

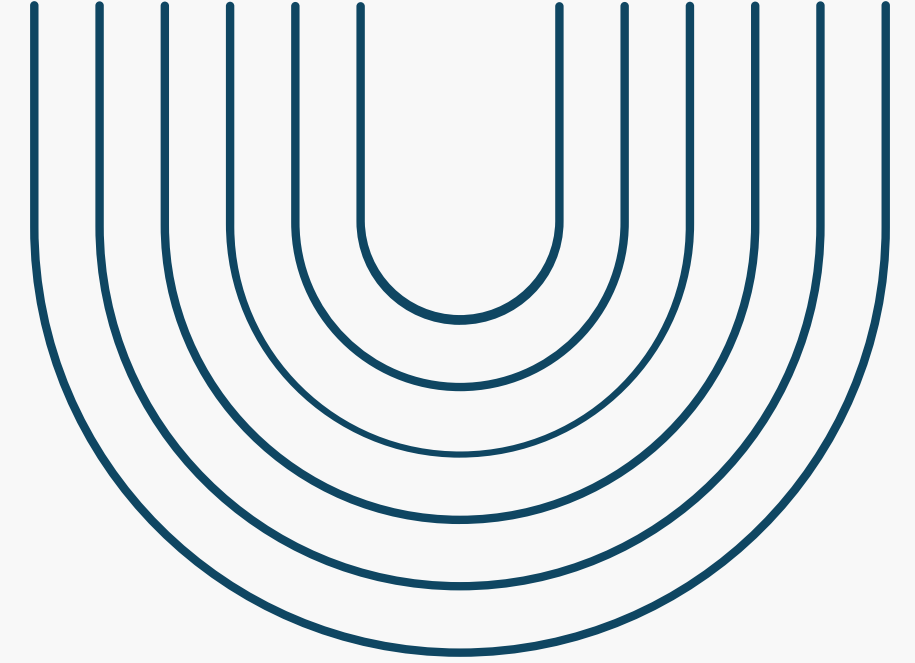
FIRSTWORK

TRANSFORMING ONTARIO'S WORKFORCE

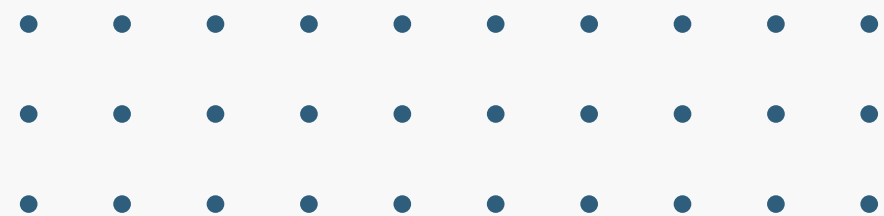
TRANSFORMING PUBLIC
EMPLOYMENT SERVICES: A
CANADIAN PERSPECTIVE

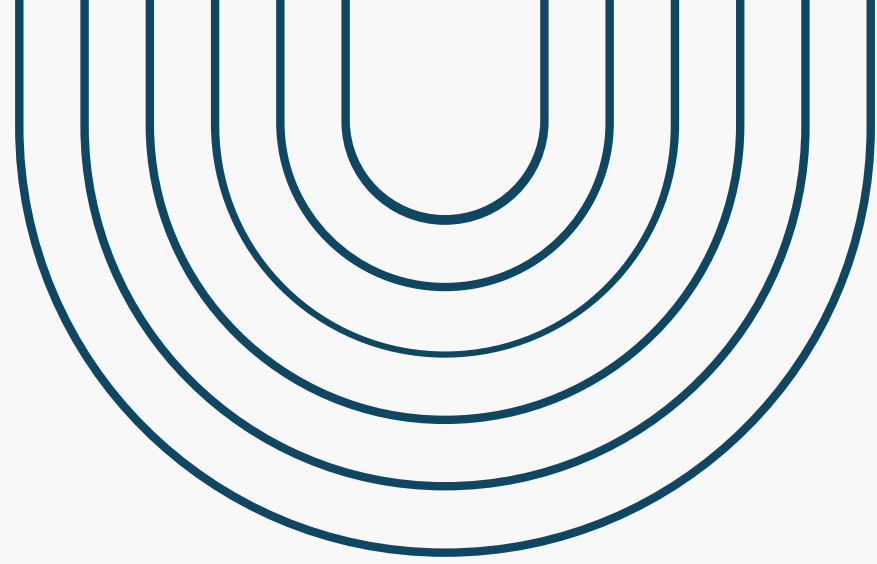
Akosua Alagaratnam

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FIRSTWORK
TRANSFORMING ONTARIO'S WORKFORCE

- Network representing 108+ Community Service Providers in Ontario
- Leading research and innovation in the sector of workforce development
- Capacity Building through convening and Shared best practices with Service Practitioners, Government, Industry and Academia

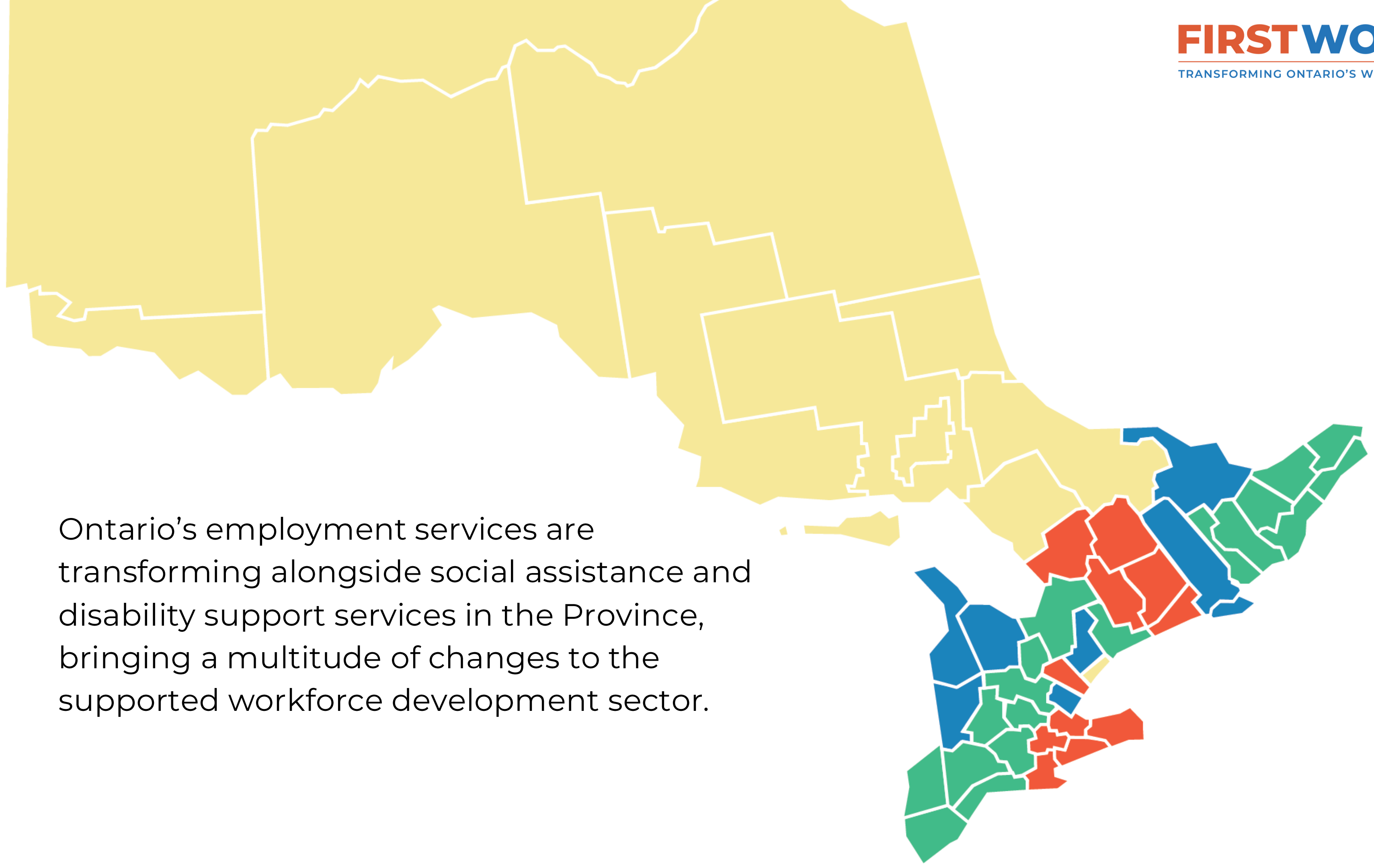
- First Work sits on the board of the Canadian Coalition of Community Based Employment and Training
- National, non-profit organization whose membership is comprised of representatives from provincial and national non-profit employment and training associations and organizations



Pan-Canadian Perspective of the current state of Employment Services

1. Understanding the landscape of Community Employment Services in Canada
2. Change in the labour market
3. Technology demands
4. Increase in multi-barriered clients





Ontario's employment services are transforming alongside social assistance and disability support services in the Province, bringing a multitude of changes to the supported workforce development sector.

Ontario's Transformation in the Integrated Employment Services Model

3 Major Changes	Current Model	New Model
Integration of Social Assistance and Disability Supports into Employment Services to remove government oversight silos	3 avenues for employment supports through Ontario Works (OW), Ontario Disability Support Program (ODSP) and Employment Ontario (EO)	Employment supports delivered through 1 pathway under Employment Ontario
Locally responsive management through SSMs	Oversight and management of service contracts from the Ministry of Labour, Immigration, Training and Skills Development directly to organizations delivering OW, ODSP and EO. SSM management non-existent	Government will adjust oversight and management of service contracts from the Ministry of Labour, Immigration, Training and Skills Development to Service System Managers (SSMs) in 15 catchment areas
Performance-based incentives to promote retention & accountability	Funding based on Client Volume with some inclusion of performance.	20% of funding based on Performance, measured by Retention-Based employment outcomes.



Streaming in the Common Assessment tool

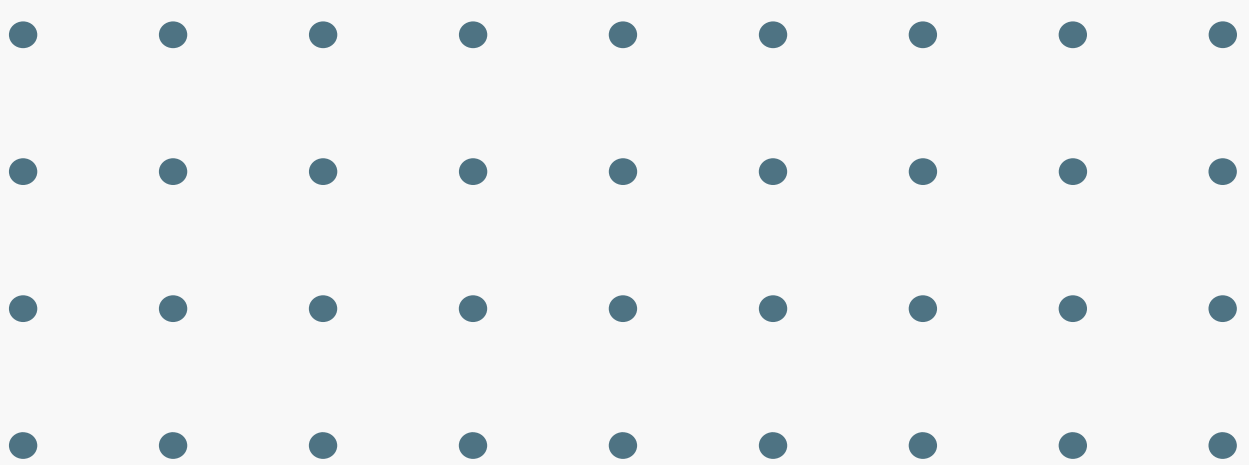
Stream A	Stream B	Stream C
Low risk of long-term unemployment	Medium risk of long-term unemployment	High risk of long-term unemployment
Closest to Employment	Closer to Employment	Furthest from Employment
\$	\$\$	\$\$\$
May include recently laid off workers	May include those requiring employability training	May include those with multiple intensive needs like a disability

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Rethinking Service Delivery

Importance of Innovation:

- Pandemic and post pandemic necessitated new ways of communicating with clients, employers and funders
- Staying current with new technology
- National and World events impacting financial/inflationary pressures, mental health and other needs
- Fostering a culture of innovation so people can adapt, feel comfortable with change and prevent burnout from continual change



Solutioning and Technological Enablement



Take control of your future with

GPS for Your Career

With our tech partners, we achieved rapid and scalable delivery of a connected regional ecosystem, while enabling hybrid service delivery to upskill recently unemployed jobseekers via:

- Micro-credentialling
- Networking
- AI-powered career pathways to education and employment
- Wraparound employment services

Grow with **Google**

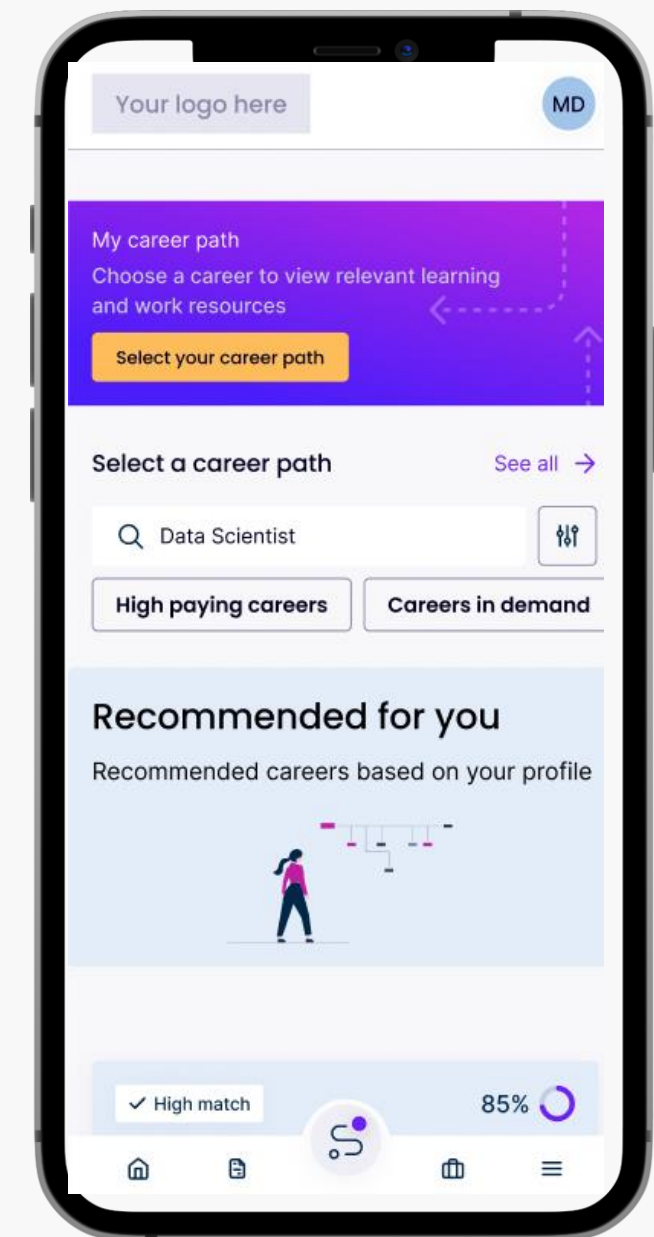
Boost your employment success.



Navigating Personalized Career Pathways

Example of hybrid service delivery model between technology platforms and community service providers:

- Launched a platform catered to the vulnerable jobseekers we serve
- Integrated with First Work programs for unified network experience
- Enhanced referral workflows to match jobseekers with regional service providers
- Outreach to >4000 contacts from higher ed, school boards, and community organizations
- Registered over 12,000 users to the platform
- Over 1400 users are employed





 in/FirstWork

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Thank you

Keep in touch!

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