

Engaging the Front Line

A College Network Development Project

Project Update - Final Report

Bulletin #3 December 2008

The *Engaging the Frontlines* project final report has been submitted to MTCU's Employment Ontario Network Development Fund for review. The report, soon to be available on the CSC website, highlights the events, activities and results which can be attributed to the efforts of the colleges and the frontline staff engaged in Employment Ontario programs and services.

The final report includes a summary of:

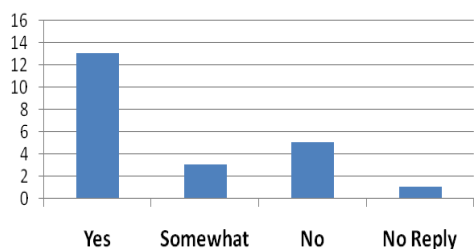
- 4 Regional events - held in May and June, 2008
- 22 College events - held in January, April, May and June 2008
- 3 Bulletins, in both French and English, distributed to 1200+ college staff
- 22 individualized College Newsletters distributed to colleges in September 2008
- 22 College Action Lists developed at College events
- 4 Regional Action Lists developed at Regional events
- Environmental Scan— to assess progress at Colleges to date

Environmental Scan - Progress at Colleges to Date

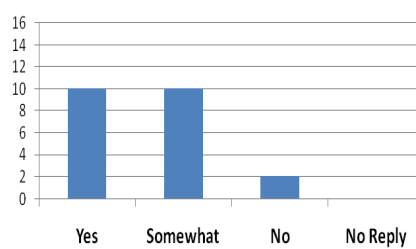
In October 2008, three months after the college and regional events, College leads were invited to comment on the impact of the *Engaging the Frontlines* project and the actions items which frontline staff developed. Though still early in the process, 90% of the colleges - or 20 of 22 - indicated that at least some action had been taken in respect to the action items identified. 85% of the College leads reported that the project has fostered networking and many reported specific examples of this. 73% of the College leads responded that the college newsletter and the bulletins generated some discussion at their colleges.

The actual questions and summary of responses are listed below:

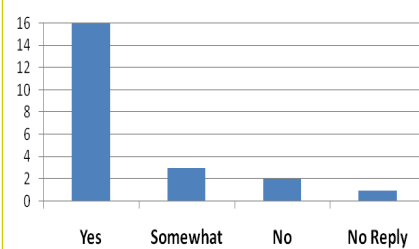
Did your College Newsletter and/or the Bulletins generate any additional discussion at your College? Did you get any feedback about either of these?



Have you tackled (or will you?) any of the action items identified at your College? Any progress so far?



Overall, do you think the project has fostered networking at your college? Any evidence of this?



All 22 colleges which held individual college events reported on the questions above.

A Big Thank You!

Your efforts are appreciated! This project would not have been possible without the financial support of the Employment Ontario Network Development Fund and the resources and support of:

- ◆ Lynne Wallace and the College Sector Committee
- ◆ Piero Cherubini and the Heads of Apprenticeship
- ◆ Dan Goldring and the College Sector Employment Services committee
- ◆ Joint Working Group members, College leads, and the frontline staff at Ontario's Colleges of Applied Arts and Technology

Thank you all very much for your commitment to the clients and students you serve so well.

Bea Clark



Bea Clark, Project Consultant

Next Steps - *Taking Action*

A proposal entitled *Taking Action* was submitted to the Employment Ontario Network Development Fund requesting support for phase 2 of this project.

There are two major objectives of this project. The first is to continue and expand the information sharing and development of effective internal partnerships which has begun within the colleges. The second objective is to address the need identified by participants at both individual and regional training events for tools and processes which will lead to the development of a clear and documented internal college referral process for EO clients.

The first objective will be achieved by once again organizing and facilitating individual college events followed by regional conferences. The Project Consultant in consultation with the Advisory Committee will develop common agendas and consolidate and report on the results of these meetings. An important part of these agendas will be follow up on the progress of the action items identified by each college at the 2007-2008 events. Three bulletins which will include program updates, innovative practices and client and program success stories will be distributed. We will also develop an appropriate provincial electronic meeting place where staff at all colleges can share ideas, ask questions and access information from one another.

The second objective is to focus on the development of the following two resources. The first is a college self assessment tool in the form of a checklist intended to help colleges determine where they are now in terms of internal connections to support EO clients. This checklist will provide the basis to identify both next

steps and long term objectives. It will also provide a common template for assessing and reporting on **progress. As part of this checklist, each college's** website will be examined to determine how accessible information about Job Connect, Apprenticeship and EAS programs is for potential clients. We will make recommendations about best practices which will inform discussions internally.

The second tool is the development and documentation of a comprehensive internal referral process which can be implemented at each college. It will identify when referrals and interventions should take place, how to get started, guidelines for interaction, whom to contact and how to track results. This tool has been variously described as a pathway, road map, flowchart or internal process intended to inform both deliverers and clients. It will be developed in consultation with all colleges, evaluated based on a pilot and revised according to the results of this pilot. It will provide a consistent process while allowing for individual college delivery environments. At those colleges which do not deliver Job Connect, an expanded template will be provided to engage community Job Connect providers in the process. This template could be expanded to form the basis of a community referral process.

If funded, the project will begin in December, 2008 and conclude in June 2009.

STAY TUNED!



College Sector Employment Services News

CSES managers responsible for the delivery of MTCU funded Job Connect and Employment Assistance Services (EAS) programs recently completed an exhaustive organizational capacity survey. The survey will be one of the tools MTCU will use to determine the **agencies which will continue to deliver the "full range"** of Employment Services in communities across the province. By April 2009, 25% of the agencies will begin to deliver the new EO programs and the remainder of agencies will move to new programming by 2010. New draft guidelines were posted on www.eopg.ca on October 22, 2008.

CSES continues to be represented at SDAG (Service Delivery Advisory Group) by Dan Goldring. This MTCU committee is comprised of representatives of the umbrella organizations which deliver MTCU employment services. The committee is chaired by Kevin French, Assistant Deputy Minister, and is also attended by the Regional Directors. The most recent meeting was held on November 27, 2008. Check the website www.eopg.ca for more information.

On November 24 and 25, CSES managers attended the **Employment Ontario Managers' Forum in Toronto**. The keynote speaker was the Honourable David Onley, Lieutenant Governor of Ontario and Minister John Milloy attended the dinner. The Forum gave MTCU staff an opportunity to provide further updates and information about the EO employment services transition to the approximately 600 managers in attendance. Dan Goldring, CSES Executive Director, was Chair of the Forum Steering Committee. Prior to the Forum, CSES managers met for the annual college sector meeting.

Recently, CSES added a new position to the executive: France Bélanger-Houle from Collège Boréal, is the Francophone representative for the colleges. Welcome France!

Coming soon! The CSES website is currently under construction, so watch for the new and improved website!

College Upgrading News

The CSC is pleased to announce that the 10 English and 11 French Academic and Career Entrance (ACE) courses are now available via distance through **OntarioLearn**.

The ACE certificate is accepted by colleges, Apprenticeship and employers as OSSD Equivalent.

ACE courses have been formally evaluated by the Ministry of Education and determined to be **"highly comparable"** to OSSD college stream courses.

The ACE courses are Communications (French and English), Mathematics (Core, Apprenticeship, Business & Technology), Biology, Chemistry, Physics, Computer Fundamentals, Self Management/Self Direction and Anglais Langue Seconde.

It is ideal for apprentices who need to improve their foundational skills especially in mathematics and provides a quick route to an OSSD equivalency certificate for individuals seeking to register as an apprentice.

There is no charge for tuition or books.

Intakes are monthly through college Distance Education departments.

Delivery began in July 2008 and already there have been a total of 424 enrollments from 260 individual learners through 14 colleges.

Currently, participating colleges are: Algonquin, Boreal, Confederation, Conestoga, Canadore, Durham, Georgian, La Cite, Lambton, Loyalist, Mohawk, Sault, Fleming, and St. Lawrence.

For more information, go to:

www.collegeupgradingon.ca and click "Ontario Adult Credentials".

Beginning January, 2009, there will be a direct link to detailed ACE information via our new website: www.ACEdistancedelivery.ca

Check Out These Websites for Updates and Information

Organization	Website	Information of Interest
Ministry of Training, Colleges and Universities	www.edu.gov.on.ca	<ul style="list-style-type: none"> ◆ <i>More Laid Off Workers to Get Second Career Training—see</i> Ministry of Training, Colleges and Universities News. <p style="text-align: right;">- Oct 24</p>
Employment Ontario	www.eopg.ca	<ul style="list-style-type: none"> ◆ <i>Second Career Enhancements</i> - Nov 22 ◆ <i>Service Provider Guidelines</i> - Oct 22
Colleges Ontario	www.collegesontario.org	Check out the <i>Second Career Information</i> and <i>Language Training for Newcomers</i> . Use the search box at top-right of screen to locate these articles.
College Sector Committee (CSC)	www.collegeupgradingon.ca	Review Projects and Reports, including <i>Best Practices</i> and "ACE" information
College Sector Employment Services (CSES)	www.algonquincollege.com/jccs	Watch this website for important updates

Project Working Group

The project was guided by a working group. The working group was comprised of college representatives from each of the four program areas, as well as the heads of the three sponsoring groups, College Sector Committee, Heads of Apprenticeship and College Sector Employment Services (includes Job Connect and Employment Assistance Services). The working group served in an advisory capacity and participated in frequent conference calls, individual calls and email correspondence. It also ensured participation of college representatives by providing leadership and advocacy at the college and regional levels.

Working Group Members:

- ◆ Lynne Wallace, Executive Director, College Sector Committee (CSC)
- ◆ Dan Goldring, Executive Director, College Sector Employment Services (CSES)
- ◆ Piero Cherubini, Chair, Heads of Apprenticeship (HAT)
- ◆ HAT representatives; Dale Long, Seneca-replaced by Tina DiSimone, and Nicole Desnoyers, La Cite-replaced by Eric Marois
- ◆ CSC representatives: Andrea Leis, Conestoga, Jeanette Barrett, Durham, Susan Toews, George Brown, Barb Glass, Canadore, Susan Ferguson, Cambrian, Diane Dubois, Boreal
- ◆ CSES representatives: Ann Marie Cosford, Lambton; Janet Ashford, St. Lawrence; Warren

Project Consultant:

The Project Lead is Bea Clark, recently retired Director of Workforce and Business Development at Niagara College. Please send comments about the project to beaclarke@cogeco.ca