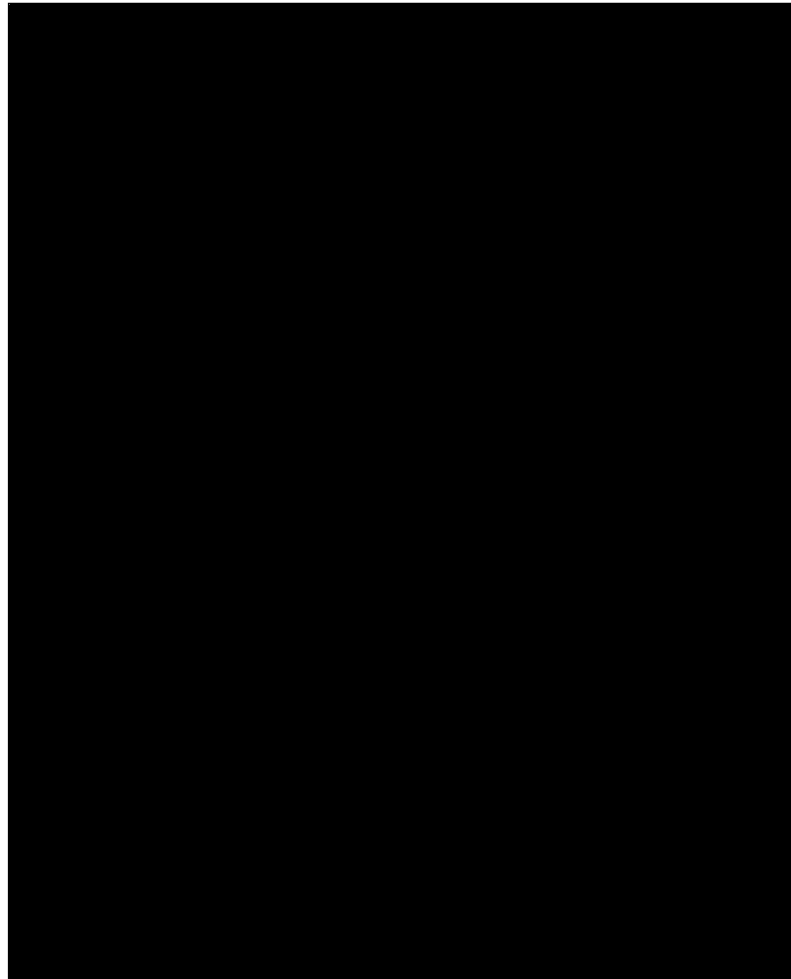
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# Employment Service Review: Key Findings



# Employment Service Review: Key Findings



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# Toronto's Workforce Development Performance Outcomes

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## **Job seekers:**

Residents get jobs

## **Employers:**

Connected to skilled workers

## **Access:**

Customers access services they need

## **Public Investment:**

Good value for resources

## **Satisfaction:**

Customers satisfied with services and results

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# Toronto's Workforce Development Outcomes

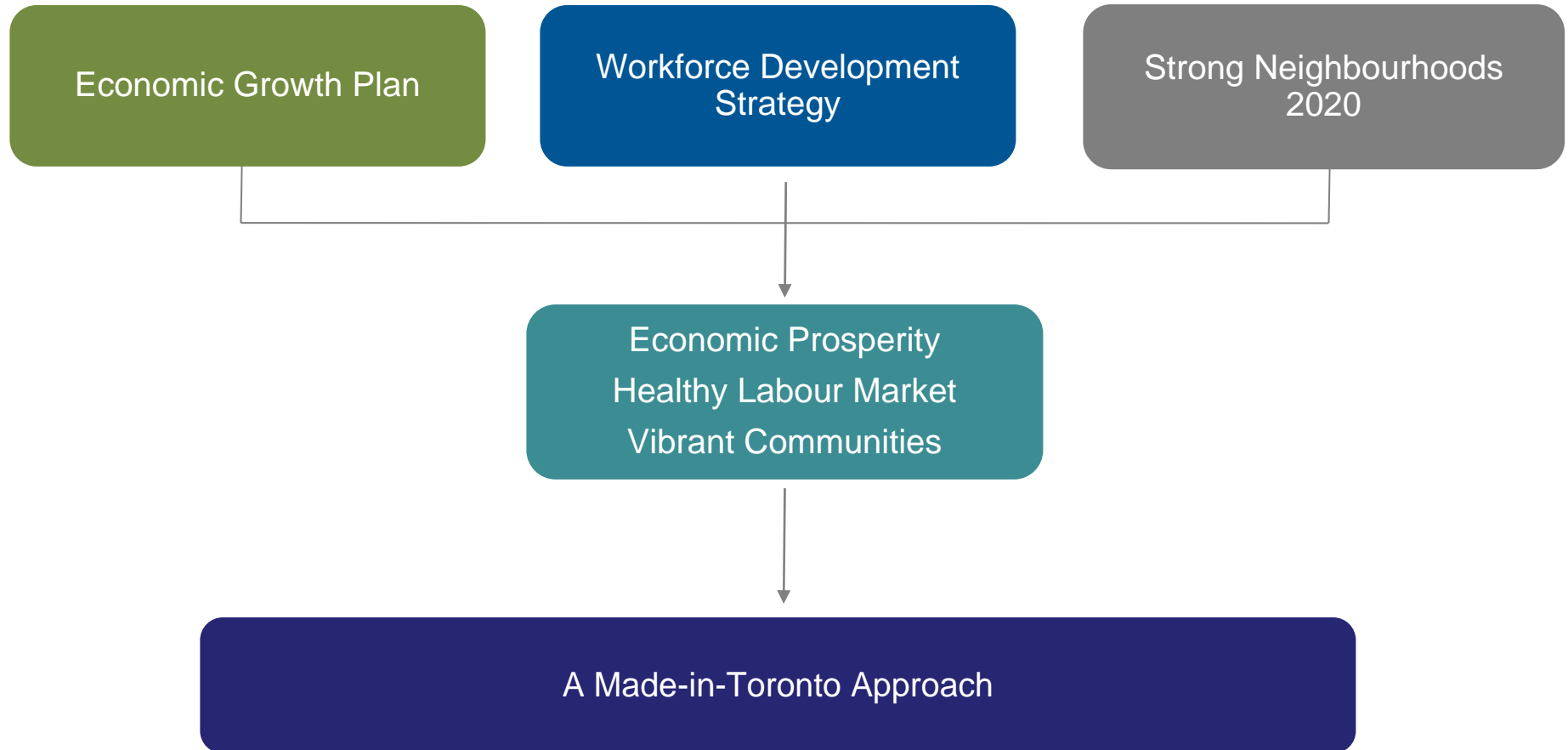
Toronto's Workforce Development Outcomes	
For Employers	For Jobseekers
<ul style="list-style-type: none"> <li>❖ <b>Employers find skilled workers they need</b> from diverse communities and retain them</li> <li>❖ Employer recruitment expectations are exceeded when interacting with employment service providers</li> </ul> <p><b>Satisfaction</b></p> <p><b>Employers are satisfied with employment services and results</b></p>	<ul style="list-style-type: none"> <li>❖ <b>Jobseekers obtain employment</b></li> <li>❖ Job seekers improve earnings</li> <li>❖ Jobseekers' skills and qualifications meet employers' current human resource needs</li> <li>❖ Jobseekers have access to supportive programs to improve their employment prospects and quality of life</li> </ul> <p><b>Satisfaction</b></p> <p><b>Jobseekers are satisfied with employment services and results</b></p>
For the System	
<p><b>System Access</b></p> <ul style="list-style-type: none"> <li>❖ <b>Employers and jobseekers can readily access employment services</b></li> <li>❖ Employment services are coordinated and seamless to the customer as they navigate the system</li> <li>❖ Direct and indirect costs associated with employment services are affordable for both employers and jobseekers</li> </ul>	<p><b>Public Investment</b></p> <ul style="list-style-type: none"> <li>❖ The public dollar value of investments in the employment services system is known</li> <li>❖ <b>Taxpayers/residents are satisfied that the public investment in the employment services system offers good value for money spent</b></li> </ul>

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# Aligning City Strategies: A Made-in-Toronto Approach



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# Advancing a 'Made in Toronto' Approach: Evolving Intergovernmental Context

- *Brighter Prospects* recommends:
  - Replacing OW and ODSP with a single integrated program
  - Integrating employment services at the local level
  - Devolving responsibility to municipalities for the integrated social assistance program and integrated employment services
- *Drummond Report* calls for the consolidation of employment services.

Implementation of these recommendations will have important implications for City strategies and services

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# Advancing a 'Made in Toronto' Approach: An Evolving City Role in Evolving System

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To accelerate progress towards an integrated employment services system in Toronto, the City and the Province must:

1. Establish a true partnership and work collaboratively to implement the recommendations of *Brighter Prospects* and the *Drummond Report*
2. Establish a City-Provincial Table to determine how to better plan and manage employment services in Toronto.

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