

*Exercise Chart*  
**Political Weather Report: Opportunities and Challenges**  
**2nd Annual Golden Horseshoe / Bi-Regional Networking Day, June 19, 2007**

**Question:** What are the key opportunities and challenges associated with the changes resulting from labour market development policy changes and the changes undertaken by the Ministry of Training, Colleges and Universities?

<b>OPPORTUNITIES</b>	
<b>Before Changes</b>	<ul style="list-style-type: none"> <li>- many different programs for clients to explore / choose from</li> <li>- walk-in clients without assessment model</li> <li>- JCT apprenticeship</li> <li>- more time with client; client centered</li> <li>- 40+ clients</li> <li>- value placed on pre-employment programs</li> <li>- creating client awareness</li> <li>- more community programs</li> <li>- community agencies offer frontline services</li> <li>- perception of limitless funding; lots of dollars</li> <li>- delivery model more simplified</li> </ul>
<b>Currently</b>	<ul style="list-style-type: none"> <li>- highly educated immigrant population</li> <li>- hot labour market and employment opportunities</li> <li>- transportation</li> <li>- more focus on education / retraining</li>   <li>- implement positive change</li> <li>- change is good</li> <li>- transparency</li> <li>- transition</li> <li>- no disruption in service delivery</li> </ul>

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<p><b>Opportunities Currently <i>con't.</i></b></p>	<ul style="list-style-type: none"> <li>- Access Centre</li> <li>- Hamilton, one referral source</li> <li>- wide variety of services</li> <li>- the no-wrong door / one stop shopping model eases our delivery of services</li> <li>- Fair Access to Professions Act</li> <li>- accessibility – internet, more points of service</li>   <li>- more opportunity to partner (x 3)</li> <li>- EARN meetings</li> <li>- up to the service provider to get information</li> <li>- team meeting are essential</li> <li>- better network of community services</li> <li>- community collaboration</li>   <li>- consultation with stakeholders regarding service delivery model</li> <li>- can provide input regarding decision of purpose and programs</li> <li>- opportunity to plan</li> <li>- continued agency support</li> <li>- consult with small and rural agencies not just large and urban</li> </ul>	<ul style="list-style-type: none"> <li>- opportunity for staff training</li> <li>- better compensation</li> <li>- proper distribution of dollars available</li> <li>- have funding</li> <li>- longer agreement means more stability for service providers and clients</li> <li>- outcome based</li> </ul>
<p><b>Future Opportunities</b></p>	<ul style="list-style-type: none"> <li>- Unknown might be positive</li> <li>- New opportunities</li> <li>- criterion dissemination of information</li>   <li>- Partnerships (x2)</li> <li>- more / better partnerships, collaborations</li> <li>- Potential for increased community collaboration</li> <li>- allow creation and flexibility of partnership</li> <li>- more partnerships</li> <li>- Ensuring equal representation of service providers</li> </ul>	<ul style="list-style-type: none"> <li>- Service mapping based on client path</li> <li>- opportunities and best practices and model of what works</li> <li>- greater awareness of service offerings by agencies</li> <li>- Shift to joint community service planning and inclusiveness</li> <li>- Integrate service gaps</li> <li>- Seamless service</li> <li>- Common terminology</li> <li>- Service delivery model</li> <li>- less duplication</li> <li>- New programs</li> <li>- Enhancement to skills development</li> <li>- A multi-lingual service phone and office</li> </ul>

<p><b>Future Opportunities con't.</b></p>	<ul style="list-style-type: none"> <li>- better benefits for Non-profits</li> <li>- Create a dynamic rapid response and flexible delivery network in the Transition</li> <li>- One point of referral ‘one stop’</li> <li>- integrate more one-stop</li> <li>- viewing the client as the expert in their own life</li> <li>- Simplified model</li> <li>- better response to 1-800 number</li>   <li>- More continuity in service – going to different agencies for different steps</li> <li>- some clients like the one stop shop</li> <li>- Employment Ontario agencies will have an open door for all clients</li> <li>- clients will have the opportunity to choose the delivery agency</li> <li>- less confusion regarding only government delivering training</li> <li>- easier access to training and services</li> <li>- more flexible and alternate methods to get upgrading</li> <li>- to provide and deliver mechanism allowing local agencies to facilitate the delivery of client voice to the ministry to improve service cohesion</li> <li>- get involved in the planning of programs and services to address need</li>   <li>- More available employment</li> <li>- Changing demographics</li> <li>- to better service clients must keep services based on local</li> <li>- Local labour market integration</li> </ul>	<ul style="list-style-type: none"> <li>- Apprenticeship services</li> <li>- intentional learning</li> <li>- no income support for clients on EI who require academic upgrading (high school diploma) and ESL training</li> <li>- more support and training funding for the clients that don’t fall into specific groups</li> <li>- women in trades</li> <li>- Expanded opportunities for marginalized communities</li> <li>- greater assistance for all offenders</li> <li>- Employer training – understanding of clients</li> <li>- more client focused as things progress</li> <li>- more opportunities for diversity</li> <li>- provide the support employers need and hire and retain workers</li> <li>- flexibility in providing training</li>   <li>- More streamlined and reporting processes</li> <li>- one proposal submitted</li> <li>- Better ability to track case management</li> <li>- Client’s perspective of service delivery (assessment)</li> <li>- program evaluation</li>   <li>- Skills enhancement dollars</li> <li>- Service delivery funding</li> <li>- more government funding</li> <li>- Service transparency</li>   <li>- Technology</li> <li>- All programs under one IT service</li> <li>- Common database</li> <li>- Common technologies</li>   <li>- marketing EO about services</li> <li>- employment Ontario needs to market all programs to clients through different methods</li> </ul>
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<b>CHALLENGES</b>		
<b>Before Changes</b>	<ul style="list-style-type: none"> <li>- No one was networking</li> <li>- No income support for EI people needing academic upgrading</li> <li>- Less focus on retraining</li> <li>- Clients don't know how to access programs</li> <li>- Had funding then</li> <li>- Competition for dollars</li> <li>- Short-term agreements</li> <li>- No operational level input</li> <li>- Service providers knowledge – who does what</li> </ul>	<ul style="list-style-type: none"> <li>- Too many programs with too many ministries</li> <li>- Too much duplication of service to the few</li> <li>- Lack of communication between province and federal</li> <li>- Multi-levels of government delivering overlapping interventions</li> <li>- Governments lost touch with client and community</li> <li>- Do not understand end users and goals</li> <li>- Bureaucratic system focus</li> </ul>
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<b>Currently</b>	<ul style="list-style-type: none"> <li>- The unknown</li> <li>- Fear and distrust</li> <li>- Uncertain future / lots of possibility</li> <li>- Uncertainty – what next</li> <li>- Adjusting to changes</li> <li>- Anticipating change regarding unknown</li> <li>- Where do we fit in?</li> <li>- Too many roles</li> <li>- Basic needs – what's my vision/role – how many roles do I have to take on?</li> <li>- Waiting for all the changes</li> <li>- Indecision among bureaucracy to roll out programs “red tape”</li> <li>- Too much red tape</li> <li>- Communication between MTCU, Service Canada, Service Providers and clients</li> </ul>	<ul style="list-style-type: none"> <li>- Competitive</li> <li>- Competition amongst agencies</li> <li>- Territorial fear of losing programs</li> <li>- Dollars</li> <li>- Competition for dollars</li> <li>- Confusion within service delivery networks about program funding processes</li> <li>- funding confusion</li> <li>- Target numbers</li> <li>- Challenge to meet our numbers</li> <li>- Elimination of duplicated services</li> <li>- Local needs</li> <li>- Regional variations, unequal requirements</li> <li>- How to deal with immediacy issues such as economic downturn and disease while we PLAN</li> <li>- More salary</li> </ul>

<p><b>Challenges Currently con't.</b></p>	<ul style="list-style-type: none"> <li>- Present 'new' approach in the AM and expect full compliance in the PM!</li> <li>- Glad handling and lack of transparency – skepticism on part of agencies</li> <li>- Community collaborative planning bottom-up</li> <li>- Recognition that agencies are important</li> <li>- No operational level input</li>   <li>- Private sector not involved</li> <li>- Continuity – consistency of information – no clear path for clients</li> <li>- Clients don't know about program</li> <li>- Client confusion</li> <li>- Client sensitization</li> <li>- Timelines - clients are frustrated with how long the process takes</li>   <li>- Administrative burden worse</li> <li>- Delivery model too complex</li> <li>- lack of continuity</li> <li>- Delays because of changeover</li> <li>- Interruption of services x 2</li> <li>- Not as seamless as they predicted</li> <li>- Keeping the program running smoothly</li> <li>- Know how to run the program before it begins</li> <li>- Inability to plan organization's future!</li> </ul>	<ul style="list-style-type: none"> <li>- Lack of information/communication</li> <li>- Success now is.....</li> <li>- Limited definition of success</li> <li>- Definition of 'marketable skills'</li> <li>- Does outcome based mean less time to move clients forward?</li>   <li>- Processing time for students returning to school</li> <li>- VPI assessments</li> <li>- Literacy re skills and training gaps</li> <li>- Transportation</li> <li>- Transportation – no access</li> <li>- Training / challenge – more flexibility and training opportunities</li> <li>- Flat lining for literacy and basic skills</li> <li>- Apprenticeship opportunities – employers not willing to train</li> <li>- Pre-employment is key and basic</li> <li>- Pre-employment is core</li> <li>- Mental health issues, not enough support</li> <li>- JC rapid re-employment i.e. adjustment services</li> </ul>
<p><b>Future Challenges</b></p>	<ul style="list-style-type: none"> <li>- partnerships</li> <li>- case management and agency cross referrals</li> <li>- better collaboration between the organizations that serve the needs of immigrants</li> <li>- No operational level input</li> <li>- outcomes measured by employment only</li> <li>- Success in future is....</li> <li>- common assessment</li> </ul>	<ul style="list-style-type: none"> <li>- feedback on follow-up is poor</li> <li>- promotion marketing of programs regularly</li>   <li>- Cost of changeover to one database</li> <li>- Program sustainability</li> <li>- Dollars</li> <li>- Will service providers have to be more qualified and certified to delivery of future model?</li> </ul>

<p><b>Future Challenges con't.</b></p>	<ul style="list-style-type: none"> <li>- more supports and services to internationally trained immigrants outside of the GTA</li> <li>- funding for skills training for non EI eligible</li> <li>- child care programs integrated with employment support program</li> <li>- Apprenticeship opportunities – no willing employers</li> <li>- Lack of assistance for federal offenders – training</li> <li>- 40+ resumes</li> <li>- Changing demographics</li> <li>- Outcome indicators means clients with different barriers lose??</li> <li>- Marginalized falling through the cracks</li> <li>- Extensive loss of manufacturing</li> <li>- Lack of available jobs</li> <li>- Identify the new work world skills sets – SERVICE?? Vs. MFG/Resource/</li> <li>- Employer incentives (why hire?)</li> <li>- Service Canada kept fourth portfolio</li> <li>- Self-employment not a priority</li> <li>- Better customer service</li> <li>- Coordinated services that span a continuum of services for the client</li> </ul>	<ul style="list-style-type: none"> <li>- New changes and programs again</li> <li>- Location of funders</li> <li>- Interruption of services</li> <li>- Technology education</li> <li>- Client driven assessment and referral – give choices – do not refer out to only ‘known’ agencies</li> <li>- Website information is a good idea <u>BUT</u> what about clients who are not computer literate?</li> <li>- Constant changing of goal posts</li> <li>- Upcoming federal and provincial elections – everything could change</li> <li>- Election may change everything or at least cause indecision</li> <li>- Time</li> <li>- Future is STILL uncertain</li> <li>- change!</li> <li>- our labour force is aging, how are you encouraging employers to see these opportunities</li> <li>- focus needs to be on niche markets not one stop shop</li> <li>- continuing to help with the economic and community development</li> <li>- Provision for local needs gets lost in outcome indicators</li> <li>- Local needs</li> <li>- Regional uniform requirements</li> <li>- Inflexible</li> </ul>
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This information was collected at the 2nd Annual Golden Horseshoe / Bi-Regional Networking Day on June 19, 2007, by Facilitating Inclusion, St. Joseph's Immigrant Women's Centre, and summarized by ACTEW, A Committee to Training and Employment for Women (www.actew.org).