

Community Benefits Advisory Group

AD HOC WORKING GROUP 1 – MEETING 3 – March 31st 2022

Agenda

Item	Lead	Time
Welcome & Land Acknowledgement	Working Group Chair	5 Mins
Introductions & Check-in	All	10 Mins
Pulse Check: Collaboration Spectrum	All	20 Mins
Meeting #2 Recap & Updated Roadmap	All	15 Mins
Deliverable 1 - Hiring Pathways (Starting With The Jobseekers Journey)	All (Group Discussion, Followed By Breakout Sessions)	60 Mins
Next Steps	Working Group Chair	5 Mins

Introductions and Check-in

How are you feeling today?



1

High Energy



2



3



4

Low Energy

The Collaboration Spectrum

Compete	Co-exist	Communicate	Cooperate	Coordinate	Collaborate	Integrate
Competition for clients, resources, partners, public attention.	No systematic connection between agencies.	Inter-agency information sharing (e.g. networking).	As needed, often informal, interaction, on discrete activities or projects.	Organizations systematically adjust and align work with each other for greater outcomes.	Longer term interaction based on shared mission, goals; shared decision-makers and resources.	Fully integrated programs, planning, funding.

Task 1: Our current level of collaboration within this group: Where are we now?

Task 2: Our ideal level of collaboration within this group: Where would we like to be

Meeting #2 Recap & Updated Roadmap – Working Group 1

1. WINTER 2021– FALL 2022

Launch of Community Benefits Advisory Group & Ad Hoc Working Groups

Completed:

- Onboarding on the CBF
- Objectives & roles
- Shared understanding of challenges and opportunities
- Deliverable 1: Hiring Pathways

2. Deliverable 1: Hiring Pathways and Key Activities:

- Develop current state journey maps on employment in construction and customized recruitment
- Identify barriers faced and the training and supports required to overcome pain points throughout journey
- Develop desired future state path for jobseekers
- Identify critical steps to enable job readiness and roles and responsibilities of partners
- Launch and test minimum viable product (MVP) of desired path
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3. Deliverable 2: Hiring Forecast & Employer Engagement Key Activities:

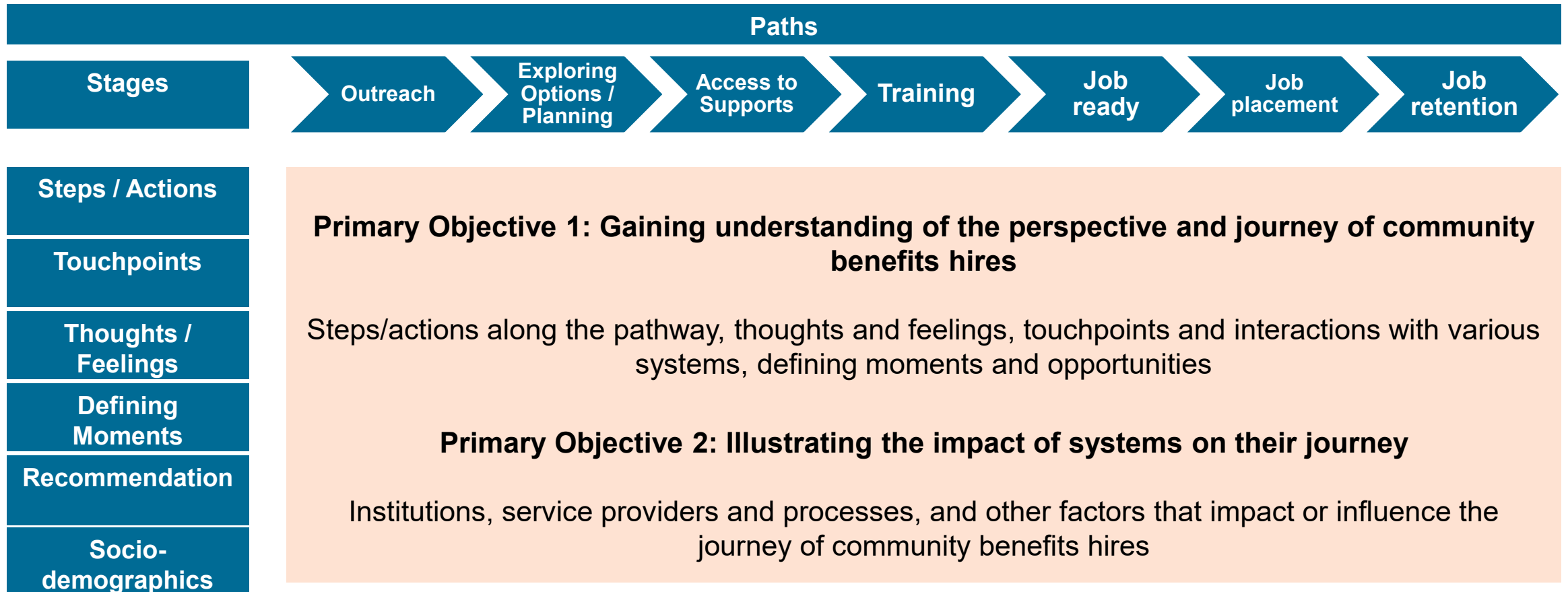
- Develop approach to forecast hiring needs for existing contracts/agreements
- Determine critical information needed in forecast to inform planning to prepare and place jobseekers
- Develop employer engagement plan to ensure active participation from contractors and businesses
- Develop guidebooks on how to connect community to these opportunities

4. Deliverable 3: Partnership Models

Key Activities:

- Identify and scope key components of models
- Identify and apply best practices to shape components of models
- Identify core elements for partnership agreements
- Launch and test models








Journey Mapping



Jobseekers' Journey – Current State

Composite Map Of Construction & Customized Recruitment

Construction and Customized Recruitment Composite Journey Map

STAGES	OUTREACH	EXPLORING OPTIONS/ PLANNING	ACCESS TO SUPPORTS	TRAINING	JOB READY	JOB PLACEMENT	JOB RETENTION	
ACTIONS	The search is an adhoc process that relies on known community, personal connections	Process becomes easier once facilitated through community organizations that provide guidance, training, employment	Job seekers face multiple challenges, Needs include: transport, childcare, mental health supports, food, paid training This has an impact on the journey		Practical experience, training and facilitated placement provide transition to opportunities that job seekers needed	Transition and professional mentorship and support improves retention	Participants experience heavy reliance on self resiliency for support in dealing with racist and hostile environments	
FEELINGS	Positive Neutral Negative							
PAIN POINTS	<ul style="list-style-type: none"> Lack of easily accessible information at requisite touch points Lack of appropriate reach to those needing the information Program opportunities not well advertised / accessible with reliance on luck, personal connections, 	<ul style="list-style-type: none"> Lack of access to wide array of options Lack of access to options that are fulfilling and provide a career lift Newcomers misaligned underemployed Lack of accommodation for various modes or options for training 	<ul style="list-style-type: none"> Lack of coordinated wrap around supports Lack of understanding of individual participant support needs that facilitate success or preparedness Travel time and distance to work locations Rigidity and lack of alignment of service mandate with participant needs 			<ul style="list-style-type: none"> Employee expectations are not managed Employees require mental health support and supportive mentorship experiences Work is often seasonal or short contracts 		
OPPORTUNITIES	<ul style="list-style-type: none"> Improved accessible outreach to target populations such as within local community organizations Intuitive and centralized point of access e.g. City of Toronto 	<ul style="list-style-type: none"> A more customized look at specific applicant career needs e.g. "The person who was helping me was amazing, but I just thought that I should get help from .. an organization that is specialized in helping people with my background (engineering)" 	<ul style="list-style-type: none"> Coordinated effort to provide wrap around supports - may require one lead/ entity that coordinates and is accountable 			<ul style="list-style-type: none"> Provide supportive professional mentorship and regular check ins on the employee Provide access to low barrier mental health supports as well as peer supports 		

Discussion

Reflecting on the pain points and opportunities of the jobseekers' journey that we just went through:

1. What opportunities do you see to address the pain points from the standpoint of your organization and your role within it?
2. What role does your organization play to realize those opportunities? What role do you specifically play in that organizational context?
3. What role do you see other strategic partners playing to realize those opportunities?

Group 1

City Partners

Group 2

Community Partners &
Employment Service Providers

Group 3

Labour Union Partners &
Employers

Next Steps

1. What to expect at the next meeting:

- City of Toronto staff updates on current state journey map
- Workshop on desired future state of jobseekers' journey based on City Staff updates and tested practices from members of the working group
- Presentations from members of the working group on tested practices to improve jobseekers' journey.

2. What to prepare ahead of the next meeting:

- Review draft CBF Theory of Change
- Review draft CBF Current State Jobseekers' Journey Maps
- Presentation on tested practices from your organization on opportunities to improve the jobseekers' journey ... volunteers?

Thank You