

# **Toronto Training Board**

## **Local Area Plan 2001–2002 Progress Report 2**

**Compiled by Andrea Demchuk  
March 27, 2002**



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## Acknowledgements

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The author would like to thank those members of the community whose efforts in identifying the priorities outlined in this Progress Report ensured that the report reflects the needs of the community.



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# 1. Introduction

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This Progress Report provides an update of training priorities that were detailed in the Toronto Training Board's previous Local Area Plans. The priorities listed reflect the needs of labour, business, women, persons with disabilities, visible and racial minorities, Francophones, educators and trainers, as expressed during community consultations.

All of the information is presented using the template provided by the Board's sponsors, Human Resources Development Canada (HRDC) and the Ontario Ministry of Training, Colleges and Universities (MTCU).

Information for this progress report was gathered during community consultations for the *Toronto Training Board 2001–2002 Environmental Scan Update*, for the *Local Area Plan 2001–2002 Progress Report 1* and for this report. The methodology for community consultations for the E-Scan is outlined in that document, and for the local area plan progress report in Appendix A. The findings of the local area plan consultations are found in Appendix B.

There are a number of factors to keep in mind when reading this report:

1. The priorities and innovations outlined in this document do not describe all ongoing initiatives in Toronto that address gaps in labour market information (LMI) and training.
2. The reporting period for this progress report is December 2000 to January 2002. Priorities that are continuing from previous planning periods or that will be continuing into the next planning period are identified as such.
3. The new priorities listed in Section 3 have been included because members of the community identified them as innovative in their approach to addressing gaps in training. Community participants identified Priorities 13 through 20 during the consultations for Progress Report #1.
4. During the Toronto Training Board's strategic planning retreat in January 2002, Board members proposed potential initiatives for the Board. Section 4 briefly describes these projects, which will only be discussed in future progress reports if they are funded and implemented.
5. The organizations involved in addressing the training priorities mentioned in this report are not accountable to the Toronto Training Board for the outcome of these activities, unless they are engaged in a formal partnership with the Board.

This Local Area Plan Progress Report is an opportunity for the Board to share with the community information on actions being taken by Toronto organizations to meet local training needs.



## 2. Update of 2001–2002 Local Area Plan Priorities

The priorities listed in this section were first identified in this year's Environmental Scan (E-Scan) or previous years' E-Scan Updates or Local Area Plans. They were the subject of Board activities and/or attention during the period December 2000 to January 2002.

Priorities from the *2000–2001 Local Area Plan* that did not form the basis of any activities on or after December 2000 are listed in Appendix C.

### Priority 1 Coordinated and Accessible Labour Market Information

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results	Status (as of January 2002)
Need to improve access to information on the labour market in Toronto, the Greater Toronto Area (GTA) and the province, and gain a better understanding of the various approaches used to analyse this information.	<ul style="list-style-type: none"> <li>• HRDC</li> <li>• MTCU</li> <li>• City of Toronto</li> <li>• Toronto Training Board</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss various analyses of labour market information (LMI) with HRDC, MTCU and the City of Toronto.</li> <li>• Determine how this information is relevant to the Board's environmental scans and Local Area Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• 2001–2002</li> </ul>	<ul style="list-style-type: none"> <li>• Improved process for collecting and analysing relevant LMI.</li> </ul>	<ul style="list-style-type: none"> <li>• Board members and Toronto Training Board staff continue to collect government information on labour market trends.</li> </ul>
	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> </ul>	<ul style="list-style-type: none"> <li>• Invite labour market researchers from the City of Toronto to share data collection methods and findings with the Board.</li> </ul>	<ul style="list-style-type: none"> <li>• 2001–2002</li> </ul>	<ul style="list-style-type: none"> <li>• Improved process for collecting and analysing relevant LMI.</li> </ul>	<ul style="list-style-type: none"> <li>• Randy McLean presented the City of Toronto's Department of Economic Research and Business Information <i>Labour Force Readiness Plans</i> at a Board meeting Wednesday, Oct. 3, 2001. The Board may contribute information to the project.</li> </ul>
	<ul style="list-style-type: none"> <li>• Toronto Training Board and other Boards in Ontario</li> </ul>	<ul style="list-style-type: none"> <li>• Purchase joint customized LMI from Statistics Canada for the period April 2000 through March 2001.</li> </ul>	<ul style="list-style-type: none"> <li>• April 2000–March 2002</li> </ul>	<ul style="list-style-type: none"> <li>• Improved process for collecting and analysing relevant LMI.</li> </ul>	<ul style="list-style-type: none"> <li>• The Board purchased customized articles on a monthly basis, from April 2001 to March 2002.</li> </ul>

<b>Need/Issue Raised in Environmental Scan</b>	<b>Partners Involved</b>	<b>Specific Actions Agreed to by Partners</b>	<b>Timeframe for Action</b>	<b>Expected Results</b>	<b>Status (as of January 2002)</b>
	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> </ul>	<ul style="list-style-type: none"> <li>• Attend presentations by the Intergovernmental Committee on Economic and Labour Force Development (ICE) on current developments in LMI.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing for 2001–2002</li> </ul>	<ul style="list-style-type: none"> <li>• Improved process for collecting and analysing relevant LMI.</li> </ul>	<ul style="list-style-type: none"> <li>• Board representatives attended ICE Network on February 8, 2001.</li> <li>• Board subscribes to ICE electronic newsletter.</li> </ul>
	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> </ul>	<ul style="list-style-type: none"> <li>• Meet with Scarborough Employment Services Group and receive updated LMI from Scarborough Human Resource Centre's Labour Market Information Analyst.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing for 2001–2002</li> </ul>	<ul style="list-style-type: none"> <li>• Improved process for collecting and analysing relevant LMI.</li> </ul>	<ul style="list-style-type: none"> <li>• Board participates in quarterly meetings.</li> </ul>
Expand links among web sites that offer information on the labour market.	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain and create new links to web-based LMI.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing for 2001–2002</li> </ul>	<ul style="list-style-type: none"> <li>• Improved access to web-based information on the labour market and training programs.</li> </ul>	<ul style="list-style-type: none"> <li>• The Toronto Training Board continues to expand its links to sources of LMI.</li> </ul>
	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> </ul>	<ul style="list-style-type: none"> <li>• Track use of links using the Board's web site.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing for 2000–2001</li> </ul>	<ul style="list-style-type: none"> <li>• Tracking of web use and requests for LMI reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Between April 1, 1999 and January 2002, there were 137, 503 hits on the Board web site.</li> </ul>
	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> <li>• Ontario WorkinfoNET</li> <li>• Possibilities Project</li> </ul>	<ul style="list-style-type: none"> <li>• Support the development of virtual networks of employment and training information in Toronto with broad applications for information and referral.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing for 2000–2001</li> </ul>	<ul style="list-style-type: none"> <li>• Continuing improvements in virtual networks of employment and training information in Toronto.</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilled.</li> </ul>

## Priority 2 Tax Report

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2001	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Need for tax and fiscal policies that encourage training in Toronto, as outlined in the report <i>Rebalancing the System: Seven Tactics to Reduce Tax Barriers and Enhance Training in Toronto</i>.</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Training Board (with input from the Board's now-disbanded Tax and Fiscal Policy Disincentives Working Group).</li> </ul>	<ul style="list-style-type: none"> <li>• Advocate tax and fiscal policy changes that create incentives for businesses to provide training.</li> </ul>	<ul style="list-style-type: none"> <li>• October 2001</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings with or submissions to municipal, provincial and federal government representatives to suggest policy changes.</li> </ul>	<ul style="list-style-type: none"> <li>• The Board made a presentation to the Federal Committee on Finance at the 2001 pre-budget consultations, on October 15, 2001.</li> <li>• This priority is now fulfilled.</li> </ul>

## Priority 3 Statistical Information about Persons with Disabilities

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2001	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Support reinstatement of a national database of statistical information on persons with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> <li>• Persons with Disabilities Reference Group</li> </ul>	<ul style="list-style-type: none"> <li>• Write a letter to Statistics Canada supporting the reinstatement of Health and Activity Limitations Survey as a post-census survey of the 2001 Census.</li> </ul>	<ul style="list-style-type: none"> <li>• November 2000–February 2001</li> </ul>	<ul style="list-style-type: none"> <li>• A formal response from Statistics Canada ensuring the reinstatement of the Health and Activities Limitation Survey (HALS) as a post-census survey of the 2001 Census.</li> </ul>	<ul style="list-style-type: none"> <li>• The work of the Board's Persons with Disabilities Reference Group was put on hold (as of March 2001), until the Board's mandate was clarified. Reference groups will be reconstituted as "strategic think tanks" in 2002–2003.</li> <li>• Statistics Canada has not yet responded to the Board's November 2001 inquiry.</li> </ul>

#### Priority 4 Assessment of Toronto Francophones' Training Needs

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results	Status (as of January 2002)
<ul style="list-style-type: none"> <li>Research is needed to develop a more comprehensive profile of the training needs of Toronto's Francophone community than is offered by Census statistics.</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Training Board</li> <li>Francophone Reference Group</li> <li>Office des Affaires Francophones</li> </ul>	<ul style="list-style-type: none"> <li>Seek funding from the Local Board Project Fund to develop a demographic profile of the Toronto Francophone community and assess its training needs.</li> </ul>	<ul style="list-style-type: none"> <li>2001–2002</li> </ul>	<ul style="list-style-type: none"> <li>A plan for researching the training needs of the Francophone community in Toronto.</li> </ul>	<ul style="list-style-type: none"> <li>The work of the Francophone Reference Group was put on hold (as of March 2001), until the Board's mandate was clarified. Reference groups will be reconstituted as "strategic think tanks" in 2002–2003.</li> </ul>

#### Priority 5 Research on Women and the Labour Market

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results	Status (as of January 2002)
<ul style="list-style-type: none"> <li>Research is needed to determine the training needs of Toronto women, especially the needs of those who do not qualify for employment insurance.</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Training Board Women's Reference Group</li> <li>Advocates for Community-Based Training and Education for Women (ACTEW)</li> <li>Smart Women in Technology of SMART Toronto</li> </ul>	<ul style="list-style-type: none"> <li>Hold forum to discuss issues related to women in the "new" economy.</li> </ul>	<ul style="list-style-type: none"> <li>2001–2002</li> </ul>	<ul style="list-style-type: none"> <li>Forum on women in the new economy was held in February/March 2001.</li> </ul>	<ul style="list-style-type: none"> <li>The Board co-sponsored the forum, and this priority was fulfilled.</li> </ul>

## Priority 6 Literacy, ESL and Basic Skills Training

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Need for barriers to literacy, ESL and other basic skills training in Toronto to be better documented.</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> <li>• Metro Toronto Movement for Literacy (MTML)</li> <li>• agencies whose community planning is coordinated by MTML</li> <li>• Advocacy Council for Literacy</li> </ul>	<ul style="list-style-type: none"> <li>• Exchange information and analysis of trends and field priorities in literacy, ESL and basic skills training.</li> <li>• Advocacy Council for Literacy to research and evaluate outcomes of literacy learning in Toronto.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Improved access to literacy, ESL and basic skills training, and related services.</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Training Board staff and MTML staff meet quarterly. Meetings were held on March 1, 2001; July 9, 2001; and November 14, 2001.</li> <li>• Research project continues.</li> </ul>

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## Priority 7 Recognition of Best Practices and Access Initiatives

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Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2001	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Need to identify and promote best practices in training and improve access to training.</li> <li>• Recognize initiatives that aim to improve access to training in Toronto.</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> <li>• Best Practices and Access Initiatives Recognition (BPAIR) Working Group (disbanded after final meeting October 2000)</li> </ul>	<ul style="list-style-type: none"> <li>• Publish report on best practices in training and improvements in access to training.</li> <li>• Design award program to recognize initiatives by business and labour that enhance access to training in Toronto for historically disadvantaged groups.</li> </ul>	<ul style="list-style-type: none"> <li>• 2000–2001</li> </ul>	<ul style="list-style-type: none"> <li>• An agreement on what constitutes best practices in training.</li> <li>• The development of tools that allow employers, workers and participants to evaluate the effectiveness of training.</li> <li>• Recognition (from an objective, non-biased multi-stakeholder organization) of businesses or unions that provide excellent training, with an emphasis on initiatives that increase access to training opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Report approved by Toronto Training Board on March 14, 2001.</li> <li>• As of March 14, 2001, the Toronto Training Board decided to defer implementation of award indefinitely.</li> </ul>

**Priority 8 Youth 2 Work Project (Y2W)**

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2001	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Help youth with developmental disabilities gain access to information, supports and training opportunities, to alleviate the particular barriers to labour market participation they experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Association for Community Living</li> <li>• Canadian Imperial Bank of Commerce (CIBC)</li> <li>• Harry E. Foster Charitable Foundation (Foster Foundation)</li> <li>• Ontario Trillium Foundation</li> <li>• Toronto Community Foundation</li> </ul>	<ul style="list-style-type: none"> <li>• Develop linkages and partnerships with families and key resources in the community including schools, businesses and service agencies that help people locate employment in Toronto.</li> <li>• Support youth with developmental disabilities who wish to pursue non-traditional career paths.</li> <li>• Collect feedback from participants.</li> </ul>	<ul style="list-style-type: none"> <li>• 2001–2002</li> </ul>	<ul style="list-style-type: none"> <li>• In Year 1, support for 50 individuals who wish to pursue non-traditional career paths.</li> <li>• Development of career paths, which will be pursued with the assistance of a “supportive team,” under the direction of the individual and his or her family.</li> </ul>	<ul style="list-style-type: none"> <li>• Received base funding from the Ontario Ministry of Community and Social Services Foundation Initiative Program on March 1, 2001, for 55 youth between the ages of 21 and 28. Youth under the age of 21 are still funded by private partners.</li> </ul>

## Priority 9 Ontario Network for Access to Professions and Trades (ONAPT) Initiatives

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Need to help foreign-trained professionals and tradespeople obtain the credentials they need to practise in Ontario.</li> </ul>	<ul style="list-style-type: none"> <li>• ONAPT Steering Group, whose members represent OCASI, Skills for Change, Association of International Physicians of Ontario, New Canadians' Centre of the Windsor-Essex County YMCA, Catholic Immigration Centre of Ottawa, Coalition for Access to Professional Engineering (CAPE), Foreign Physicians of Windsor</li> </ul>	<ul style="list-style-type: none"> <li>• Work to remove systemic barriers to licensing and employment for foreign-trained professionals and tradespeople.</li> <li>• Educate the public on the issue.</li> <li>• Support organizations of foreign-trained professionals and tradespeople, and organizations that provide services for this population.</li> <li>• Develop linkages between stakeholders, including foreign-trained professional and trade groups, government, regulating bodies, employers and organizations that offer services to immigrants.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved access to professions and trades in Ontario for workers who have been trained abroad.</li> </ul>	<ul style="list-style-type: none"> <li>• Member organizations continue to collaborate to increase access to professions and trades for foreign-trained workers.</li> <li>• ONAPT continues to make electronic information about access of foreign-trained workers to professions and trades available through a listserv and database.</li> <li>• Objectives outlined in ONAPT's Final Evaluation Report (March 2001) will be implemented, as resources are made available.</li> </ul>

## Priority 10 Internship and Employment Options for Foreign-Trained Health Care Professionals

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2001	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Help health care professionals who were trained and/or credentialed outside Canada who are currently unable to work in their original professions, to secure employment in the non-regulated health care sector in Toronto, to ensure that their skills and experience are utilized.</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> <li>• Access Alliance Multicultural Community Health Centre</li> <li>• Association of International Physicians and Surgeons of Ontario (AIPSO)</li> <li>• Council of Agencies Serving South Asians (CASSA)</li> <li>• Scadding Court Community Centre</li> <li>• Maytree Foundation</li> <li>• Ministry of Training, Colleges and Universities (MTCU)</li> <li>• Access to Professions and Trades (APT) Unit</li> </ul>	<ul style="list-style-type: none"> <li>• Consult with key stakeholders to identify industry areas where employment demands and job opportunities coincide.</li> <li>• Develop a clear statement that outlines current employment issues, obstacles and opportunities for foreign-trained and/or credentialed health care professionals.</li> <li>• Make recommendations that support the employment of foreign-trained and/or credentialed health care professionals.</li> </ul>	December 2000 – June 2001	<ul style="list-style-type: none"> <li>• A research report that outlines the current issues, obstacles and opportunities related to the employment of foreign-trained and/or credentialed health care professionals in Toronto.</li> <li>• A model for which an implementation plan can be developed, potentially leading to a pilot phase.</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilled. The final report, <i>Foreign-Trained Health Care Professional Project</i>, which outlines barriers, opportunities and a pilot project model, was submitted to the partners July 20, 2001.</li> </ul>



### 3. New Priorities

The priorities outlined in this section were identified during community consultations. The sole criteria for their inclusion are that respondents identified them as being innovative in their approach to addressing training gaps.

Priorities 11 and 12 are Board partnerships, and the organizations involved are accountable to the Board to the extent outlined by the partnership agreements. During the consultations for Progress Report 1, participants identified several community-based initiatives that filled gaps in training. Sufficient information could be found on eight of these priorities to include them in this progress report; information for Priorities 13 through 20 was supplied by participating organizations.

#### **Priority 11 From the “Canadian Experience Dilemma” to Canadian Labour Market Participation: Programs and Strategies for Marginalized Immigrant Women**

<b>Need/Issue Raised in Environmental Scan</b>	<b>Partners Involved</b>	<b>Specific Actions Agreed to by Partners</b>	<b>Timeframe for Action</b>	<b>Expected Results for 2002</b>	<b>Status (as of January 2002)</b>
<ul style="list-style-type: none"> <li>• Employment and training strategies for immigrant women who are new to the Canadian workforce, to break down the barriers that they experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> <li>• Catholic District School Board</li> <li>• Status of Women, Canada</li> <li>• employers</li> <li>• ACTEW</li> <li>• Working Skills Centre</li> </ul>	<ul style="list-style-type: none"> <li>• Research and report on employment and training strategies for immigrant women who are new to the Canadian workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• January 2001–March 2002</li> </ul>	<ul style="list-style-type: none"> <li>• Increase the accessibility of training programs for members of this group.</li> <li>• Mobilize women’s community-based training and collectively develop strategies to address the training needs of the target group.</li> <li>• Develop and promote strategies that address the “Canadian work experience” dilemma of the target group within the context of training.</li> <li>• Document the community development process that will lead to institutional changes.</li> <li>• Build inter-sectoral dialogue and partnerships.</li> </ul>	<ul style="list-style-type: none"> <li>• Final report to be completed by March 31, 2002. This will fulfill the project.</li> </ul>

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## Priority 12 Enhancing Employment and Training in Regent Park and Moss Park<sup>1</sup>

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Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2001	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Accurate and accessible employment and training information for the residents of Regent Park and Moss Park.</li> <li>• A more integrated approach to training and employment challenges in this high-risk area.</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Training Board</li> <li>• Regent Park Community Health Centre</li> <li>• Preparatory Training Program of Toronto</li> </ul>	<ul style="list-style-type: none"> <li>• Develop an inventory and analysis of employment and training services available in Regent Park and Moss Park neighbourhoods.</li> <li>• Develop a plan for assisting residents to access needed services.</li> </ul>	<ul style="list-style-type: none"> <li>• August 2001– March 2002</li> </ul>	<ul style="list-style-type: none"> <li>• “Map” of employment and training services for residents of Regent Park and Moss Park.</li> <li>• A proposal/plan for specific partnerships to facilitate access to important services.</li> <li>• Proposals for new services to serve local needs (e.g. literacy and skills training).</li> </ul>	<ul style="list-style-type: none"> <li>• The Board approved this partnership October 3, 2001. A consultant has been retained to prepare the inventory of services and plan the partnerships. The project is scheduled to be completed March 31, 2002.</li> </ul>

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<sup>1</sup> This partnership forms part of an overall Community Succession strategy, led by the Regent Park Community Health Centre, to staff community agencies with persons from the neighbourhood.

## Priority 13 Skills Development Program for Women

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Need to provide marginalized women with access to computer training—from learning applications to network administration to acquiring e-business skills.</li> <li>• Need to provide supports, such as counselling and life skills training, to women while they are engaged in training.</li> </ul>	<ul style="list-style-type: none"> <li>• YWCA of Greater Toronto</li> <li>• SmartForce e-learning foundation (SELF)</li> </ul>	<ul style="list-style-type: none"> <li>• YWCA provides hardware, learning space, assessment, life skills instruction, communication skills instruction and supports to applicants.</li> <li>• Programs will be adapted to the needs of individual participants.</li> <li>• SELF provides on-line learning packages free of charge.</li> </ul>	<ul style="list-style-type: none"> <li>• Launch program in early months of 2002–2003 fiscal year.</li> </ul>	<ul style="list-style-type: none"> <li>• Women who face barriers to employment and training to gain marketable computer skills.</li> </ul>	<ul style="list-style-type: none"> <li>• The YWCA is seeking the HRDC/Canada Customs and Revenue Agency certification necessary to issue tuition tax receipts for this program.</li> <li>• The first applicants are being screened.</li> </ul>

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**Priority 14 Rise to Independence, Self-reliance and Employment (RISE)**

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Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2002	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Need for (1) employment-readiness programming for women who have experienced violence and (2) supports for women while they are engaged in training.</li> </ul>	<ul style="list-style-type: none"> <li>• YWCA of Greater Toronto</li> <li>• Ontario Women's Directorate</li> </ul>	<ul style="list-style-type: none"> <li>• YWCA provides employability workshops, life skills training and supports to women in training.</li> </ul>	<ul style="list-style-type: none"> <li>• September 2001–March 2002</li> </ul>	<ul style="list-style-type: none"> <li>• Supports for participants to achieve economic independence.</li> </ul>	<ul style="list-style-type: none"> <li>• Sixteen participants took part in the program from September 2001 to March 2002. The YWCA is seeking partners to continue this programming for another group of participants.</li> </ul>

## Priority 15 Integrating Youth into the Construction Trades

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2002	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• There is a need to replace the cohort of Toronto construction workers retiring in the next decade.</li> <li>• There is a need for skills training for youth.</li> <li>• There is a need for skills programming for workers without Grade 12.</li> </ul>	<ul style="list-style-type: none"> <li>• Greater Toronto Sewer and Watermain Contractors' Association</li> <li>• Heavy Construction Association of Toronto</li> <li>• Masonry Contractors' Association of Toronto</li> <li>• Metropolitan Toronto Apartment Builders Association</li> <li>• Ontario Concrete and Drain Contractors Association</li> <li>• Ontario Formwork Association</li> <li>• Residential Framing Contractors' Association of Metropolitan Toronto and Vicinity</li> <li>• Residential Low Rise Forming Contractors' Association of Metropolitan Toronto and Vicinity</li> <li>• Toronto Area Road Builders Association</li> <li>• Toronto Residential Construction Labour Bureau</li> <li>• Universal Workers Union Local 283</li> <li>• Utility Contractors' Association of Ontario Incorporated</li> </ul>	<ul style="list-style-type: none"> <li>• Provide online application process for pre-apprenticeship programs at the Local 183 Life Long Learning Centre.</li> <li>• Secure MTCU designation as Training Delivery Agency for the Life Long Learning Centre.</li> <li>• Deliver provincial curriculum for three trades: (1) brick and stonemasonry, (2) cement finishing and (3) construction craft worker.</li> </ul>	<ul style="list-style-type: none"> <li>• 2001–2002</li> </ul>	<ul style="list-style-type: none"> <li>• Training for up to 350 apprentices and pre-apprentices.</li> <li>• Placement of trainees on unionized construction sites.</li> </ul>	<ul style="list-style-type: none"> <li>• Local 183 Lifelong Learning Centre is operating as a training delivery agency.</li> <li>• Eighty percent placement rate for apprenticeship participants.</li> </ul>

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## Priority 16 Integrating Aboriginal Youth into the Construction Trades

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Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2002	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• There is a need to replace the cohort of Toronto construction workers retiring in the next decade.</li> <li>• This is a need for skills training to facilitate the entry of Aboriginal youth into the construction industry and various unions that comprise the membership of the Toronto-Central Ontario Building and Construction Trades Council.</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto-Central Ontario Building and Construction Trades Council</li> <li>• Miziwe Biik Aboriginal Employment and Training</li> </ul>	<ul style="list-style-type: none"> <li>• Miziwe Biik to refer potential apprentices to Trades Council.</li> <li>• Trades Council to screen applicants for suitability and educational qualifications and place applicants in pre-apprenticeship programs or on job sites.</li> </ul>	<ul style="list-style-type: none"> <li>• October 2000–March 2002</li> </ul>	<ul style="list-style-type: none"> <li>• Placement of Aboriginal youth in pre-apprenticeship and apprenticeship training and/or on union job-sites.</li> </ul>	<ul style="list-style-type: none"> <li>• As of project completion (March 2002), 130 youth will have been placed in pre-apprenticeship training and/or on union job sites.</li> </ul>

## Priority 17 Bridging Course for Women

Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Need for women who would not meet the criteria for admission to university to take pre-university programming in the community.</li> <li>• Need to facilitate the entry of mature women into post-secondary education.</li> </ul>	<ul style="list-style-type: none"> <li>• York University, School of Women's Studies</li> <li>• Motorola</li> <li>• North York Women's Centre</li> <li>• Elspeth Heyworth Centre</li> </ul>	<ul style="list-style-type: none"> <li>• Provide course to women at off-campus sites.</li> <li>• Students who achieve a B or better in the course are to be granted automatic admission to York University's Atkinson Faculty of Liberal Arts and Professional Studies or Faculty of Arts.</li> <li>• Provide four sessions of a 13-week course to approximately 80 women in North York in 2001-2002.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>• Access to post-secondary education for women.</li> </ul>	<ul style="list-style-type: none"> <li>• The program has been operating for approximately 20 years and is continuing.</li> </ul>

## Priority 18 Literacy Training for Working and Unemployed People

• Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2002	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• A need for literacy, English as a Second Language (ESL) and numeracy training for working and unemployed people.</li> </ul>	<ul style="list-style-type: none"> <li>• Canadian Union of Public Employees (CUPE)</li> <li>• Toronto District Council (CTDC)</li> <li>• Toronto CUPE locals in municipal, education and community services sectors</li> <li>• Metro Labour Education Centre (MLEC)</li> </ul>	<ul style="list-style-type: none"> <li>• Needs assessment of members' educational needs in five CUPE locals.</li> <li>• Pilot projects to deliver training based on learners' needs.</li> </ul>	<ul style="list-style-type: none"> <li>• July 2001–October 2002</li> </ul>	<ul style="list-style-type: none"> <li>• MLEC and CTDC, in conjunction with specific union locals, to assess educational needs.</li> <li>• Union local education committees to put in place infrastructure for delivery of programs in cooperation with employer groups.</li> <li>• Up to five pilot programs to deliver the curriculum required based on needs assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings held in July, October and December 2001.</li> </ul>

## Priority 19 YMCA Newcomer Information Centre

• Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2002	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Need for one-stop settlement information and referral service.</li> <li>• Need for cross-cultural resources for both men and women.</li> </ul>	<ul style="list-style-type: none"> <li>• YMCA of Greater Toronto</li> <li>• Citizenship and Immigration Canada</li> </ul>	<ul style="list-style-type: none"> <li>• Establish self-directed full-service walk-in information and referral service for newcomers to Canada in Toronto.</li> <li>• Make multilingual staff available to answer queries.</li> <li>• Provide up-to-date, relevant resources.</li> <li>• Make technological supports such as computers, internet access, fax and photocopiers readily available.</li> <li>• Hold regular topical information sessions.</li> <li>• Ensure access to Language Instruction for Newcomers to Canada (LINC) Language Assessment Centres.</li> </ul>	<ul style="list-style-type: none"> <li>• August 2001–March 2002 (pilot phase)</li> <li>• April 2002–March 2003 (full service phase)</li> </ul>	<ul style="list-style-type: none"> <li>• Web site launched.</li> <li>• Assistance to approximately 5000 newcomers to Canada during period April 2002 to March 2003.</li> </ul>	<ul style="list-style-type: none"> <li>• The YMCA Newcomer Information Centre opened to the public in October 2001 and was officially launched in November 2001.</li> </ul>

## Priority 20 Ability Edge

• Need/Issue Raised in Environmental Scan	Partners Involved	Specific Actions Agreed to by Partners	Timeframe for Action	Expected Results for 2002	Status (as of January 2002)
<ul style="list-style-type: none"> <li>• Need to increase the employment of persons with disabilities.</li> <li>• Need to provide people with disabilities who are recent college and/or university graduates the opportunity to demonstrate and develop their skills on the job.</li> </ul>	<ul style="list-style-type: none"> <li>• The Bank of Montreal</li> <li>• Canadian Bankers Association (CBA)</li> <li>• CBA member banks</li> <li>• Career Edge</li> </ul>	<ul style="list-style-type: none"> <li>• Offer six-, nine- or twelve-month internships in six Canadian cities (including Toronto)</li> <li>• Recruit recent post-secondary graduates using the Career Edge web site.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>• Bank of Montreal hosted 12 Ability Edge interns in the Greater Toronto Area in 2001.</li> <li>• Bank of Montreal to use the Career Edge web site to recruit and do strategic outreach to other community organizations.</li> </ul>	<ul style="list-style-type: none"> <li>• Bank of Montreal continues to actively recruit candidates to the program and offer graduates with disabilities on-the-job experience and orientation training.</li> </ul>

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## **4. Proposed Priorities**

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During the early phases of planning, a number of projects were proposed at the Toronto Training Board's strategic planning retreat, which was held in January 2002. These priorities will be discussed more fully in forthcoming E-Scans and Local Area Plans if they are funded and implemented:

- an initiative to attract persons with disabilities into apprenticeships and trades;
- the development of the Francophone community's capacity to identify gaps and find training solutions;
- a project to encourage the workforce participation of immigrant women;
- a plan to partner with the Board of Trade's Education and Planning Committee; and
- a program to foster youth in trades.



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## **Appendix A—Methodology**

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This progress report updates the *Toronto Training Board Local Area Plan 2000–2001*. The information gathered as a result of the community consultations supplement the findings of consultations done for the *2001–2002 Environmental Scan* and for Progress Report 1.

The reader is asked to keep in mind that formal community consultations constitute a very small portion of the Board's community consultations. As the Board matures, its growing number of partnerships and linkages with the community has positioned it as an information clearinghouse for labour market information and training activity in Toronto.

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### **Designing Questionnaires and Engaging in Outreach**

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A major challenge faced by the Board in the past year has been to design community consultations that elicit feedback from a comprehensive cross-section of the community and allow the issues to be considered in depth. Labour market partners typically do not feel they have the time to consider lengthy documents, complete long questionnaires, or leave work to attend consultation meetings.

In order to strike a balance between depth and breadth, a decision was made to send the 187 members of the Board's Reference Groups the final draft of Progress Report 1 with a questionnaire asking them whether the priorities reflected their perception of community needs.

An essential element of the consultation process for Progress Report 2 was follow-up by the Research Consultant. Each reference group contact for whom a telephone listing was available (173 individuals in total) was contacted three weeks after the mailing of the consultation package and asked whether they had received it. Contacts who had not received the package were asked whether they would like it to be e-mailed to them. All contacts were offered assistance completing the package.

The process was open-ended and qualitative, allowing for a wide range of understandings of gaps in labour market information and training. The process also provided an opportunity for the Research Consultant to update the database of Board Reference Groups.

For Progress Report 1, 30 participants responded to the questionnaire—most took advantage of the opportunity to complete the questionnaire over the telephone. For Progress Report 2, 25 people responded. Together, the two consultations attracted comments from 44 individuals. The feedback collected has informed this progress report and will inform subsequent local area planning (see Appendix B for a summary of comments).

In addition to asking participants to assess the Board's continuing priorities, the questionnaire for Progress Report 1 asked for their opinion on who

should be addressing these gaps and for examples of innovative ways in which these gaps are already being addressed. Those initiatives that could be documented are discussed in Section 3 of this report.

December 14, 2001

Dear Colleague,

For almost four years, the Toronto Training Board has relied on representatives from its labour market partner groups (business, labour, educators and trainers, Francophones, persons with disabilities, visible and racial minorities and women) to ensure the training needs of the Toronto community are reflected in Board priorities.

As a participant in the Board's Reference Groups, your observations and suggestions have already been of great value in identifying training gaps, priorities and innovations in Toronto for the Board's **Local Area Plan 2001-2002 Progress Report 1** (November 16, 2001) and **2001-2002 Environmental Scan Update**.

Please let the Board know how well the enclosed **Progress Report 1** takes stock of labour market realities in Toronto today by completing the brief attached **Questionnaire** and **Feedback Form** and faxing them to 416-934-1654, or by emailing your answers to Andrea Demchuk at demchuk@ttb.on.ca by no later than Friday, January 18, 2002.

Please do not hesitate to contact me at 416-934-1050 should you have any questions or concerns about this process.

Sincerely,

Andrea Demchuk  
Research Consultant

Attachments:

Local Area Plan 2001-2002 Progress Report 1 (November 16, 2001)

Questionnaire: The Top Three Training Priorities in Toronto

Feedback Form: Local Area Plan 2001-2002 Progress Report 1

**Toronto Training Board / Commission de formation de Toronto  
Local Area Plan 2001-2002 Progress Report 1**

**Questionnaire: The Top Three Training Priorities for Toronto**

The enclosed Local Area Plan 2001-2002 Progress Report 1 (November 16, 2001) is based on the results of community consultations in the spring and fall of 2001. In order to ensure that the forthcoming Local Area Plan 2001-2002 Progress Report 2 is comprehensive, the Board would like to know your views of the top three priorities in training in Toronto (*aside from government programs or funding*) and whether these are addressed in Progress Report 1.

Feel free to make additional copies of this form or to make additional pages of comments. Please fax the completed form back to fax number 416-934-1654, by Friday, January 18, 2002 or e-mail your comments to demchuk@ttb.on.ca. Thank you.

Training Priority #1 (please specify):

Is Training Priority #1 addressed in Progress Report 1?  Yes  No  
Why, or why not?

Training Priority #2 (please specify):

Is Training Priority #2 addressed in Progress Report 1?  Yes  No  
Why, or why not?

Training Priority #3 (please specify):

Is Training Priority #3 addressed in Progress Report 1?  Yes  No  
Why, or why not?

While responses will be treated as confidential, your participation in this survey is permission to be identified as a participant.

Name:

Organization:

Contact information:

Date:

**Toronto Training Board / Commission de formation de Toronto  
Local Area Plan 2001-2002 Progress Report 1**

**FEEDBACK FORM**

Please provide your comments for the **Local Area Plan 2001-2002 Progress Report 1** (November 16, 2001) in the space provided. Feel free to make additional copies of this form or to make additional pages of comments.

**Please fax the completed form back to fax number 416-934-1654, by Friday, January 18, 2002 or e-mail your comments to demchuk@ttb.on.ca. Thank you.**

<b>Page number (where applicable)</b>	<b>FEEDBACK/COMMENTS</b>

While responses will be treated as confidential, your participation in this survey is permission to be identified as a participant.

**Name:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Contact information:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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## Community Participants

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The following individuals agreed to be identified as participants in the 2001–2002 Local Area Plan consultations with the proviso that specific comments would not be attributed to them.

Lincoln Allen	President and CEO A1 Legal Services and Training
Carol Baker	OPEIU
Dushy Balamohan	Acting Executive Director Tamil Eelam Society of Canada
Nathalie Bélanger	Professeure adjointe Ontario Institute for Studies in Education University of Toronto Centre de recherches en éducation franco-ontarienne
Joe Bowdring	Education Coordinator Joint Training and Apprenticeship Committee Plumbers and Steamfitters, Local 46
Christina Chan	Program Director Hong Fook Mental Health Association
Tom Ciancone	Treasurer, CUPE
Doreen Cort	Jewish Vocational Services
Gloria David	OPSEU Local Executive OPSEU Region 5 Executive
Fred Fisher	President Prime Tech Institute
Jorge E. Galveias	Graphic Communications Union
Randy Heasman	St. Stephen's Community House
Leolyn Hendriks	Chair, Contract Training Seneca College
Marie Heron	H. J. & Associates
Jennifer Holder	Consultant, Teacher

Minerva Hui	Executive Director Working Skills Centre
Carol Lemen	Opportunities for Advancement
James Lenoury	Wearing Lenoury
Karen Lior	Executive Director ACTEW
Sharon Love	WILD Dreams in Motion
Gloria MacCorkindale	Vice-President, ITC Learning
Kerry-Ann Markle	Employment Supports System Manager ODSP, Toronto
Danny Mui	Executive Director Centre for Information and Community Services of Ontario
Sonja Nerad	Program Manager Access Alliance Multicultural Health Centre
Art Noordeh	Academy of Learning
Marth Ocampo	Co-Director Across Boundaries
Laura Palmer Korn	Vice-President YMCA of Greater Toronto
Don Phaneuf	AIDS Committee of Toronto
Murray Richmond	e-Training Group
Theresa Roberson	Sistering
Cheryl Sapiro	Outreach and Recruitment Consultant (Formerly of Persons with Disabilities Portfolio Bank of Montreal)
TJ Schur	Programs Director Working Women Community Centre
Irene Sihvonen	Manager ACCES, Toronto
Rhonda Singer	President Progress Career Planning Centre

Judi Smith	Compuskills
Susan Stone	Community Outreach Specialist Possibilities Project
Marilda Tselepis	Director, Employment and Skills Development YWCA of Greater Toronto
Nada Wagner	General Manager Canadian Business Resource Centre Centennial College
Lois Willson	Director Government and Community Relations Humber College
Julie Wilson	New Experiences for Immigrant Women
Bill Wright	Executive Director Project Work
Lina Zacharopoulos	Vocational Evaluator Ontario March of Dimes
Al Zahrebelny	CEP Local 1996

In addition to the participants listed above, one respondent faxed in a completed questionnaire anonymously; two respondents phoned in to give confidential reasons why they were not responding; and one respondent faxed back an explanation as to why their organization was not mandated to provide this type of input to the Board.

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## **Validation**

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The consultation processes for Progress Reports 1 and 2 constituted an active validation of Board priorities. Respondents' feedback has been incorporated into this progress report and will be incorporated into the next Local Area Plan. Comments made during both consultations are available in Appendix B.

Progress Report 1, which has at its core the Board's active priorities, has also been validated.

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## **Evaluating the Consultation Process**

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For Progress Report #1, evaluation of the consultation process was seen as unworkable because most questionnaires were answered on the phone, and

the Communications Consultant, who was part of the consultation process, transcribed answers. The process for developing Progress Report 2 began with a community validation of Progress Report 1. Along with the validation questionnaire, respondents were sent a feedback form (reproduced in the previous section); the Research Consultant's evaluation is based on the information gathered.

Of the 25 respondents consulted for Progress Report 2, only eight gave specific feedback on the consultation process and/or the findings in Progress Report 1. Clearly, a task for the coming year is for the Board to devise a system of consultation and evaluation that attracts more feedback from the broader community.

The chief concern of those who did respond was that the roles of the Board and its Reference Groups were unclear. Some respondents also felt that the Board could play a more active role in disseminating labour market information, specifically by electronic means. Others suggested that the Board focus less on conducting analytical research and more on documenting and/or developing best practices already demonstrated in the field. Two respondents observed that priorities might well benefit by being grouped into areas of broader concern—for example, all priorities related to immigrant settlement. Factual errors in Progress Report 1 that were identified were corrected in this report.



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## **Appendix B—Consultation Findings**

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During the community consultations, participants were asked to comment on the labour market information and training priorities of the Toronto Training Board. This section is an inventory of those comments. (See Appendix A for an outline of the methodologies used.)

A number of factors should be kept in mind when reading these comments: (a) only comments that were on topic are recorded here; (b) where possible, responses are grouped into related topics; (c) the opinions expressed do not necessarily reflect the views of the Toronto Training Board; and (d) any information that would reveal the source of particular comments has been omitted.

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### **Leaving aside issues of government funding, what are the main gaps in labour market information (LMI) in Toronto at this time?**

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- Labour market information (LMI) is not up-to-date.
  - Information on some occupations is not available.
  - The information is not useful to career development practitioners and trainers who want to be able to steer their clients away from declining industries.
  - There is a need for information on emerging and future occupations in information technology (IT).
  - The information on construction is not timely.
  - The information is at least two to three years out-of-date.
- LMI is not accessible.
  - There is no central place for workers at employment agencies to look up information.
  - The presentation of information is not accessible to many people. For example, the format is inaccessible to persons with disabilities.
  - There needs to be more information available for people who do not have access to computers.
  - There needs to be more qualitative information.
  - Public access points to information can be intimidating for persons with disabilities.

- There is too much emphasis on IT and not enough on the industrial and manufacturing sectors.
- There needs to be more outreach.
- There needs to be more information on people who face multiple barriers.

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**Leaving aside issues of government funding, what are the main gaps in skills development programming in Toronto at this time?**

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- There are programming discontinuities.
  - There is not enough programming for people without Grade 12.
  - Many programs are too short.
  - There is a need for mentoring.
  - There is a large gap between training for people who have basic skills and training for people with high-level professional skills.
  - ESL, literacy and basic skills are too rigidly separated.
  - Outcome expectations vary widely.
  - Programs need to focus more on the needs of participants.
  - Persons without Grade 12 cannot access apprenticeships.
- Programs need to be targeted to fill special needs.
  - There is a need for focussed community-based programming.
  - There is a need for diversity training for workers in the labour market field.
  - Employers need to learn how to accommodate people with special needs.
  - There is a need for training for persons with multiple barriers.
- There needs to be more information on programming for literacy, ESL and persons with disabilities.
- Apprenticeship programs should be expanded to include more skilled trades.

- Career counsellors need better language skills so they can “model” for their clients.
- There is a need for training in soft skills, such as change management and creative thinking.
- The outcomes of programs need to be evaluated.

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**Do the Toronto Training Board’s Continuing and/or Emerging Priorities address these gaps?**

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- The LMI is useful for professionals.
- There should be more LMI outreach.
  - Many people don’t recognize their training needs.
  - There needs to be outreach to employers and training providers.
- The priorities are justified but they must be implemented in a timely fashion.
- The priorities are too general and should focus more on specific needs.
  - Priorities should point to training gaps that need to be filled, not existing programs.
  - Priorities should focus on the needs of workers in declining industries.
  - The Board’s LMI emphasizes the social causes of training gaps over educational causes; the secondary school system streams students away from skilled trades to university and college.
  - There is not enough emphasis on understanding the needs of people who have not completed high school for social reasons (as opposed to developmental disabilities).
  - Priority should be given to a program like Youth 2 Work for persons with disabilities.
- Making programs more accessible for people who face barriers is critical.
  - The emphases on youth, apprenticeships and adult literacy are welcome.
  - All women who have been out of the labour force for some time face barriers similar to those faced by immigrant women.
  - Communities other than Regent Park and Moss Park are in need of localized labour market and training studies.
- Literacy is foundational for developing other skills.
- There needs to be more emphasis on the credentials of newcomers.

- All immigrants—women and men—have adjustment issues like the need to acquire Canadian work experience.
- The Board needs to look at career development for immigrants beyond finding a job.
- The proposal to increase access to apprenticeships is excellent.
  - Finding employers to participate will be key to its success.
  - Replacing retiring cohorts in industry and manufacturing is important.
  - Employers will need incentives.
  - Apprenticeship is a “magic” way of getting people into the workforce.
- There should be a priority for self-employment.

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### **Which community organizations or businesses should be addressing these gaps?**

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- Community agencies
  - Settlement agencies.
  - Organizations that work with youth, immigrant women and persons with disabilities.
  - Community-based trainers.
 (One respondent noted that women often benefit from a mixed needs group.)
- Businesses
  - Businesses need to do more; community agencies already are.
  - Businesses need to do more for people with lower skill levels.
  - Businesses need to focus on training even when their profits are in decline.
  - Businesses owned by immigrants should be involved in addressing these gaps.
  - Companies need to accommodate persons with disabilities.
- Employers (especially for apprenticeships)
- The Toronto Training Board
  - It would be useful to revive reference groups.
- The Board of Trade
- Colleges
- Universities
- All stakeholders

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### **Do you know of any innovative projects that address these gaps?**

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Additional programs identified by respondents, for which documentation was available, have been outlined in Section 3 of this report, Priorities 13 through 20.

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**...your views of the top three priorities for training in Toronto (*aside from government programs or funding*)...are these addressed in Progress Report 1? Please explain.**

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The priorities for training in Toronto that were identified by participants are listed in descending order of interest.

- Labour Market Information (LMI)
  - Information should be less general.
  - There should be more coordination—too much duplication.
  - The Toronto Training Board needs to take a more active approach to distributing this information: “Information on interpreting, reading and finding labour market information might be useful for a wider audience than just Board members.”
  - Information should be more accessible to the public, trainers and businesses.
  - It is encouraging to see the forecasted ‘improved process for collecting data’ in Local Area Plan Progress Report 1.
  - Randy MacLean’s Labour Force Readiness Plans (discussed in Priority 1) considered a priority.
  - There should be more information on ways in which hands-on experience can be gained.
  - LMI should include best practices.
  - LMI should include information on accessibility.
  - Increase links to labour market web sites.
  - There should be input from settlement agencies.
  - Need more information on eligibility criteria for training and education funding.
  - More data on persons with disabilities is needed.
  - The Board has too many priorities—they should be grouped into like topics.
- Employment services for newcomers to Canada
  - There needs to be more streamlining, less duplication.
  - ESL training and employment services for newcomers need to be integrated.
  - There should be more emphasis on community-based settlement agencies in the report.
  - The Area Plan should report on more training programs for immigrant women.
- Recognition of foreign-training credentials
  - Initiatives should be combined into larger priorities.
  - Priority regarding foreign-trained professionals needs to look beyond the healthcare field.
  - There should be concrete solutions.
  - Prior Learning Assessment and Recognition (PLAR) should be a formal part of the settlement process.
  - There is a need to make an impact on individuals, not do more research.
- Literacy, ESL and Basic Skills

- Report should focus on programs that are working well and making a difference.
  - Community planning could be a strong asset in these fields.
  - There should be more access to language training for persons with multiple disabilities.
- The needs of women who do not have access to training funding
  - Although Priority 5 (Research on Women and the Labour Market) is complete, there is a need for more work in this area.
- Apprenticeship
  - Apprenticeship programs need to be promoted.
  - Opportunities for youth need to be promoted.
  - Bridging courses need to be developed.
  - There is a need to attract more youth with barriers.
  - Apprenticeships should be higher priority.
- Diversity/awareness training in the workplace
- A need for longer-term training for persons with barriers to labour force participation
- Making ongoing skills development a cultural norm
  - A need for business to “buy in.”
- Telecommunications project management
  - A need to develop skill sets in a high-growth employment area.
- Priorities for young women who are parents and/or victims of abuse
- Best practices and access
  - There should be more emphasis on learning rather than training—opens more opportunities.
  - The Toronto Training Board should partner with the Ontario Society for Training and Development.
  - Women’s issues are key as the workforce continues to evolve.
- There should be more emphasis on employers hiring “trainable,” as opposed to fully-qualified, people
  - The Youth 2 Work program should also accommodate older youth with developmental disabilities who are struggling to enter the labour market.
- Tax Report
  - The Board should be making strategic alliances with business to market the report.
- There is a need for training options geared to persons with addictions.

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## **Appendix C—Priorities from 2000–2001 Local Area Plan that Were Fulfilled or Inactive from December 2000 to October 2001**

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The priorities listed below, from the 2000–2001 Local Area Plan, were either fulfilled or inactive between December 2000 and October 2001. (For further information, please consult the 2000–2001 Plan.)

- Priority 2—Research on the Implementation of the Skills Development Employment Benefit (fulfilled)
- Priority 3—Discussion of the SDEB Program (inactive)
- Priority 4—Research on Tax Disincentives to Training (fulfilled)
- Priority 13—Guest Services that Work with Everyone (fulfilled)
- Priority 14—Employment Information (fulfilled)



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## Appendix D—Board Members

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### Board of Directors as of March 2002

Tony Azevedo	Business
Gail Benick	Educators/Trainers
Kay Blair	Visible/Racial Minorities
Eileen Burrows	Labour
Liz Fong	Labour
Pat Hatt	Persons with Disabilities
Mazher Jaffery	Business
Lynda Jagros-May	Business Co-Chair
Peter Landry	Business
Mike McCue	Labour
Judy Mitchell	Labour
Laura Palmer-Korn	Educators/Trainers
Adela Roki	Labour
Renaud Saint-Cyr	Francophones
Cristina Selva	Labour
Rebecca Sugarman	Women

### Government Representatives as of March 2002

Lesley Buresh	Federal Government
Teenie Gibson	Provincial Government
Maria Liberi	Federal Government
Ted Lis	Municipal Government
Wendy Molotkow	Municipal Government Alternate

### Staff as of March 2002

Nowshad Ali	Executive Director
Ruth Armstrong	Transitional Consultant
Debbie Koenig	Office Coordinator/Editor
Andrea Demchuk	Research Consultant