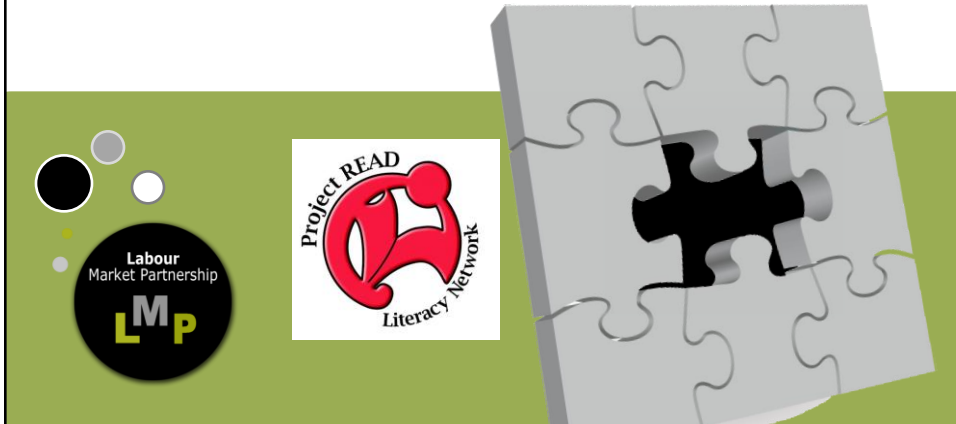


# Labour Adjustment & LBS

The Roles of Regional Networks and LBS Agencies in Supporting Laid-Off Workers





## Welcome!

- Who's online?
- Slides decks = emailed out after
- Questions at end
- Please post comments in text chat



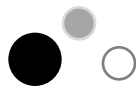




## This webinar is being recorded

Webinar recordings for all LMP webinars will be available at:

- Literacy Link South Central: [www.llsc.on.ca](http://www.llsc.on.ca)
- Learning Networks of Ontario: [www.learningnetworks.ca/](http://www.learningnetworks.ca/)
- Community Literacy of Ontario: [www.communityliteracyofontario.ca/](http://www.communityliteracyofontario.ca/)

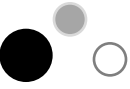


## About this project




- Literacy Link South Central Labour Market Partnership (LMP) project
- 7 Regional Networks in Western Region of Ontario, including Project READ Literacy Network Waterloo-Wellington
- 10 Strategies that were “designed to bring lower-skilled and marginalized clients closer to employment”
- An Employment Ontario project, funded by the Ontario government







# Project Goals




- One of seven projects across the Regional Literacy Networks in Western Region funded by Employment Ontario Goal to coordinate local services to enhance employment outcomes for lower-skilled Ontarians
- Strategy to document the current approach by EO partners to labour market adjustment situations and investigate a new, responsive, collaborative model of labour adjustment
- Identify and implement supportive coordination strategies – assessment, referral protocols, and tools - to facilitate effective client pathways and outcomes



# Methodology



- Literature review
- Key Informant Interviews
  - EO Employment Services Providers
  - MTCU Adjustment Advisory Program Staff
  - Workforce Planning Board
  - Action Centre Staff
  - Waterloo Region Labour Council
  - Laid-off Workers
- Consultation & Updates with Literacy Service Planning (LSP) Committee
  - EO LBS Agencies (college, school board, community-based)



## Initial Findings



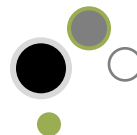
- Lack of understanding of how adjustment process has changed over time
- Want more clarity on when and how providers link to adjustment
- Funding – no separate funding for adjustment activities
- Capacity of local EO (ES & LBS) providers taken into account
- Inconsistent initial screening & assessment of workers – depends on workplace, union, demographic profile of workers
- Unassisted/Assisted - Registering client in EOIS CaMS
- Reporting – what is required by TCU and other partners
- Action Centres – their role in process; peer helpers



## Literacy Connection



- EO ES Client centered and supportive of inclusion of literacy in client sessions and referrals to literacy services as part of employment plan
- No common literacy screen/tool in employability assessments
- Need new way to talk about literacy – link to upgrading and essential skills to prepare for new work opportunities or second career
- Literacy training can take time, time workers may not want or be able to invest
- Having literacy providers at initial worker meetings could plant seeds
- There is a cost to not talking about literacy
- Need easier, quicker ways to connect laid off worker's skills to growing industries/employers i.e. worker demographics to Workforce Planning Board, job fairs



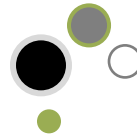
## Comments



“We should know about literacy services right away when a factory is closing down so we can get started” - Laid-off Worker

“People with weak literacy skills may not realize they could benefit from having better skills and might not admit literacy is a problem for them – they have managed all these years and worked successfully” - Action Centre Staff

“The support we give, the familiar face we give a client and acknowledgement of what they are going through – that is positive” - Action Centre Staff



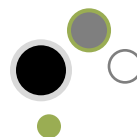
## Comments



“Literacy – it’s intimidating and embarrassing to talk about it” - Laid-off Worker

“ We essentially identified literacy, could pick them out, we tried to protect them until retirement but the plant ultimately closed – we knew they would struggle” - Action Centre Staff

“ Our company was big on education and training for staff, they invested in us, it helped some people – other companies should do this” - Laid-off Worker



# Results



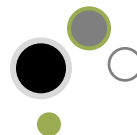
- Shared findings with MTCU including recommendations for consideration
- Continuation and enhancement of MTCU's initial presentation to affected workers i.e. include EO LBS and ES, impacting all laid off workers
- MTCU Presentation at CELC September 2013 to communicate labour market adjustment processes, roles, and expectations to build better understanding
  - ✓ Have ES and LBS at training for action centre staff/peer helpers
  - ✓ Have EO provider on Labour Adjustment Committee
- Build awareness and skills for discussing and screening for literacy needs through meeting today



# TCU – AAP Presentation



TCU – AAP staff provided an update to ES and LBS agencies regarding the Rapid Response Process (labour adjustment)



# Work better together



## EO Performance Measures:

Customer Service: Customer Satisfaction and Service Coordination

### Effectiveness:

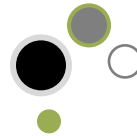
Suitability, Completion of Goal Path, Learner Progress, Learner Goals - LBS

Service Impact – Employed/Career Path and Training and Education, Suitability - ES

### Efficiency :

Learners Served - LBS

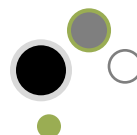
Intake in Assisted, Workshops Activities/Information Sessions - ES



# Work better together



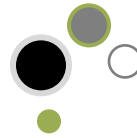
- Access to EOIS CaMS – evidence-based and documented
- Unassisted and Assisted service path
- Shared learner protocols – concurrent service (ES & LBS)
- Literacy Networks – coordination, promotion, improve service delivery, screening tool
- Service Canada Information Session – include LBS information
- Labour Market Adjustment



## Bottom Line



- Regional Network can play role in providing centralized information & routing to laid-off workers at Action Centres – entry into LBS
- Provide PPT slides to ES, TCU and Service Canada re: LBS services in the region = common message about benefits of LBS programs to laid-off workers
- LBS & ES can provide concurrent services to laid-off workers
- Provide LBS program information and screening tool to ES and other partners to help them promote LBS options
- Provide LBS info sessions to Peer Helpers, ES staff and/or laid off workers about returning to school & accessing training (LBS or other)



More information about this project, contact:  
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[anne@projectread.ca](mailto:anne@projectread.ca)

- Thank you!
- Please fill out the evaluation
- For more information on the overall LMP Project, please contact Literacy Link South Central:

[literacylink@bellnet.ca](mailto:literacylink@bellnet.ca)

519-681-7307

[www.llsc.on.ca](http://www.llsc.on.ca)

