

# Working As One

## A Workforce Development Strategy for Toronto



Presentation: February 21, 2012

# Purpose

## Working as One:

- integrates economic development and workforce development,
- built on City experiences/successes to date,
- is a living document,
- demands ongoing engagement, and
- provides a framework where everyone involved can see themselves in Toronto's employment service system.

Ultimately **Working as One** seeks to improve services and outcomes for unemployed and under employed Toronto residents and for businesses.

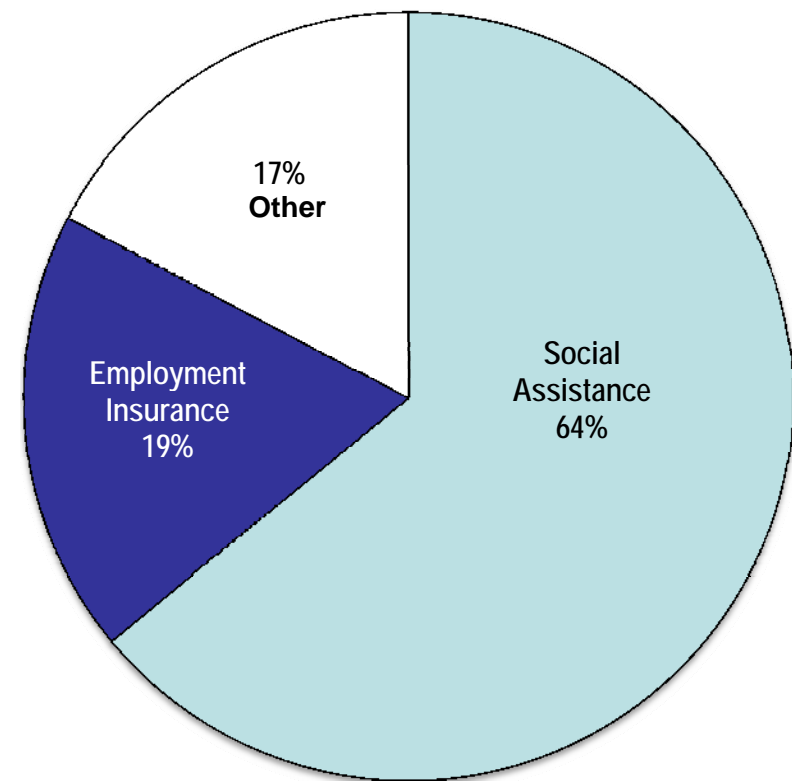


# Why Now?

## Serving Unemployed Torontonians

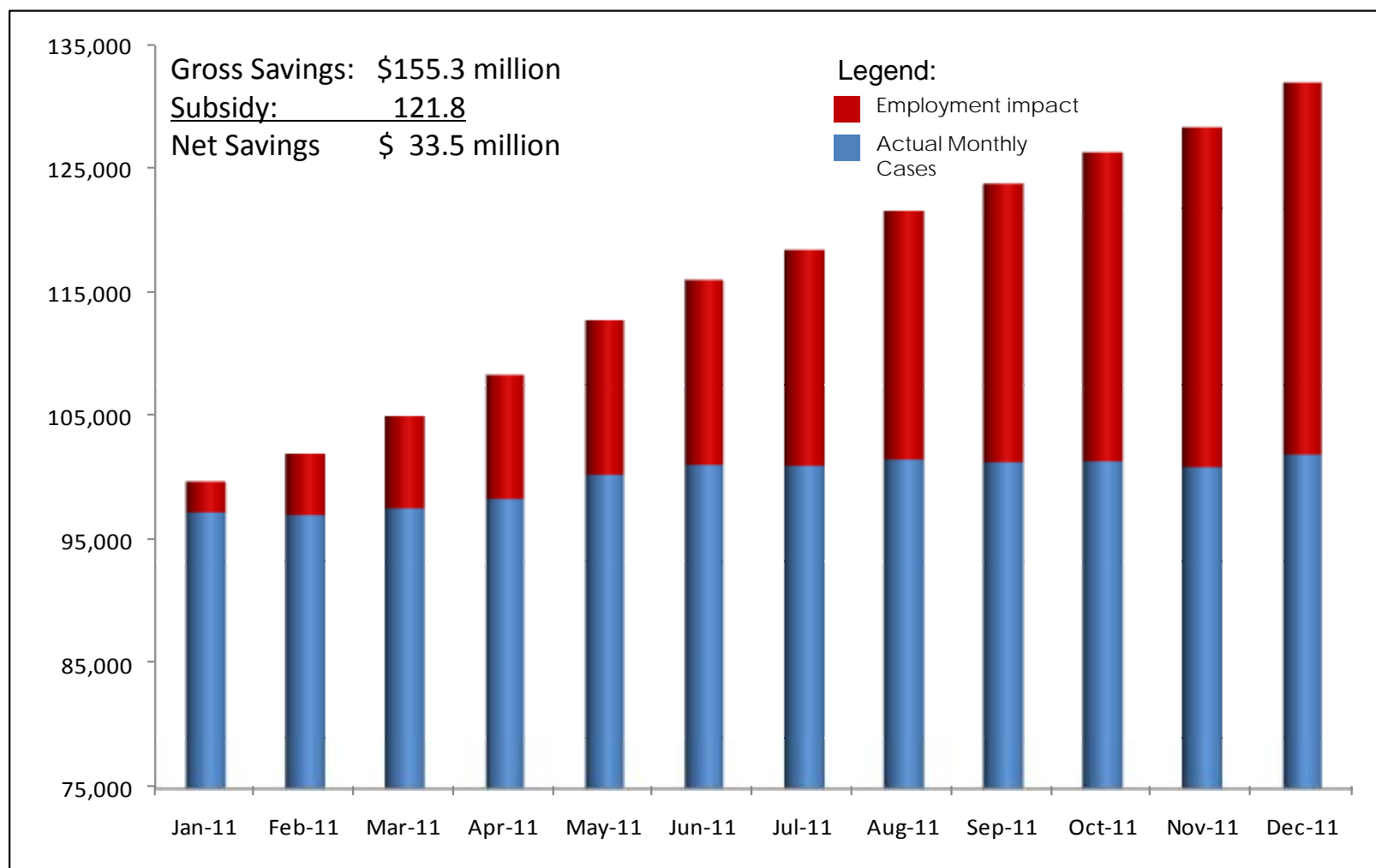
A gap in the Employment Insurance (E.I.) system

- 120,000 Torontonians are unemployed
- many of these city residents cannot access E.I.
- more unemployed residents are supported by social assistance than E.I.



# Why Now?

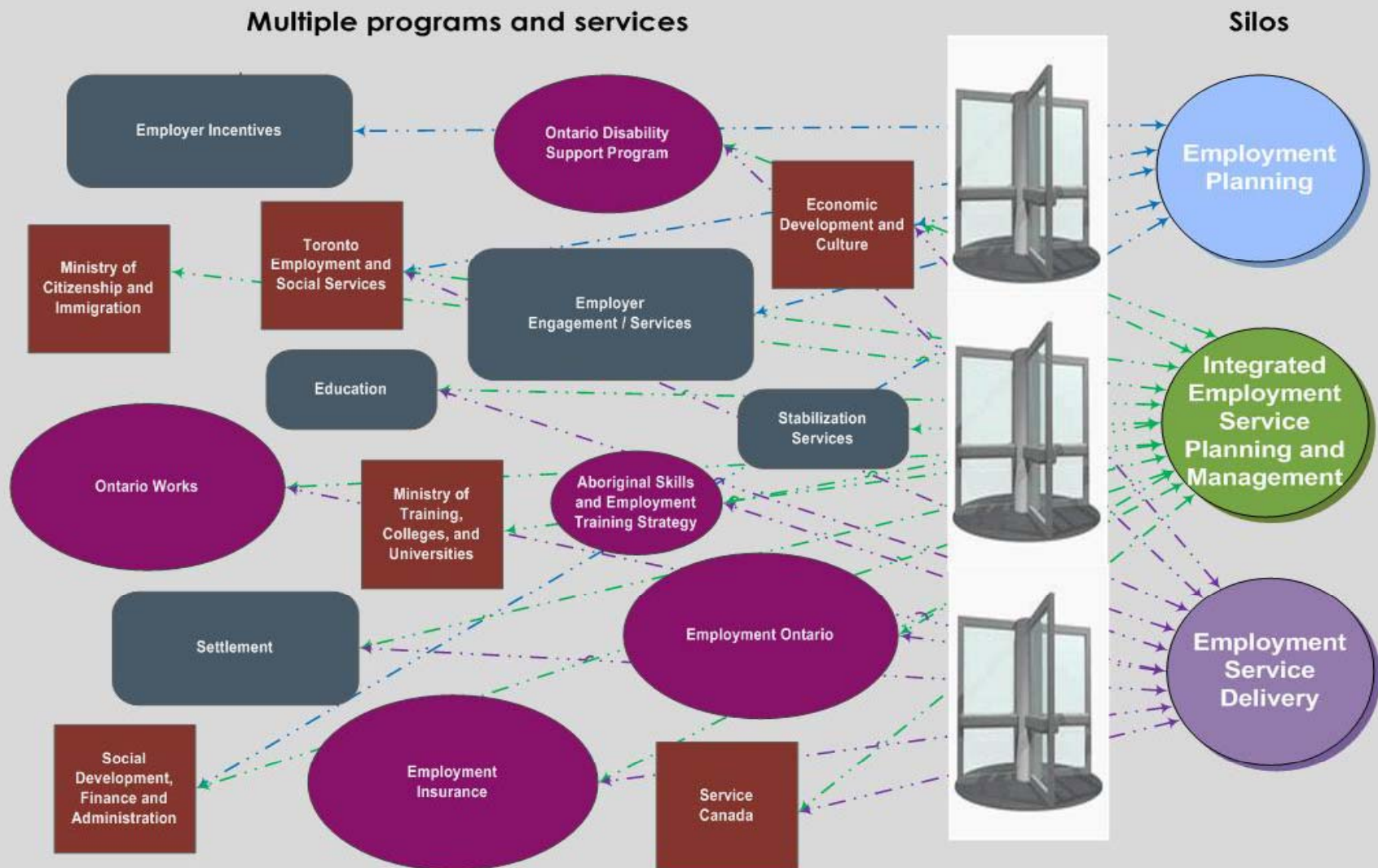
## 2011 - Impact of Toronto's Ontario Works Clients Obtaining Employment



# Why Now?

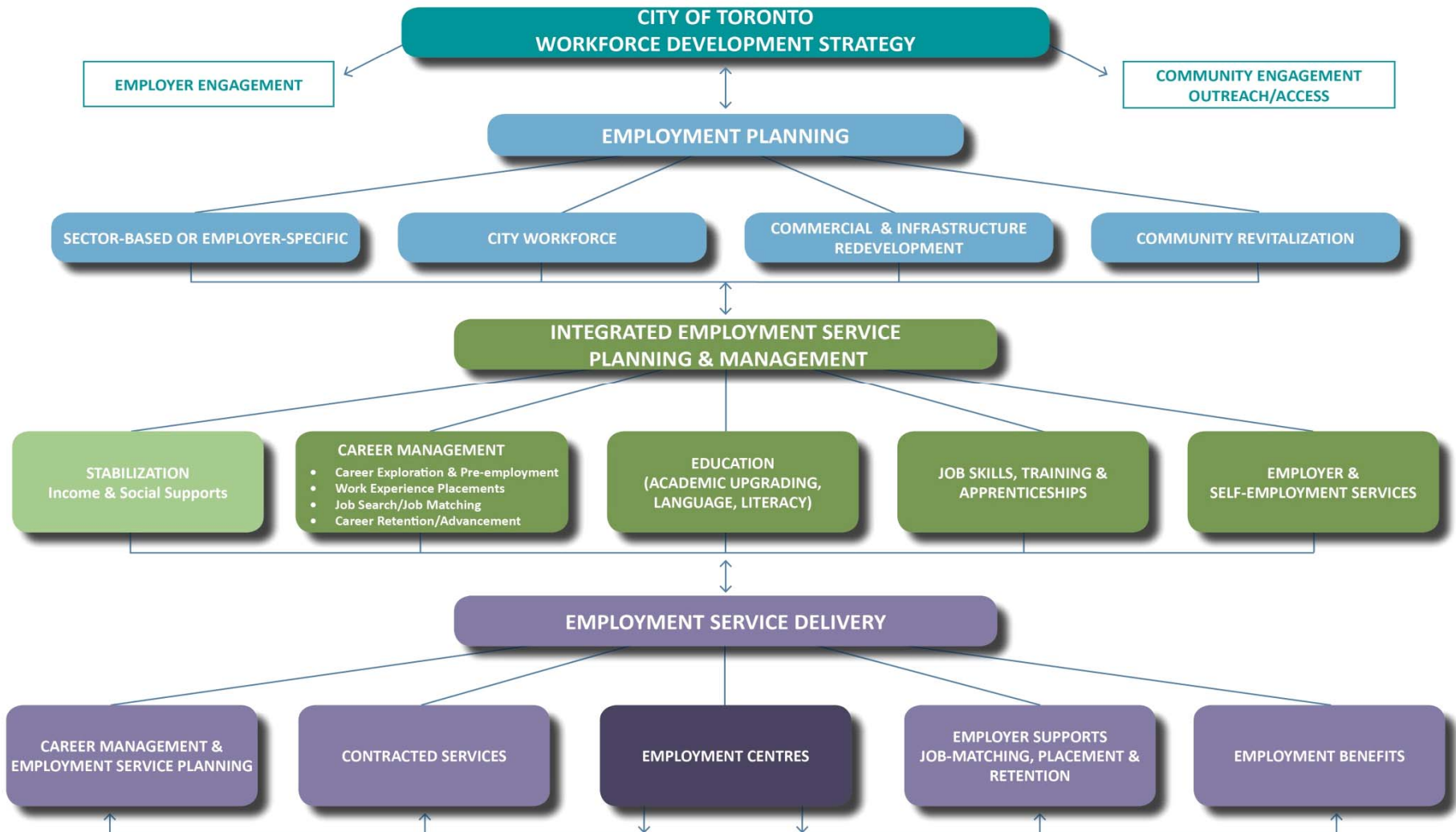
## Many Programs - No System

Residents, employers and service providers navigate a complex environment



# Working As One:

## A (Frame)work in Progress

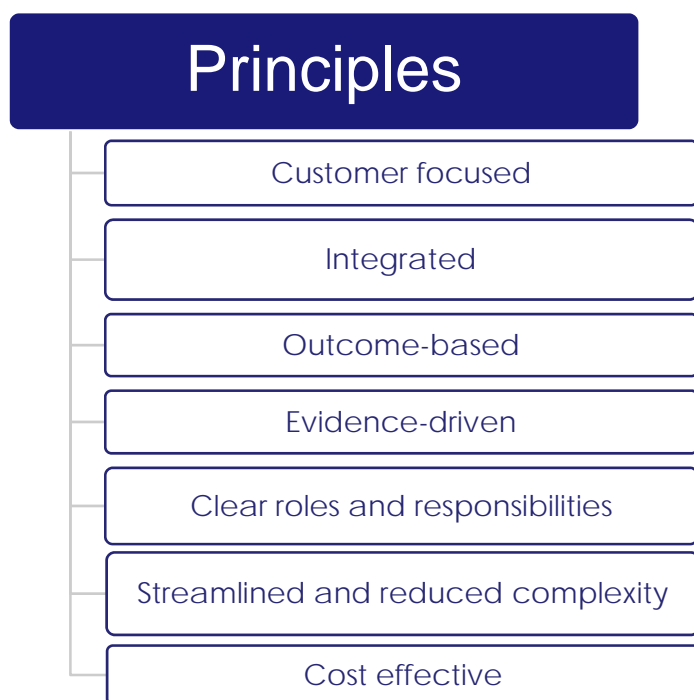


# Working as One

## The Starting Point

### Vision:

A streamlined, responsive, coordinated system that results in successful outcomes for residents, employers, and communities



# Outcomes

**The City's approach to workforce development seeks three related outcomes:**

1. employers' workforce needs are addressed;
2. people get jobs; and
3. obtain the best possible value for all Toronto residents.





# Towards One System for Toronto



## A Pragmatic Approach:

- Employer - driven
- Iterative - learning by doing
- Clearly understood roles and responsibilities
- City interest - maximizing benefits to all
- Building on current foundation – better alignment
- Accountable

## What's required?

- Planned, coordinated, customized services
- City leadership

# Working with Businesses & Employers

## Developing integrated Employment Plans

- Capitalize on large scale City projects
- Capitalize on public sector opportunities

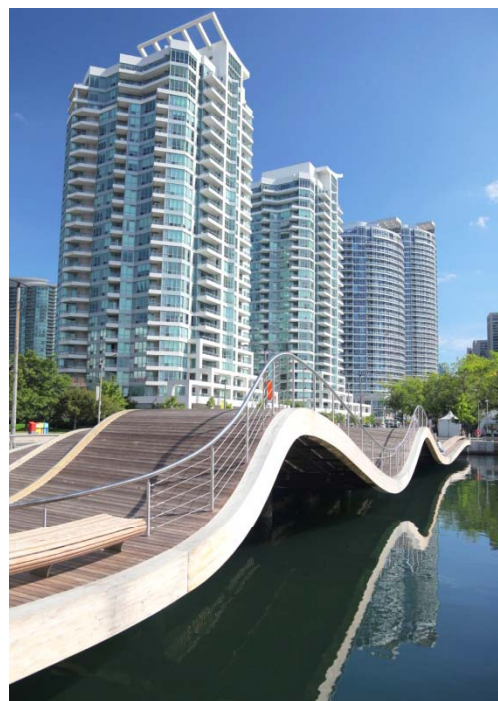


## Coordinating Access

- Develop better employer gateways

## Customizing Services

- Tailor services to individual employers' and sectors' needs



# Working with Businesses & Employers: What Works

Making Integrated Employment Planning work:

- being involved from the start
- responding to employers' needs
- a plan with common purpose and goals
- focusing City resources
- building on strong relationships



# Working with Job Seekers



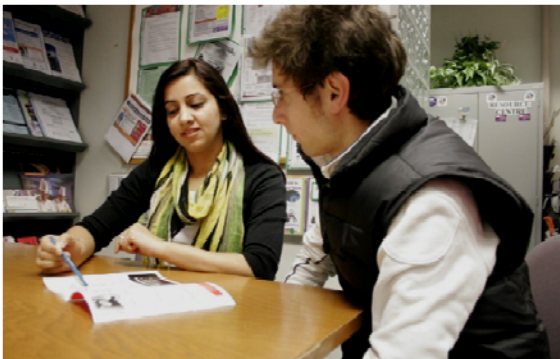
## Integrating employment services planning

- among governments
- across City divisions
- in local neighbourhoods



## Coordinating and simplifying system access

- employment centres as integrated access points
- coordinated approach to job matching



## Customizing key services

- providing job seekers with skills and experience to compete
- ensuring key income and stabilization supports are available

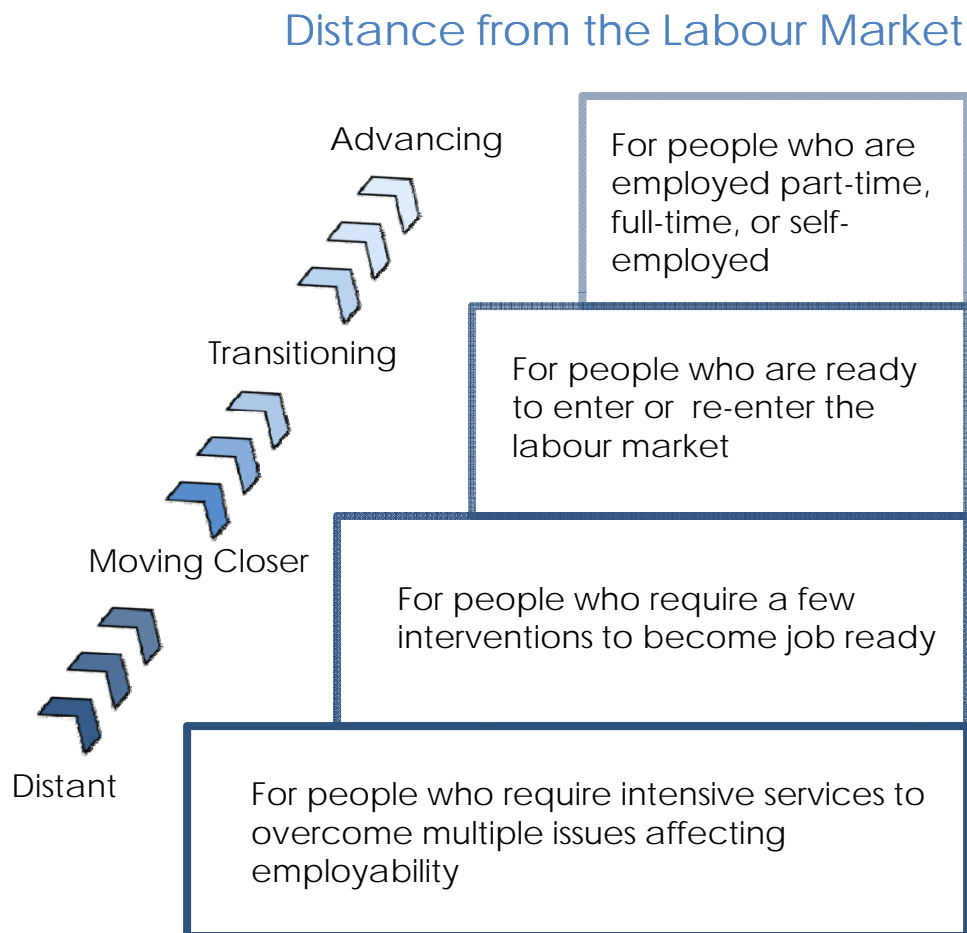


# Working with Job Seekers

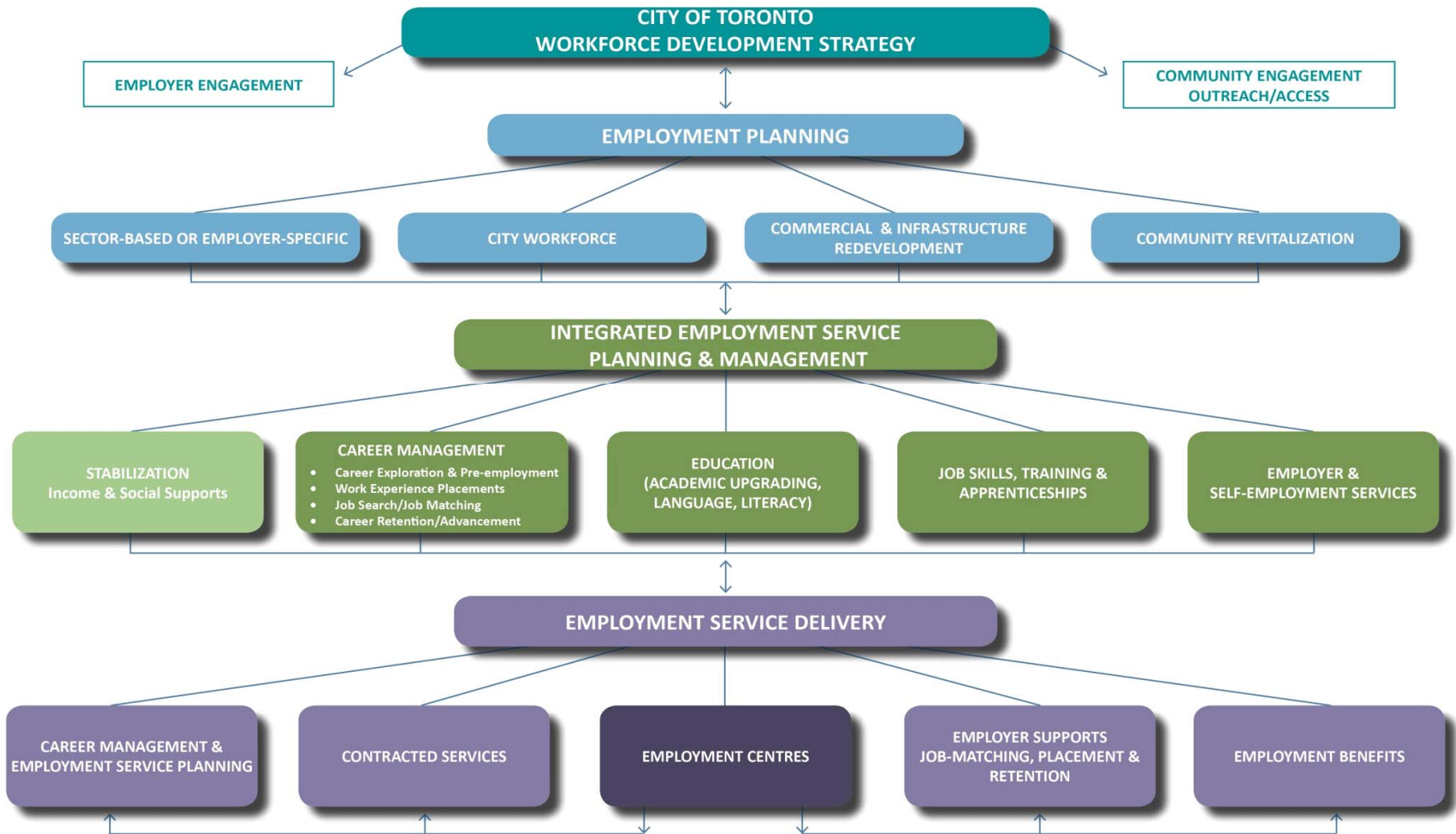
## What Works

### A Systematic Approach:

- driven by labour market
- organized based on distance
- responsive to jobseeker needs
- employment services integrated with income and stabilization services
- publicly visible access points
- supports to navigate
- differentiated services
  - self assisted to intensive



# Working As One: A (Frame)work in Progress



# Working as One

## A Made in Toronto Solution

Supporting  
People



Connecting  
Business



Strengthening  
Communities



### What Next?

City leadership to create a made-in Toronto approach to workforce development that benefits employers, job seekers and all communities across Toronto.

### How do we get there?

City leadership to create a coherent employment service system in Toronto that is:

- purposefully planned;
- well-managed; and
- effectively delivered.

# Working as One

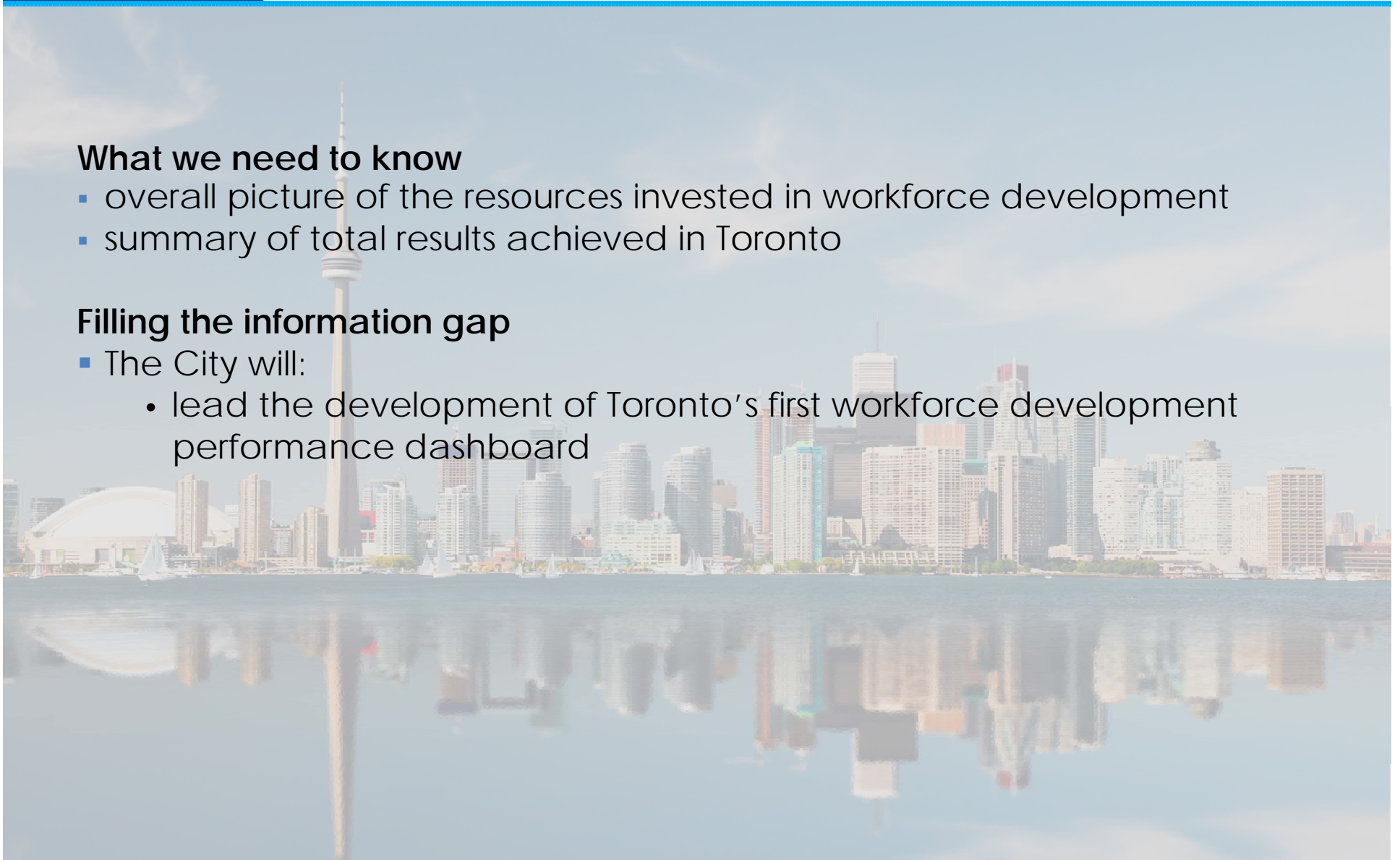
## A Made in Toronto Solution

### What we need to know

- overall picture of the resources invested in workforce development
- summary of total results achieved in Toronto

### Filling the information gap

- The City will:
  - lead the development of Toronto's first workforce development performance dashboard





# Working As One

## A Workforce Development Strategy for Toronto



Supporting People. Connecting Businesses. Strengthening Communities.