



Toronto Training Board
Commission de Formation de Toronto

TORONTO TRAINING BOARD

2004-2005

ANNUAL REPORT

Who we are

Message from the co-chairs

This has been a year of growth and change for The Toronto Training Board. Our 2004-2005 partnerships were completed and we are working hard to build on the success of those initiatives. The TTB is working with new partners and expanding our community involvement.

Through the Trends, Opportunities and Priorities for Training in Toronto (TOPs) process we learned that many of the issues identified in the past remain current including integrating foreign-trained and educated workers into the Toronto labour market and retraining and upgrading the skills of displaced workers. New challenges that were identified through the TOPs process are labour shortages in the health sector and the low number of apprentice registrations in Toronto. The Board is worked hard to stabilize the organization and to move from an operational to a strategic Board of Directors. The TTB welcomed five new Board members. They are:

- Kim Beemer, Organized Labour, Communications, Energy and Paperworkers Union of Canada
- Janet Dassinger, Organized Labour, Labour Education Centre
- Lee Fraser, Education and Training, YMCA Toronto
- Terri Hulett, Persons with Disabilities, Inclusive Solutions Corporation
- Peter Sawchuk, Education and Training, OISE/UT

This year has been a time of revitalization and renewal for The Toronto Training Board. We gained a new Executive Director, Karen Charnow Lior. Karen came to the TTB from the Canadian Labour Congress. Before working for the CLC, Karen was the Executive Director of ACTEW and had spent a year working at MTCU as part of the Labour Market Development Agreement Implementation team. Karen joined the TTB with 15 years of experience working on training and adjustment issues locally, provincially and nationally. The TTB has two other new staff members Nicole Wall, the Partnership Coordinator, came to the TTB with years of community development experience. Saddam Syed, our Online and Administration Officer, was involved in research projects both on and offline in various settings before joining the TTB. Sadly, we said farewell to Sabita Ramlal and Ellany Chataigneau.

The Toronto Training Board is committed to working on local issues with our labour market partners, our community and our membership. Our focus in the coming year will be to realize our mission to be a “catalyst for training solutions grounded in research and guided by multi-stakeholder perspectives.”

The Co-chairs are grateful for the valuable time, energy and resources donated to the TTB from our Directors and community members. This year’s successes are a reflection of your commitment to and interest in our work. Thank you to all those volunteers who served the TTB in 2004-05. Without your help and support our work is not possible.

Dharam Boodhoo
Labour Co-Chair

Peter Landry
Business Co-Chair

Message from the Executive Director

My first year at the TTB has been difficult, demanding and very satisfying. It was difficult to keep on top of the requirements while learning about the work and the environment. The work itself is demanding but it has been satisfying to strengthen our existing partnerships and initiate new ones. Our partnerships this year were directly tied to the issues identified in the TOPs report – from the low rate of apprenticeship training in Toronto to the always present need to effectively integrate immigrants into the Toronto labour force. The work of the Toronto Training Board encompasses a wide range of issues and activities. The TTB analyzes labour market information, identifies local training and adjustment needs and, together with our partners, develops local solutions to address those needs.

In 2004-05 the TTB both started and renewed relationships with many agencies and organizations in both the private and public sector. We saw an increase in the number of information requests, increased interest in partnerships and invitations to participate in local events. We know that many community organizations are finding our reports and information useful.

Two new people joined the TTB staff this year. Nicole Wall is our Partnerships Coordinator. Nicole comes to the TTB with years of experience in community development and a recently earned degree in labour studies. Nicole's knowledge of the community and her background in labour relations make her an important addition to the TTB. Saddam Syed, our part-time Online Coordinator and Administrations Officer, compiles the e-bulletin and keeps the office running smoothly. Saddam has managed research project and administrative responsibilities at U of T and the Distress Centres. The e-bulletin is going out monthly and getting excellent feedback. The distribution list is now over 1,600. Saddam will be updating the web site and posting news and events. In addition to staff changes we moved our office and updated our look and logo. This first year would have been impossible without the consistent support of Board members. Grateful thanks to my co-chairs and others for your confidence and help this year.

Karen Charnow Lior

What we believe

The Mission of Toronto Training Board is: *to be a catalyst for training solutions grounded in research and guided by multi-stakeholder perspectives.* That includes:

- ❖ Analyzing the labour market and employment trends to determine where the skills shortages are and what the training requirements will be;
- ❖ Recommending strategies for meeting the training needs of Toronto residents – employers, employed workers and the unemployed;
- ❖ Working to ensure that training is accessible and equitable;
- ❖ Promoting lifelong learning.

What we did - 2004-2005

- ❖ **The TOPs Report – Trends, Opportunities and Priorities for Training in the City of Toronto.** This was the first year local boards published a TOPs report. Over 2,000 reports were distributed to our labour market partners. The TOPs report is posted on the TTB web site, www.ttb.on.ca. The priority labour market issues identified in the TOPs report are:
 1. The ***Integration of Immigrants into the Labour Market*** - The City of Toronto continues to attract the majority of new immigrants to Canada, accounting for much of the growth in our population. The TTB identified many of the initiatives in place that helping newcomers find jobs. Toronto's diversity and concentration of highly skilled workers are important competitive assets, a resource the City is learning to utilize. The TTB is part of the Career Bridge Program that has had multiple successes this year in finding internships for internationally trained professionals.
 2. ***Youth Training and Employment*** is tied to the increasing demand for more skilled employees. There are currently not enough opportunities for youth to access programs that match the expectations of employers or offer appropriate training. The TTB's Career Mentorship Program for Students with Learning Disabilities was one attempt to integrate career studies into the lives of high school students. This partnership ended in May. Sixteen mentors were matched with interested students. Pathways to Education in Regent Park will be utilizing some of the resources developed by the partnership.
 3. ***Re-Training of Unemployed and Underemployed Workers***. Toronto has a highly educated workforce. Research indicates that new jobs will be in the knowledge economy and demand highly skilled workers. Traditional occupations are waning and greater effort is required to match supply (skills and education) with demand (jobs).
- ❖ **Partnerships** - Our partnerships last year focused primarily on youth issues. The reports of our 2003-04 partnerships are been posted on the TTB website at www.ttb.on.ca. This year's partnerships have taken the TTB in new directions both organizationally and geographically. They include:

Improving Youth Employment Through Apprenticeships in Toronto -This event was co-facilitated by the Youth Employment Partnership (YEP). The YEP, based at the City of Toronto, is a network of youth-serving agencies working through job developers to place at-risk youth into the workplace. A report of the findings was shared with the YEP, the Ontario Association for Youth Employment Centres and COSTI to inform their services and web site development.

Career Mentoring for High School Students with Learning Disabilities - The objective of this partnership was to develop and help implement a career/job mentoring program for students with learning disabilities using the manual developed in the first phase of the program. 16

students were matched with career mentors. Pathways to Education in Regent Park will be using the materials developed by the TTB. The manual is posted on our web site, www.ttb.on.ca.

Reaching Hard to Serve Youth in North Etobicoke - The purpose of the partnership was to examine the mismatch between the needs in the area and the services available. Working with the Somali Youth Association of Toronto (SOYAT) the TTB has:

- Engaged over 40 Somali youth, their parents and 10 representatives from local service delivery agencies in this project through interviews and focus groups
- Continued working with SOYAT to organize a “think-tank” for all local stakeholders in order to arrive at meaningful solutions.

‘Family-Friendly’ Employment Practices and Employee Retention and Productivity -

The TTB worked with institutions that have workplace childcare programs to examine the advantages and disadvantages. Among other things we found:

- The quality of employee work and productivity, retention and job satisfaction all increase when there is on-site childcare.
- New employees are attracted to the company’s supportive environment.
- Employees returning from maternity or parental leave are easily reintegrated.
- More opportunities for women to advance within the company are available.

Consultation on Apprenticeship

The Toronto Training Board with the Canadian Apprenticeship Forum (CAF) organized a consultation on their report entitled “Assessing and Completing Apprenticeship Training in Canada: Perceptions of Barriers”. The report was used as a basis for consultations on apprenticeship and the consultation organized by the TTB was the largest of any consultations held across the country.

The participants supported the view that the issue of Apprenticeship must be addressed on a national, provincial and local level, as well on a trade-by-trade basis given the varying market conditions for each trade. The feedback from the meeting was distributed by CAF and the TTB to inform their future work on Apprenticeships.

Skilled Trades Resource Guide/Brochure

The purpose of this partnership is to provide employers with an accessible, usable tool providing information on the apprenticeship system. The TOPs report and other research indicated that employers often have difficulty finding accessible information about hiring apprentices. The TTB contacted employers, conducted an online survey, met with unions and other organizations to discuss apprenticeship. As COSTI is producing a tool for front-line workers the TTB decided to add value by combining efforts to produce a brochure for employers. The brochure will be launched together with the COSTI NeCTAR project for front-line workers.

❖ Electronic Outreach

Website, E-bulletin, Content-sharing constellation - The Toronto Training Board uses electronic technology to inform the community and our labour market partners about our activities. The Toronto Training Board E-Bulletin is an electronic newsletter providing information on training and labour market news and issues in the City of Toronto. The TTB E-bulletin provides updates on TTB partnerships and projects as well as community consultation opportunities. The e-bulletin links to current activities on our website. To subscribe or unsubscribe from the E-bulletin or to visit the E-bulletin archive one can visit our website at <http://www.ttb.on.ca/ttb/e/ebulletin/index.htm>. Approximately 1660 people subscribe to the E-bulletin.

The TTB is a member of a content-sharing constellation that shares information online. Labour market partners in the community can post information and news via our website to this database of information on Training and Education.

The other members of this constellation are:

- ACTEW, A Commitment to Training and Employment for Women, www.actew.org
- OAYEC, the Ontario Association of Youth Employment Centres, www.oayec.org
- OCASI, Ontario Council of Agencies Serving Immigrants, www.settlement.org
- Entrewoman, www.entrewoman.ca
- Community Legal Education of Ontario, CLEO, www.cleo.net
- Information Niagara, www.informationniagra.com
- RENT, www.housingworkers.ca
- Aboriginal portal of 211 Ontario, www.211ontario.ca/aboriginal

Where we've been: TTB Staff and/or Directors were involved in the following community events:

- *Skills Work for Women Networking Dinner – the TTB sponsored 10 young women to attend.*
- *SOYAT Youth Recognition Award Dinner – the TTB supported youth to attend this event.*
- *Building Bridges Breaking Barriers: Internationally Educated Professionals*
- *Teach-In Ontario Steering Committee – this is a partnership between the Ontario College of Teachers, the Ontario Teachers Federation and two community agencies.*
- *HRSDC “Jobs, Work, Training, Careers Portal”, <http://www.jobsetc.ca/>,*
- *Career Bridge Employers Working Group - www.careerbridge.ca.*
- *Modernizing Income Security for Working Age Adults – The TTB is involved in this task force co-chaired by the Toronto City Summit Alliance and St. Christopher’s.*
- *Building Support and Developing Partnerships for Workplace Literacy in Ontario the Toronto Training Board was consulted on this initiative and will attend the symposium.*
- *Steering Committee, Centre for the Study of Education and Work, Ontario Institute for Studies in Education/UT, <http://www.oise.utoronto.ca/depts/sese/csew> The TTB is working with the CSEW on the Lifelong Learning Conference in June 2005.*

Where we're going: Key commitments and strategies for 2005-2006

The goal of the Toronto Training Board in the coming year is to learn from our experience and build on the work begun in 2004-2005. We are delighted that some of our partnerships have moved us into new arenas. We are working to cement the relationships started during these partnerships and to support our community partners. Our goal in the coming year is to raise our community profile through expanded partnerships, coalition building and working with the training and adjustment service delivery sector in Toronto.

Partnerships for 2005-2006

- *Promoting Administrative Professionals*
- *“Addressing the Mismatch of Needs and Services in North Etobicoke”*
- *Forum on Contingent Work*, with the Alliance for Contingent Work (ACE) and Toronto Organizing for Fair Employment (TOFFE)
- *Public Lecture on the City of Toronto Employment Readiness Plan*, with the Centre for the Study of Education and Work
- *Creativity in the Community: Women Entrepreneurs and/or Executive Directors*
- *Workshop on Sector Councils* with the Youth Employment Partnership of the City of Toronto

TTB Board of Directors

Dharam Boodhoo, Co-chair, Labour, Canadian Union of Public Employees (CUPE)

Peter Landry, Co-chair, Business, Enterprise Canada

Kim Beemer, Labour, Communications, Energy and Paperworkers (CEP)

Kay Blair, Visible/racial minorities, Microskills Community Development Centre

Janet Dassinger, Labour, Labour Education Centre

Lee Fraser, Education and Training, YMCA

Terri Hulett, Persons with Disabilities,

Cynthia Irvine, Business

Jen Liptrot, Women, A Commitment to Training and Employment for Women

Saaijd Motala, Youth

Peter Sawchuk, Education and Training, Assistant Professor, OISE/UT

Cristina Selva, Labour, Carpenter's Local 27 Training Centre

Rebecca Sugarman, Business

Nick Trainos, Business, York College of Industry and Technology