

Labour Market Planning Project – Strategy 9 – Employment Version of EPA

Focus Group Questions for LBS and ES Practitioners

If used effectively, Labour Market Indicators (LMI) can be a key resource for LBS instructors and EO service providers in helping their clients succeed in their career goals.

These questions were developed in order to help reshape the Educational Pathways Assessment (to be used by networks) and an Information and Referral template (to be used by LBS and ES practitioners) to support clients with employment goals.

The target audience for these tools would be those that have less than Grade 12, looking for employment, and have a specific employment goal.

Assessment Tool

The assessment will be completed by your local learning network and the report will include current task levels, the NOC and NAICS of the employment goal, local LMI, Essential Skills levels and levels needed as well as a self-assessment and action plan.

Questions for ES Practitioners

1. What Literacy and Basic Skills background information would you need to get the most from an initial assessment report (i.e., Essential Skills, OALCF, etc.)?
 - a. Essential Skills descriptor is enough

2. What key pieces of information would you need from an initial assessment (i.e., specific background information, goals, preferences, etc.)?
 - a. eligibility information – for example, a driver's license, or in good physical shape for position, etc.

- b. offer an opinion on the report based on our expertise whether or not the client has the skills to pursue the action plan (I discussed with him that that is not our role but rather to show the client not “if” but “how”)

3. What Labour Market Information should be included in the assessment report?
 - a. what is included now is good
 - b. NAICS may not be needed because it is determined by company and this is not known at the time of assessment typically

4. How would you use an initial assessment report when working with a client?
 - a. the assessment would eliminate gaps in information
 - b. it would confirm/support the plan of action
 - c. adds credence to what they’re doing because it is from a 3rd party
 - d. ABEA knows all the specific details around programs
 - e. this will help support ES staff with different backgrounds

5. Would the assessment report be helpful to include in Second Career applications?
 - a. absolutely!
 - b. every single Second Career client should come for an assessment – the only question is funds
 - c. also good for incentive training plans – it is relevant to every single client pursuing education
 - d. MTCU needs to understand that this assessment is integral and can save money
 - e. it supports applications and helps the client be successful
 - f. it is a time saver for us

6. How would you like to receive the assessment report? (hard copy, digitally-
password protected)

ES - Digitally

Client - hard copy

7. Please rate how receiving an Essential Skills assessment report supports the
following.

	Strongly Agree	Agree	Disagree	Strongly Disagree
enhances referrals to Employment Services				
enhances relationship between LBS and ES	x			
enhances referrals from ES to LBS	x			
decreases barriers for client transition between LBS and ES	x			
increases potential of clients gaining employment (helps them retain employment and choose right interventions)		x		
increases ability to recognize gaps in services which supports community planning - unsure				
increases effectiveness, efficiency and customer satisfaction	x			
other - please explain				

- a. ABEA can get more detailed information that we can at one meeting with the client
- b. we don't have the time to do it in this detail
- c. most job developers do not have time to do hard, soft and transferable skills assessments

- d. it creates consistency of referrals and collaboration of services
- e. would help them focus their employment efforts

Quotes

"If they had all gone through an assessment we would have had more successes."

"The assessment is well worth the investment."

"I would send every client if I could."

"It would make my job so much easier."

"This assessment will save staff time. We do not have the knowledge or the time to do it in depth."

"If we could we would send at least 20-30% of our clients."

Template Notes

- a. page 2 - include checkbox for trades - Red Seal, Compulsory/Voluntary
- b. page 2 - include a box for requirements (i.e., license, heavy lifting, etc.)
- c. page 3 - just put number of matches (not how much it is out of)
- d. page 3 - include soft skills - Work Habits
- e. page 6 - call it Educational Plan instead of Referral Pathway
- f. page 6 - include a summary paragraph

Information and Referral Template (for LBS and ES practitioners)

The Information and Referral Template will be a tool that can be used by ES and LBS practitioners to quickly gather key pieces of employment information for a client in order to make community referrals.

1. How comfortable is your team using LMI to make referrals?

ES to LBS

- not comfortable - unless clearly blatant
- somewhat comfortable
- very comfortable

2. What key pieces of information are needed in this template to assist with making referrals?

- educational background
- barriers (medical, learning disabilities, other)
- employment history
- goals - employment, education, training - please check all that apply
- Essential Skill levels for the employment goal
- relevant LMI to the employment goal (local job prospects and outlook, wages, etc.)
- referrals - agency contact information

Unsure

3. For ES practitioners - What do you need to ensure you are making an appropriate referral to LBS? (please check all the apply)

- frontline training
- ongoing networking opportunities
- a list of agency contact information – and someone to keep current
- program intake criteria
- one point of contact for all programs
- web-based information (EO database, information housed on local Learning Network website, other – please explain)

Not sure where to go for the information.

4. How much time could you dedicate to complete an Information and Referral report?

- 15-30 minutes – need it to be fast – possibly use at follow-up
- 30-45 minutes
- 45-1 hour

5. What template format would be the most useful? (hard copy, Word form, fillable pdf, etc.)

Hard copy or word form.

6. Do you typically have Internet access at work? Yes

Comments

- a. right now we are just making referrals ES service provider to ES service provider primarily
- b. we don't want another form – want 1 form for all areas
- c. will use it with clients as needed

Template

- a. under Employment Services add Second Career and self-employment