

# **EMPLOYMENT ONTARIO**

## **Literacy**

**Employment and Training Division  
Ministry of Training, Colleges and Universities**

*Presented by Kevin French, ADM  
CMEC Pan-Canadian Literacy Conference  
April 14, 2008*

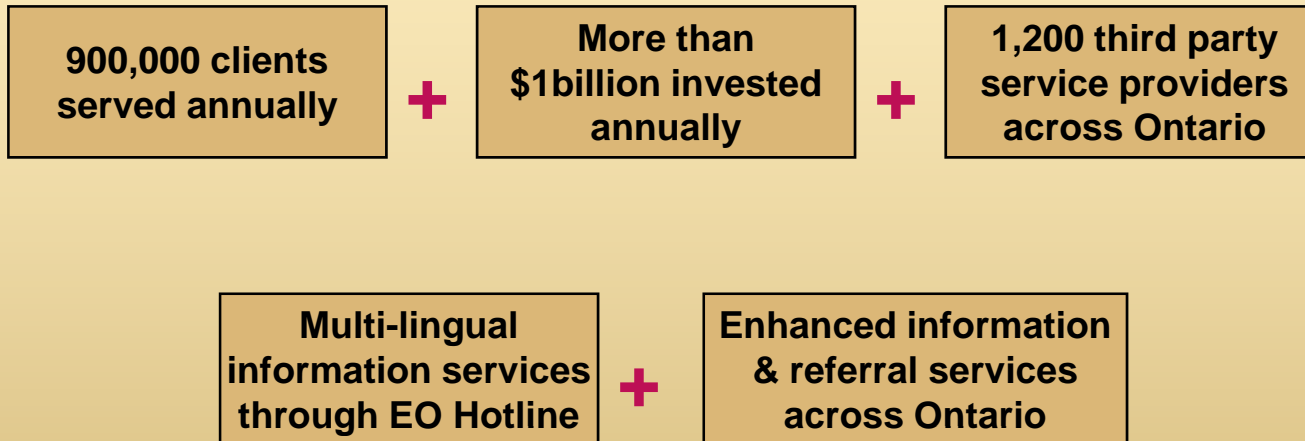
# Overview

- **Literacy and Employment Ontario**
  - Literacy and Ontario's Labour Market
  - Employment Ontario Today
  - Key Priorities of Employment Ontario
  - Choosing Employment Ontario's Direction
- **Literacy Accomplishments to date**
- **Moving Forward with Literacy**

## Literacy and Ontario's Labour Market

- **Without strong literacy skills, individuals have fewer possibilities of sustainable employment and cannot access further education or training that leads to better work opportunities**
- **Government continues to demonstrate support to literacy and numeracy services by investing over \$74 million in the Literacy and Basic Skills (LBS) and Academic Upgrading (AU) Programs**
- **As a result of this investment, 70 percent of LBS learners go on to further education or employment**

# Employment Ontario: Today



**Now is the right time to build  
*Employment Ontario!***

# Key Priorities of Employment Ontario

- **Service Delivery Framework**
- **Program and Policy Design for all programs, including LBS**
- **Employment Ontario Information System**
- **Integrated Local Labour Market Planning;**
- **Building a Service Delivery Network that addresses the needs of the LBS program**

## Choosing Our Direction

Three key directions emerging from the Employment Ontario Transformation:

- *Customer-centric approach*
- *Outcomes-based model*
- *Accountability framework*

# Choosing Our Direction

## *CUSTOMER-CENTRIC APPROACH*

- **EO is committed to provide all its customers with integrated service delivery that is effective, efficient and seamless**
- **Services will be viewed from customers' perspectives**
- **Service provider/staff to create tailored plans**

# Choosing Our Direction

## *OUTCOMES-BASED MODELS*

- **A new outcomes-based approach to contracting with service providers**
- **New shift in emphasis to customer outcomes and service quality**



# Choosing Our Direction

## *ACCOUNTABILITY FRAMEWORK*

- A new accountability framework is being developed to ensure the success of new services and programs.
- Will formalize measures and standards of performance to improve on achievement and reduce non-achievement.

# Accomplishments To Date

---

## Customer-centric approach

- Expansion of Ontario Basic Skills (OBS) Programs and Academic Upgrading partnerships
- Celebrating Literacy Campaign
- Implemented the Rapid Re-employment Training Service (RRTS) to provide immediate assistance to workers hit by layoffs and plant closures.

## Outcomes-based model

- Continuous Improvement Performance Management System (CIPMS): developed draft core measures, CIPMS training delivered in all streams across the province
- Validation Draft of Learner Skill Attainment Framework and pilots of assessment tools
- Employment Ontario Network Development Fund (EONDF)

## Accountability framework

- An estimated 51,000 learners in 07-08 accessed LBS in Ontario
- 70% of LBS learners go on to further education or employment.

# Moving Forward

- Continue to work on the transformation of *Employment Ontario* to meet all Ontarians employment and training needs;
- *Labour Market Agreement will strengthen Ontario's ability to serve unemployed and low skill workers regardless of the eligibility for Employment Insurance and will increase the participation in under represented groups*
- Skills to Job Action Plan: \$1.5 B announced in recent budget aimed at long term training.
- Achieve a single-point-of-access for clients and employers to all *Employment Ontario* services;
- Work with our stakeholders to ensure that our services enhance labour market outcomes for all Ontarians; Develop a local labour market planning framework
- Build Ontario's learning advantage to meet future labour market needs and develop a skilled workforce of which Literacy is a key foundational piece
- Implement strategies to support rapid re-employment for those who have experienced job losses.

# EMPLOYMENT ONTARIO

Ontario's employment & training network

[www.ontario.ca/employmentontario](http://www.ontario.ca/employmentontario)

1-800-387-5656

Toronto: 416-326-5656



# EMPLOI ONTARIO

Le réseau ontarien de l'emploi  
et de la formation

[www.ontario.ca/emploiontario](http://www.ontario.ca/emploiontario)

1 800 387-5656

416 326-5656 (Toronto)

