Community Benefits Ad Hoc Working Group 3
Meeting#4
April 29, 2022

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Agenda

Item	Lead	Time
Welcome & land acknowledgement	Working group chair	5 mins
Introductions & check-in	All	10 mins
Brief update: ToC work & Collaboration survey	Working group chair	10 mins
M&E Data collection and reporting presentations	• TCBN • ACCES Employment • Humber College	90 mins
Next steps	All	5 mins

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Check-in: Pick your cat

Select the picture that
best describes how
you are feeling today.
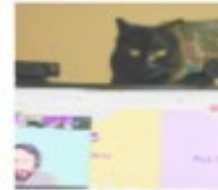
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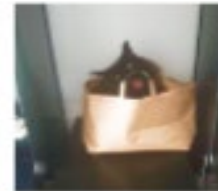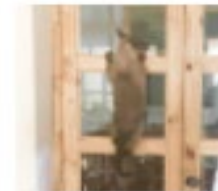
Update: CB WFD Theory of Change

- Small but mighty group met on April 21, 2022
- Members:
  - **Diana Levy**, PMMD
  - **Kumsa Baker**, TCBN
  - **Geraldine Babcock**, Humber College
  - **Gillian Mason**, Consultant, East Scarborough Storefront
  - **William Mendes**, TCHC
  - **Clara Ganemtore**, CBU
- Refined, finalized ToC version (narrative & visual): May, 2022

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Update: Collaboration Survey

- Invitation for completing the survey went out on April 14, 2022
- As of April 22, **6 WG#3 members** responded to the survey with **3 partial and 3 complete** responses
- Need more responses to have meaningful planning of our collaborative efforts
- Extended deadline – **May 5th, 2022**
- Link: Survey Link

Collaboration Survey: Preliminary Results

Statement	Score
Everyone who is a member of our group wants this project to succeed.	4.0
I have a lot of respect for the other people involved in this group.	4.0
The time is right for this collaborative project.	3.8
The people in this group are dedicated to the idea that we can make this project…	3.6
My organization will benefit from being involved in this group.	3.5
People in this group are open to different approaches to how we can do our work.…	3.3
When the group have discussions, there is always enough time for members to take…	3.3
The level of commitment among the group members is high.	3.3
The people involved in our group represent a cross section of those who have a…	3.3
Our group has adequate number of people with influence to do what it wants to…	3.0
People in our group have established reasonable goals.	3.0
People in our group know and understand our goals.	3.0
The people who lead this group communicate well with the members.	3.0
I am informed as often as I should be about what is going on in the group.	3.0
All the organizations that we need to be members of this group have become…	3.0
People involved in our group trust one another.	3.0
My ideas about what we want to accomplish with this group seem to be the same…	2.8
Information shared in the group about our activities and deliverables is useful for…	2.7
This group has been careful to take on the right amount of work at the right pace.	2.7
I have a clear understanding of what our group is trying to accomplish.	2.6
People in this group have a clear sense of their roles and responsibilities.	2.5

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M&E Data Collection and Reporting Processes

20 min presentation+10 min Q&A

- **Rosemarie Powell & Jane Wilson**, Toronto Community Benefits Network
- **Gabriela Tavaru**, ACCES Employment
- **Geraldine Babcock**, Humber College

M&E Data Collection and Reporting Processes con'd

Focus on:

- M&E purpose and intended use
- Data collection methods and sources of information
- Data collection and reporting process and roles
- Relevant key learnings

Data quality concerns are a major preoccupation of post-implementation oversight bodies.

Toronto's CBA initiative faces the task of creating a functional pathway to connect job-ready individuals to skilled work on the
LRT project.

This involves alignment of supports and tracking across community-based nonprofit and workforce development organizations, apprenticeship programs, trades training centres, and project contractor projections of employment needs.57

(Delivering Benefit –Achieving Community Benefits in Ontario, Mowat)

TCBN's
Data Collection and Monitoring
Rationale, Information, Systems and Tools

April 29, 2022

Rosemarie Powell

Jane Wilson

AGENDA

The TCBN Context -Data Collection for Community Benefits Agreements
(Rationale and lessons learned)

Key Learnings

Information Collected

Systems and Tools

Jobs and Opportunities through Community Investments

Measure Impact of CBAs Re- Construction Equity Hires – What We Need to Know

- Number of candidates hired
- Demographics of candidates hired
- Percentage of trade or craft working hours performed by BIPOC
- Retention – new, continued, discontinued, returning to employment
- Progression on apprenticeship levels to Journeyperson/ Red Seal
- Higher income and improved standard of living/quality of life
- Challenges experienced by candidates – personal and work related, both systemic and those unique to individuals

Jobs and Opportunities through Community Investments

TCBN's Vision for Ensuring and Measuring Impact

- A community-based intermediary connected to broader landscape of CBAs
- Oversight of intermediary by community to ensure transparency and accountability for system it operates
- A joint marketing, outreach and referral initiative with a central repository for promoting and finding jobs
- High profile marketing of employment opportunities to participants and participants to unions and contractors
- Consistency and connectedness of practice in the systems and pathways that are bringing groups forward not just to one owner client, but to all the owner clients, contractors and unions with community benefits obligations, to hold them accountable to the highest standard and measure success with a common yardstick

TCBN Systems and Tools in Use or in Development

- Apprenticeship Journey – Drop offs and Pain Points
- Career Track in Construction – Recommendations
- Employer Portal and Ready to Hire List
- Surveys and Phone Check-ins using Call Hub
- Nation Builder Features
  - Forms and surveys
  - Tags to capture demographics and status of candidates
  - Pathways to capture progress milestones
  - Scheduled email and text blasts to keep track
  - Integrated with CallHub for monthly tracking

About TCBN's Systems and Tools Now in Use Q&A

- What does our data collection process look like?
- What data collection methods do we use (e.g., intake forms,
- surveys, focus groups)?
- How often do we collect data and when do we do that?
- Who is providing information (e.g., participants, program staff, employers)?
- Who is responsible for collecting data and reporting?
- What specific platform or software do we use for collecting data (if any)?
- How often do we report, to whom and how?
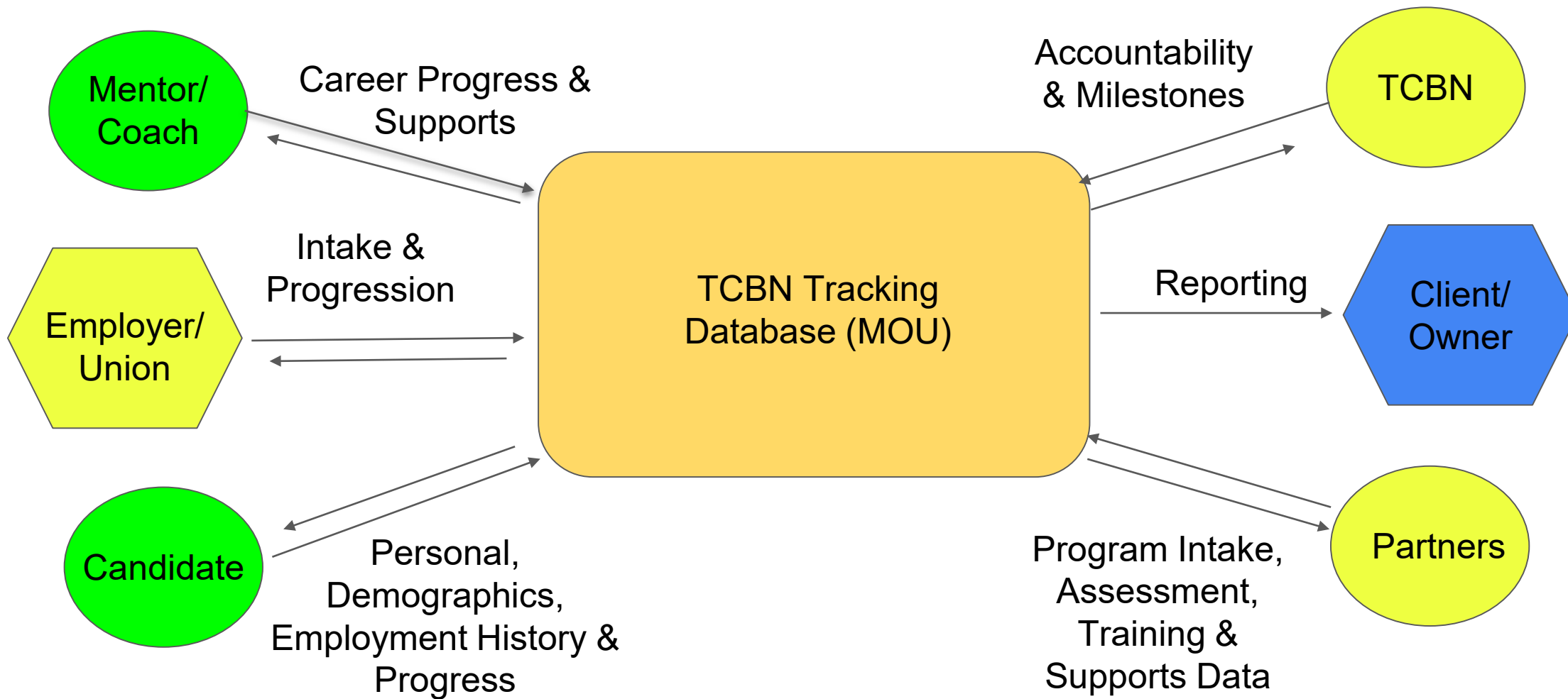
TCBN Employer Portal

Establish infrastructure to monitor community benefits hiring outcomes

- Enable contractors and sub-contractors to easily and securely share information about community benefits hires in a format that is verifiable
- Enable candidates to self report, verify and update their personal and employment data
- Generate timely, accurate reports on outcomes achieved
- Seamlessly integrate with the CBA Pathway Intermediary and other service hubs/hiring lists across the province

Jobs and Opportunities through Community Investments

Jobs and Opportunities through Community Investments

Jobs and Opportunities through Community Investments

Key Features

Establish infrastructure to monitor community benefits hiring outcomes

- Accountability – Establishes a transparent, verifiable and timely way to track and report outcomes

- Ease of use – Tailored to needs of owner-client with user-friendly interface and minimal reporting burden for contractors

- Scalability – Can be used by contractors and service providers for multiple projects across province

- Security – All data is stored in Canada with enterprise class security to ensure only the right people have access to information

Key Features

Establish infrastructure to monitor community benefits hiring outcomes

Contractors and sub-contractors can:
- Register community benefits hires
- Enter and update hours worked and wage information for community benefits employees
- Metrolinx can:
- Verify hires meet community benefits criteria
- Monitor community benefits hiring outcomes across all contractors and subcontractors in real time
- Extract data from Portal to support reporting

Hiring List Integration

- Service providers can use Portal to enter job-ready candidates onto hiring list
- Employers can access list to identify suitable community benefits hires
- Employers can register employees directly from the hiring list, simplifying the registration process
- Portal seamlessly integrates data for employees recruited through hiring list and directly by contractor

The Role of Intermediaries

Labour market intermediaries are used in many jurisdictions to help ensure that developers are able to meet targets and hire the populations that have been identified in community benefits clauses. The use of intermediaries has been found to have a significant impact on the success of community benefits and social procurement policies.81 Intermediaries draw on networks and expertise of employment focused agencies. Ideally, intermediaries should develop long-term relationships with all relevant stakeholders.84 Rather than relying on contractors who may have little familiarity with recruiting from diverse populations, labour market intermediaries can offer significant expertise on recruitment and can ease the process for developers to hire local workers and/or those from certain populations to meet specific targets. This can help reduce the burden and cost placed on contract recipients to do this outreach and training themselves (from Delivering Benefit – Achieving CBs in Ontario, Mowat Centre)

Oversight Committees

Oversight committees can be used to ensure transparency and public accountability, promote dialogue between government, contract recipients and community groups, and, through routine check-ins and reporting requirements, offer the ability to troubleshoot and course correct on challenges faced in meeting agreed-upon objectives and targets.

(from Community Benefits Agreements, Andrew Galley, Mowat Centre and Atkinson)

QUESTIONS?

THANK YOU

ACCES Employment

Data collection – purpose, process, key learnings

About ACCES

VISION

A fully inclusive labour force that reflects the diversity, skills and experience of Canada's population.

MISSION

We assist jobseekers from diverse backgrounds, who are facing barriers to employment, to integrate into the Canadian job market. We achieve this by providing employment services, linking employers to skilled people and building strong networks in collaboration with community partners.
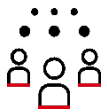
Programs & Services

Starting Your Job Search

- Employment consulting
- Job placement
- Job fairs
- Job search workshops for newcomers
- Resources and information
- Second career
- Canada-Ontario Job Grant

Mentoring Support

- Speed Mentoring® Program
- Speed Mentoring® en Français
- The TRIEC Mentoring Partnership
- Connector Program

Starting a Business

- Entrepreneurship Connections®

Women in the Workplace

- START Customer Care Program
- Empowering Women
- Women in Technology Program
- Career Pathways for Newcomer Women

Language

- Talk English Café
- Customer Experience Language Training with IKEA Canada

Youth in the Workplace

- Youth Job Connection/Youth Job Connection Summer

Pre-Arrival and Online Support

- Canadian Employment Connections
- Entrepreneurship Connections®
  - Pre-Arrival Program
- ACCES Connect
- e-ACCES
- Webinars and email subscription

Sector-Specific Programs

Ontario Bridge Training Programs*

- Engineering Connections
- Electrical Engineering Connections
- Project Management for Engineers
- Financial Services Connections
- Human Resources Connections
- Information Technology Connections
- Leadership Connections (IT and Finance)
- Digital Marketing Connections
- Supply Chain Connections
- Cloud Computing (new)
- Microsoft Skills for Employability (new)

*5 to 9 weeks in length

Industry Focused Training Programs:

- Construction Trades Programs
- Cybersecurity Connections
- Women in Technology
- Healthcare Connections
- Entrepreneurship Connections
- IKEA Canada Customer Experience Training Program

French Language Training Programs:

- Business Connections en Francais

Delivering Results

ACCES's integrated service model allows us to target and customize our employment services to meet the unique needs of our jobseekers. Each year we continue to deliver strong results across all our programs and services.

40,000+

JOBSEEKERS SERVED IN 2020–2021
STEADY GROWTH DUE TO OUR INCREASED ONLINE CAPACITY AND ABILITY TO SUPPORT JOBSEEKERS VIRTUALLY.

224,570

TOTAL NUMBER OF VISITS
AN INCREASE OF OVER 38% FROM LAST YEAR AS A RESULT OF PROGRAMS & SERVICES BEING DELIVERED ONLINE.

98%

OF CLIENTS RECOMMEND OUR PROGRAMS AND SERVICES

82%

OF CLIENTS ACHIEVED A POSITIVE OUTCOME
(INCLUDING EMPLOYMENT, PLACEMENT, TRAINING OR EDUCATION)

"Perhaps the biggest help was the reinforcement and enlightenment from the ACCES team—they gave me the drive and the push to keep moving forward. Their words are still there in my heart."

GIAN ANGELO ZAPATA
CANADIAN EMPLOYMENT CONNECTIONS & ENGINEERING CONNECTIONS: PROJECT MANAGEMENT

Purpose:

- Reporting to funders and stakeholders
- Program design/planning, implementation and continuous improvement

- Different sources of funding with different criteria and requirements:
  - IRCC
  - ESDC
  - MLTSD
  - UW
  - Private sponsors/employers such as TD/Accenture/IBM

- Engineering and Technology programs are funded by IRCC, ESDC, MLTSD, and TD/IBM

Program design and planning:

- We engage a Steering Committee and SMEs for each program

Responsible – Program team/Manager, Program Steering Committee

Tools: surveys, individual meetings, group meetings/focus groups

Platforms used: Zoom, Teams, Survey Monkey

Program implementation: **Pre-program delivery**

- We collect information that is necessary to evaluate the clients' eligibility and suitability according to each funders and program's criteria

Responsible – Program team/Employment Consultant

Tools: Intake forms, surveys, individual meetings, group meetings

Platforms used: Zoom, Teams, Survey Monkey, A-con, website/Vera
- Reporting/funders' case managements systems – HARTs, iCare, CaMS

Program implementation: **During program delivery**

- Program registration, assessment, individualized service plans and job search strategies

- Numeric information – e.g. daily/events attendance, updated participants numbers

Responsible – Program team/Employment Consultant and Employer Liaison
Tools: Registration forms, surveys, individual meetings, group meetings

Platforms used: Zoom, Teams, LMS (EEC) – clients' progress, A-con/Salesforce
- Reporting/funders' case managements systems – HARTs, iCare, Cams

Program implementation: **Post-program delivery**

- Skills enhancement (entry/exit level comparison)
- Job applications/Success stories
- Further supports such as job retention supports
- Satisfaction surveys and employment/training status

Responsible – Program team/Employment Consultant and Employer Liaison

Tools: surveys, individual meetings, group meetings/focus groups

Platforms used: Zoom, Teams, Survey Monkey, A-con/Salesforce
- Reporting/funders' case managements systems – HARTs, iCare, Cams

Continuous improvement: <u>External evaluation</u>

- Supporting with new programs design and implementation and program continuous improvement
- Ongoing feedback to program teams
- Report produced for the funder at the end of each funding cycle (usually every 3 years)

Responsible – External evaluator, Program team/Director/Manager

Tools: surveys, individual meetings, group meetings with stakeholders (employers, partners, clients/alumna, program staff)

Platform used: Zoom, Teams, Survey Monkey, Salesforce

Key learnings:

- Changing requirements from the funders or changes in funding – how do you adjust process and tools

- Coordination of data/reporting for a group of programs

- Data sharing – confidentiality, privacy act (consent form – funders, partners)

- Response rate – clear communication of expectations; trust and relationship building – change in the staff has an impact; different ways to connect with individuals

More information:

- Visit our ACCES Employment website under Bridging programs:
[ACCES Employment link](#)

- Call our offices and speak with an Employment Consultant

- Attend or refer someone to an information session

Locations

Toronto
489 College St., Unit 100
416.921.1800

Scarborough
2100 Ellesmere Rd., Unit 250
416.431.5326

North York
2001 Sheppard Ave East,
Suite 201
416.443.9008

Mississauga
2085 Hurontario Street,
Suite 210
905.361.2522

Brampton
44 Peel Centre Drive, Unit 201
905.454.2316

Markham
8500 Leslie Street, Suite 470
905.840.2660

Newmarket
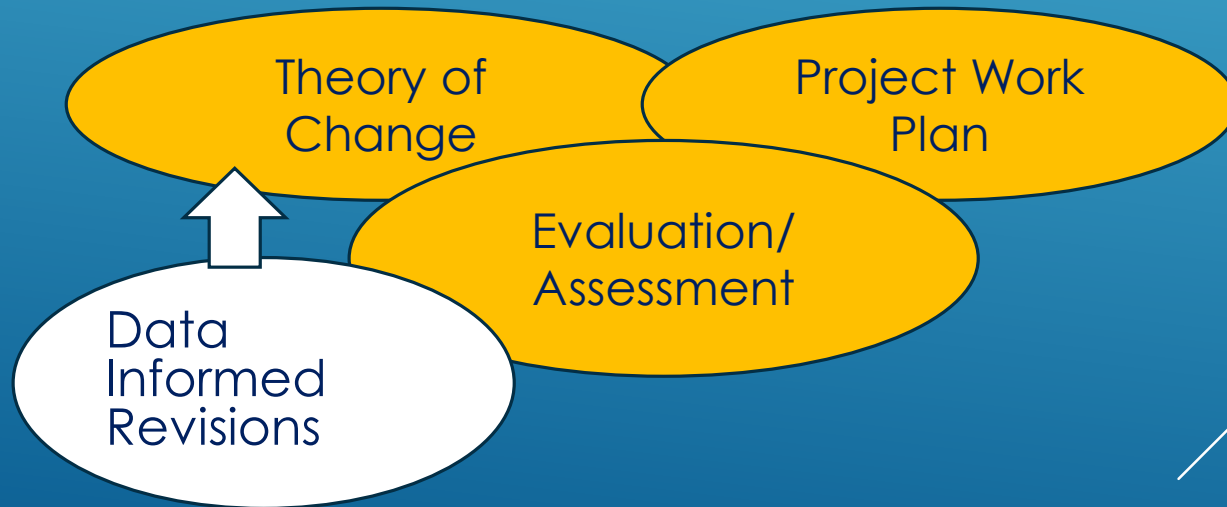1091 Gorham Street, Unit #302
647.827.1241

THANK YOU!
QUESTIONS?

PROVINCIAL/FEDERAL FUNDED PROJECTS: DATA COLLECTION

Quantitative Information Collected: Project Participants

- Demographics/education/employment experience

- Action plan for Individual seeking employment

- Type of support and training/education provided

- Employment outcome upon completion: 3 & 6 & 12 months post program

Qualitative Outcomes Information Collected: Project Participants

- Surveys: before and after training/education & followed by 3 & 6 month surveys

- Focus Groups: relate to theory of change and research questions

- Testimonials

EMPLOYERS/INDUSTRY PARTNERS:

ENGAGEMENT IN DEVELOPMENT AND EVALUATION OF PROJECT:

- Focus Groups

- Surveys

- Program Advisory Groups – for ongoing program development

PURPOSE OF ALL INFORMATION GATHERED FROM PARTICIPANTS/EMPLOYERS/INDUSTRY PARTNERS:

- Supports a developmental approach that continuously builds on and updates the theory of change, which informs the work plan and evaluation methodology

- Evidence based model of delivery is backed up by qualitative and quantitative data

- All stakeholders benefit from data: participants, employers, industry partners and funders

Next steps

❖ Before our next meeting, June 24, 2022:

- Our CB WFD ToC will be finalized and shared with the WG members
- Members are expected to complete the Collaboration Survey by **May 5th, 2022**
- A draft of the M&E framework will be shared
- Mapping the current M&E data collection and reporting processes within the City's CB Initiatives will be completed and shared with the group

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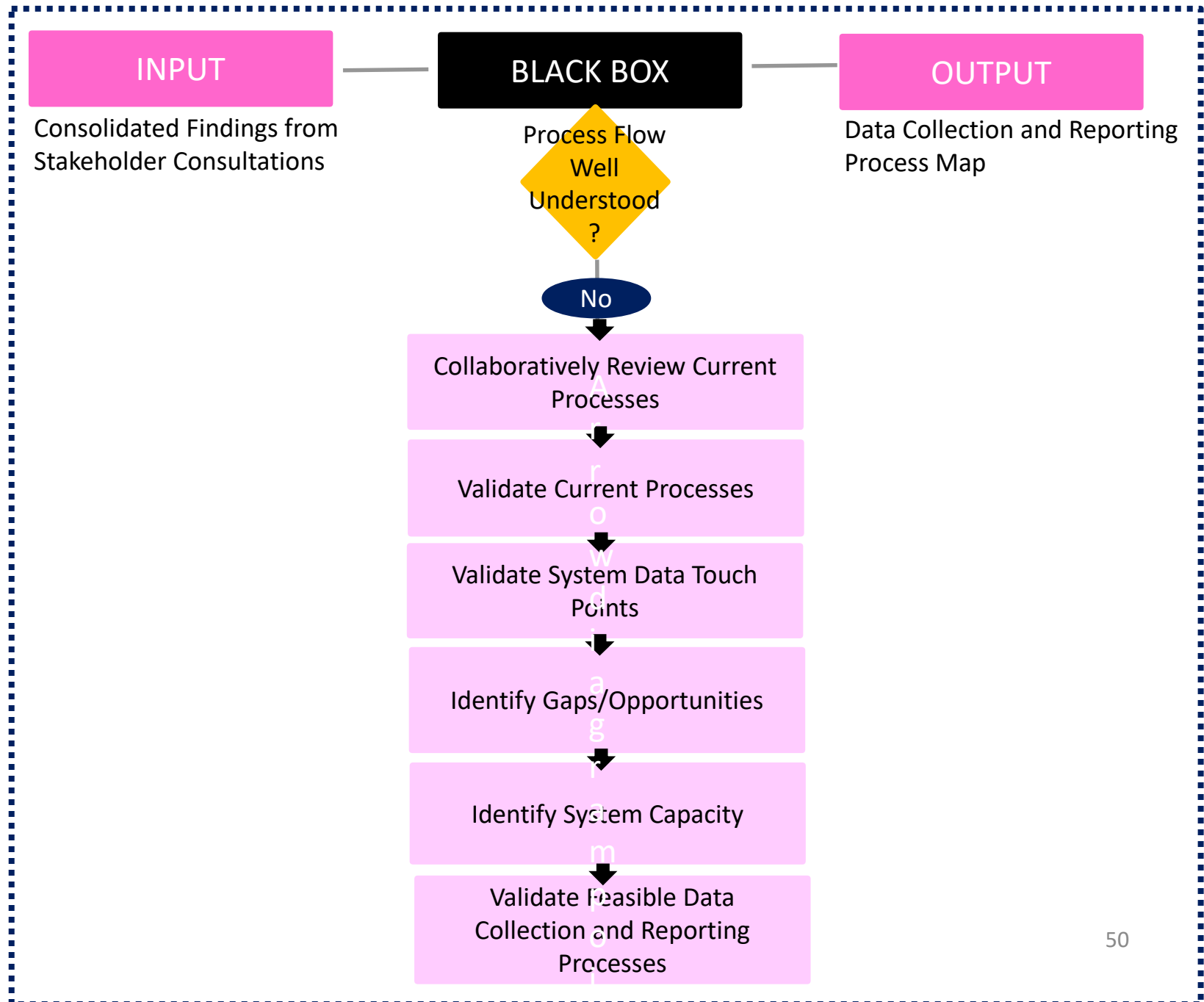# Mapping Existing Data Collection & Reporting Processes: 4 Current CB Initiatives
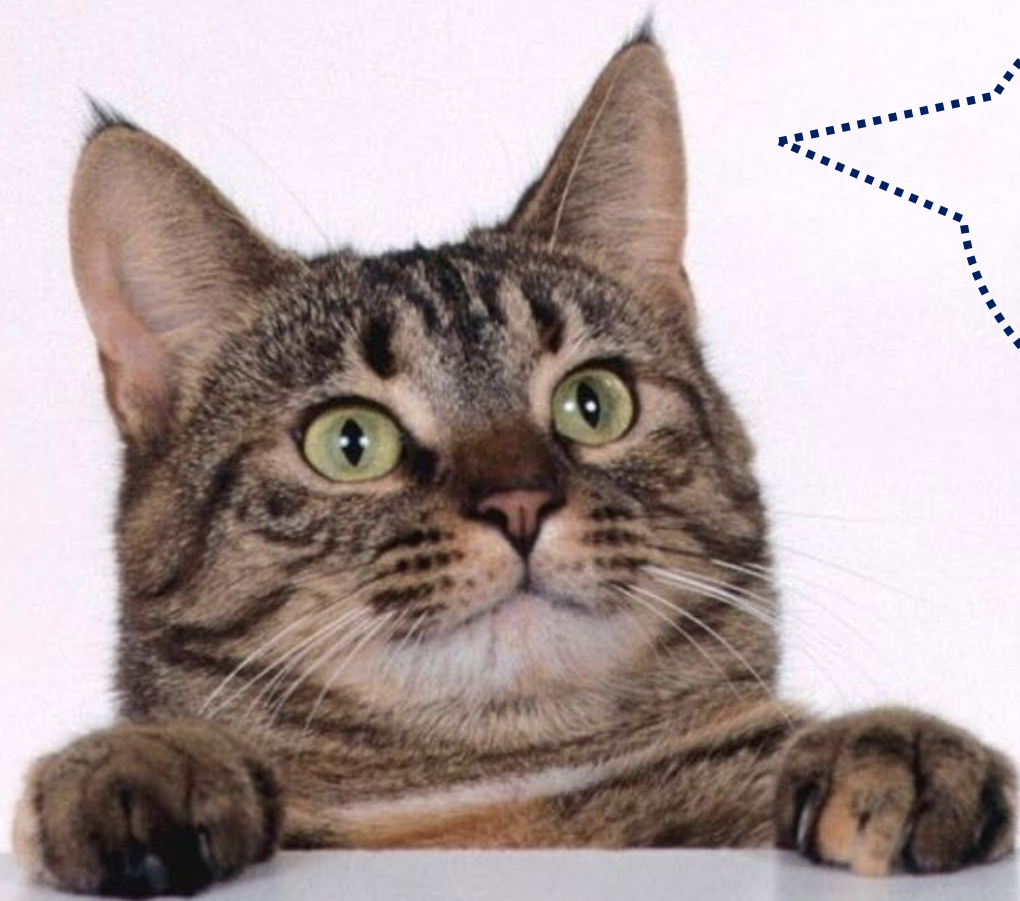
Mapping Existing Data Collection & Reporting Processes:

- Social Procurement Policy and Program (SPP)
- Housing Now Initiative
- Rexdale - Casino Woodbine Community Benefits Agreement, and
- Imagination, Manufacturing, Innovation and Technology (IMIT) Program

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INPUT	BLACK BOX	OUTPUT
Consolidated Findings from Stakeholder Consultations	Process Flow Well Understood?	Data Collection and Reporting Process Map

No

Collaboratively Review Current Processes

Validate Current Processes

Validate System Data Touch Points

Identify Gaps/Opportunities

Identify System Capacity

Validate Feasible Data Collection and Reporting Processes

50

Mapping Existing Data Collection & Reporting Processes: 4 Current CB Initiatives

Thank you!

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