



Report To:	Manitoulin-Sudbury District Service Board
From:	Donna Moroso, Director of Integrated Social Services Renee Brunet, Ontario Works Program Supervisor
Date:	May 26, 2016
Re:	Youth Job Connection Service Delivery – Issue Report

## Purpose

The Ministry of Training Colleges & Universities (MTCU) provided the Manitoulin Sudbury District Services Board with [notice](#) pursuant to Article 14 of that [agreement](#) that the Board is in default under the terms of its legal agreement to deliver the Youth Job Connection program.

The DSB is being provided with an opportunity to remedy this default by submitting an action plan by June 3, 2016.

## Background

In September 2015 the DSB entered into a contract with MTCU to deliver the Youth Job Connection program. Part of the new Youth Job Connection program requires that participants take part in Pre-Employment Services to develop job readiness skills and to prepare for a job placement. Participants must complete a **minimum of 60-hours** of Pre-Employment Services for the Year-Round Program and a minimum of 20 hours of Pre-Employment services for the Summer Program before proceeding to a job placement.

Appendix 2 of the [2015 Youth Job Connection Program Guidelines](#) lay out the requirements of the minimum 60-hour Pre-Employment Services. This appendix has been added at the end of the report for board members review.

Based on the extensive Pre-Employment Services required for participants and the fact that this was not a one-time training event like the YJC summer program, the DSB looked at various ways to deliver the required Pre-Employment Services. The DSB target for participants was 20 for the year round component and in order to successfully place 20 participants in job placement, staff estimated that between 25-30 participants would be required to be complete the 60 hours of Pre-Employment Services.

Since there are only 25-30 participants in this year round program intake is continuous and the DSB needed to figure out a way to provide the Pre-Employment Services in a timely way without affecting participants or potential employers.

Based on 25-30 participants annually the DSB staff estimated the 60-hour Pre-Employment Services would be delivered 3 to 4 times per year. As the board can imagine it would be quite difficult to recruit an employee with the skill set required to provide the training but only hire them for 180 to 240 hours per year. Finding and keeping an individual with those skills sets would be a real challenge without regular part-time or full time employment hours.

DSB staff turned to it's community partners in Chapleau to determine if any of the staff they employ could provide this training for participants. As it turned out the Chapleau Learning Centre which is also under contract with MTCU had part-time staff whose hours could be increased in order to deliver the training.

DSB staff met with Chapleau Learning Centre staff and developed a 60-hour Pre-Employment Services program that met the MTCU guidelines.

Since the DSB is an Emergency Medical Services provider and employs over 130 Paramedics, our goal is to ensure as many citizens as possible have First Aid and CPR training. As a matter of fact, one of the Summer Jobs for Youth participants completed the First Aid and CPR program last year and they were able to assist an injured tourist who fell on a rock and was bleeding. The student credit his fast action to the First Aid training provided by the Summer Jobs for Youth program and the DSB is extremely proud of this participant.

### **MTCU Compliance Notice:**

MTCU states that the DSB can remedy the default by providing an action plan by June 3, 2016 for the following compliance issues:

- Contrary to Article 23.1 in the Y JC Agreement "No Assignment of the agreement" The Recipient shall not assign any part of the Agreement or the Funds without the prior written consent of the Ministry". The Board has assigned part of the work under the Youth Job Connection agreement to the Chapleau Learning Centre. Specifically, the Chapleau Learning Centre is delivering 2 of the 3 Pre-Employment Services components outlined in Schedule A, Section C of the agreement.
- Contrary to Schedule A, Section C of the agreement - the Board is not delivering all components of the program. Specifically, the Board is not delivering all Pre-Employment Services; as noted above, 2 of the 3 Pre-Employment Services components are being delivered by Chapleau Learning Centre.
- Contrary to Section 2.5.3 of the Y JC Guidelines, short-term, job-related training (i.e. Smart Serve and First Aid and CPR) is not part of the Pre-Employment workshops or activities. Please refer to Section 2.5.2 of the guidelines and Appendix 2 for examples.

## Action Plan

Staff are recommending the following action plan for the Board's consideration:

1. The DSB will post and advertise a position for a temporary part-time position 160 to 240 hours per year to deliver the Pre-Employment Services for the Year-Round component as required by MTCU and as outlined in the attached Schedule A.

Staff will develop a job posting and share it with MTCU for their input.

The position will be posted in Chapleau and surrounding for a minimum of 4 weeks to in order to ensure maximum coverage.

Once a successful candidate is hired they will be hired on a contract basis during the year as required to deliver the 60-hour Pre-Employment Services.

2. If after the recruitment process, there is no viable candidate. The DSB will propose one of the 2 following options to MTCU:
  - a. Option 1, the DSB would formally request that MTCU approve the assignment of the Pre-Employment Services to the Chapleau Learning Centre, (who is already under contract with MTCU), pursuant to article 23.1 of the agreement which is well with MTCU authority based on the language in the agreement;
  - b. Option 2, transfer an appropriate portion of the MTCU allocation under YJC Year Round component to MTCU so they can fund the Chapleau Learning Centre directly for the provision of the 60-hour Pre-Employment Services.
3. With respect to the First Aid and CPR not being part of the Pre-Employment workshops or activities per Section 2.5.2 of the guidelines, although the DSB disagrees with the province's position, the DSB will respect the MTCU request and stop providing First Aid and CPR to the Youth as part of the YJC Pre-Employment Services.

## Conclusion

Staff are recommending that the action plan be provided to MTCU prior to the June 3, 2016 deadline and we await their response.

## Appendix A

### Pages 47 & 48 from Youth Job Connection: Summer Program Guidelines

#### APPENDIX 2: Pre-Employment Service Areas (Revised August 16, 2015 Version 8)

Pre-employment workshops or activities offered must cover all six areas (the examples under each area are provided for illustrative purposes only). It is recognized that not all participants will access all topic areas. There may be less variety in the summer workshop offerings compared to a year-round delivery schedule, due to time constraints.

***A session on Employment Standards and Occupational Health and Safety is mandatory for all program participants.***

#### **1. Fundamental job readiness skills workshops or activities**

- Communication for workplaces – speaking, presentation, writing, etc.
- Literacy and numeracy on the job
- Problem solving at work
- Information management and organization
- Creative thinking to resolve workplace issues

#### **2. Career development /career exploration workshops or activities**

- Vocational interests, aptitudes and abilities exploration
- interests, aptitudes and abilities to appropriate jobs
- lifestyle goals and relate to selected occupations
- discovering educational and career paths for a selected occupation
- Selecting an immediate job goal
- Understanding the conditions and specification of jobs

#### **3. Personal management (life) skills workshops or activities**

- Positive attitude, self-awareness and workplace expectations
- Self-confidence, assertiveness training
- Responsible behaviours, actions and decisions
- Flexibility and adaptability on the job
- Healthy work-life balance (e.g., clean and sober lifestyle, healthy eating and nutrition, stress management and relief, etc.)
- Plan and set professional learning goals
- Social media profiles and online presence
- Budgeting

#### **4. Job attainment skills workshops or activities**

- Constructing a resume

- Conducting a job search
- Complete job application forms
- Job and information interview skills and practice
- Online applications and web-based job search

#### **5. Employment-related- skills workshops or activities**

- Customer service
- Team work
- Time management
- Dress for success
- Culture of the organization/business, connecting socially at work, fitting in
- Dealing with authority, conflict resolution
- **Employment Standards, and Occupational Health and Safety**  
**\*\* MANDATORY**
- Youth in unionized jobs and workplaces and Labour Relations

#### **6. Job maintenance and career advancement skills workshops or activities**

- Leadership development
- Career advancement strategies
- Professional networking