Working As One
Progress Report and Next Steps

Economic Development Committee
March 5, 2013

Supporting People
Connecting Businesses
Strengthening Communities

Opportunity starts here
Overview

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
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
2012 Achievements

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

Workforce Development Week
October 22 - 26, 2012
Summary Report
Workforce Development Week Events

<table>
<thead>
<tr>
<th>Monday October 22</th>
<th>Tuesday October 23</th>
<th>Wednesday October 24</th>
<th>Thursday October 25</th>
<th>Friday October 26</th>
</tr>
</thead>
</table>
| Mayor’s Press Conference  
10:00 a.m.  
Golden Mile ES5  
Includes:  
- Remarks from Steve Diamond | Keeping you Connected –  
Toronto North Business Luncheon  
11:30 a.m. – 1:00 p.m.  
300 Sutter Street Rd | PAYE Learning Forum  
9:00 a.m. – 3:00 p.m.  
Ontario Science Centre | City of Toronto  
Career and Information Fair  
11:00 a.m. – 4:00 p.m.  
Toronto Reference Library  
789 Yonge Street | Crossways Employment Services Open House  
1:00 – 4:00 p.m.  
2340 Dundas Street W., 3rd Fl. |
| Beaches Employment & Social Services Open House  
9:00 a.m. – 3:00 p.m.  
1631 Queen Street East | Lawrance Square Employment & Social Services Employment Information Session  
10:00 a.m. to Noon  
700 Lawrence Ave West, Suite 330, East Tower | Nexcite! Hub Open House  
1:00 – 4:00 p.m.  
21 Panorama Court | Clifford Employment Services Open House  
3:00 – 6:00 p.m.  
2985 Kingston Road | Yonge Eglington Employment & Social Services Open House  
10:00 a.m. – 3:00 p.m.  
Featuring Guest Speaker from: Recruit Management Inc.  
150 Eglington Ave. East |
| Loblaw Recruitment event at Golden Mile  
1:00 p.m.  
Loblaw, Superstore and the local Joe Fresh | Networking Event for Engineers  
6:00 – 9:00 p.m.  
Metro Hall, 55 John Street Room 308 / 309 | Canada Learning Bond Event  
2:00 – 4:00 p.m.  
Queensway Employment & Social Services  
779 The Queensway | Investing in Neighbourhoods Recognition Event  
2:00 – 4:00 p.m.  
The Hub  
2660 Eglington Ave E.  
(Scarborough Agencies) |
| | | | Celebrating Regent Park Success  
5:00 – 6:30 p.m.  
Paintbox Bistro  
555 Dundas Street East |

World MasterCard Fashion Week – October 22 – 26, 2012, David Pecaut Square

Small Business Month – Toronto Public Library

Supporting People  Connecting Businesses  Strengthening Communities
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
Employment Service Review: Key Findings

- Underemployed or unemployed residents who possess qualifications and skills
- Residents who require a few services and supports to become job-ready
- Residents who require intensive services to overcome multiple challenges affecting employment

Supporting People | Connecting Businesses | Strengthening Communities
Employment Service Review: Key Findings

- Many services for people employed or close to the labour market
- Significant service gaps for individuals moving towards or distant from the labour market
- Better gateways for employers

System Alignment and Coordination
- Better system management
- Better coordination between employment service providers and government
- Better connections between employment service system and broader human services system
Toronto’s Workforce Development Performance Outcomes

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
## Toronto’s Workforce Development Outcomes

<table>
<thead>
<tr>
<th>For Employers</th>
<th>For Jobseekers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employers find skilled workers they need</strong> from diverse communities and retain them</td>
<td></td>
</tr>
<tr>
<td><strong>Employer recruitment expectations are exceeded when interacting with employment service providers</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Satisfaction</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Employers are satisfied with employment services and results</strong></td>
<td></td>
</tr>
<tr>
<td><strong>For the System</strong></td>
<td><strong>Public Investment</strong></td>
</tr>
<tr>
<td><strong>Employers and jobseekers can readily access employment services</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Employment services are coordinated and seamless to the customer as they navigate the system</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Direct and indirect costs associated with employment services are affordable for both employers and jobseekers</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>The public dollar value of investments in the employment services system is known</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Taxpayers/residents are satisfied that the public investment in the employment services system offers good value for money spent</strong></td>
</tr>
</tbody>
</table>

**Supporting People**

**Connecting Businesses**

**Strengthening Communities**
Aligning City Strategies: A Made-in-Toronto Approach

- Economic Growth Plan
- Workforce Development Strategy
- Strong Neighbourhoods 2020

Economic Prosperity
Healthy Labour Market
Vibrant Communities

A Made-in-Toronto Approach

Supporting People | Connecting Businesses | Strengthening Communities
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
Advancing a ‘Made in Toronto’ Approach: An Evolving City Role in Evolving System

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.