



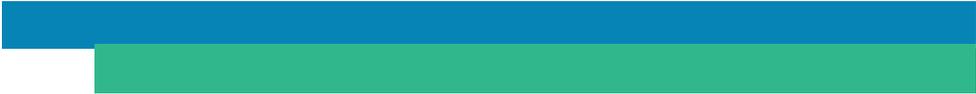
OPPORTUNITY FOR
ALL YOUTH



OPPORTUNITÉS POUR
TOUS LES JEUNES

Community Service Provider Roundtable

Thursday, April 23, 2020



Objectives

- Better Understand Current Employment Service Delivery
- Provide Updates on O4AY
- Establish potential areas for collaboration across community service partners

Activity Agenda

- Introductions
- Service Delivery Changes, Successes and Challenges
- O4AY Updates
- Collaboration Areas and Way Forward



Introductions



Funded in part by the
Government of Canada's
Skills Link program



How has your service delivery changed since March?

- Moved to off site delivery for staff and clients
- Support via phone
- Uptake in online platforms for promotion and delivery, such as Facebook, Learning Systems
- Online resource – website promotion. Response to what is available, Facebook, text, school boards
- Moving everyone off site, phone calls and Zoom support. Workshops , adapting on digital environment.
- One on one contact with clients, a little less busy. But still staying connected with youth
- No community events, no promotion. Using social media to replace that, FB Live events. LinkedIn activations.
- Delivery events in various languages (Arabic + English)
- Had to cancel a lot of events – thinking of moving digital
- Employer spotlights through Zoom.
- Moved all of our deliveries online



What are successes of service delivery?

- Café and Recycling center open [London]
- Training is still happening
- Youth are continuing to find employment
- Some employers are still hiring
- Programs are happening, such as webinars, YJC
- Phone service is happening
- Summer program for youth is a go
- Busier with clients accessing services; connecting with each client more.
- Social media is working and getting better.
- At first, youth didn't want to put their video up, but breaking barriers to do this.
- Humor and empathy with staff and clients
- Youth not understanding severity of the circumstance, youth leaders on social media, youth speaking to youth.
- Work may be one venue to get out the house. Turn around time has been quick from employers.



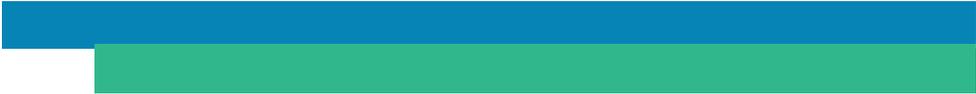
What are challenges you have faced?

- Technology for staff
- Availability of technology for some youth, who may not have access – Can we provide access? Hamilton noted a go ahead for client training support, with tablets so they can access programming (Ontario province)
- Recruitment – financial supports, gaps in programs that are not paying individuals who may be able to access other benefits. For example, BC provincial programs with no training allowance.
- Not always the same motivation to seek work
- Youth experiencing anxiety to leave the house
- There may be more money from government benefits than entering a low paying job
- Can be difficult to bridge the experience of in-person communication to virtual.
- For some a decreasing intake of clients, but using social media to get more interest
- For others, client interest is increasing, but follow through isn't always happening
- More lower barriered clients – in this crises, the truly vulnerable are falling through the cracks.
- The jobs that are available are front line – anxiety, mental health issues are growing barriers for those looking for work, with what jobs are available.
- Some clients may not be eligible for CERB benefits.
- For some, there may not enough internet bandwidth or devices at home, especially to access consistent programming or cohort-based programs. These individuals may benefit from case-management programs



What are challenges you have faced?

- What will the economic reopening look like?
- Fear when we move forward, competition for the most vulnerable will be greater. How do we market the young, vulnerable individuals in this landscape?
- The type of jobs are changing – entry level jobs are all that is left. This can be emotionally hard.
- For some youth, there is an understanding that it is what is available now, when it is ‘normal’, they may want to move back to sectors they are interested in.



O4AY Updates

- Current Approach
- Communications: We have hired Nina Rafeek, our new Senior Associate, Communications. We will be ramping up our social media and communication activity, so stay tuned.
- Essential Service Hiring: We are working with national employers to create O4AY essential service pathways.

What are the areas we can collaborate on for the next 3 months?

Essential
Service
Hiring

Digitizing
employment
services

Supporting
youth post-
Covid

Greater public
visibility of work

Funding

Employer
Collaboration

Present
ways to
engage
youth

Highlighting
challenges to policy
makers

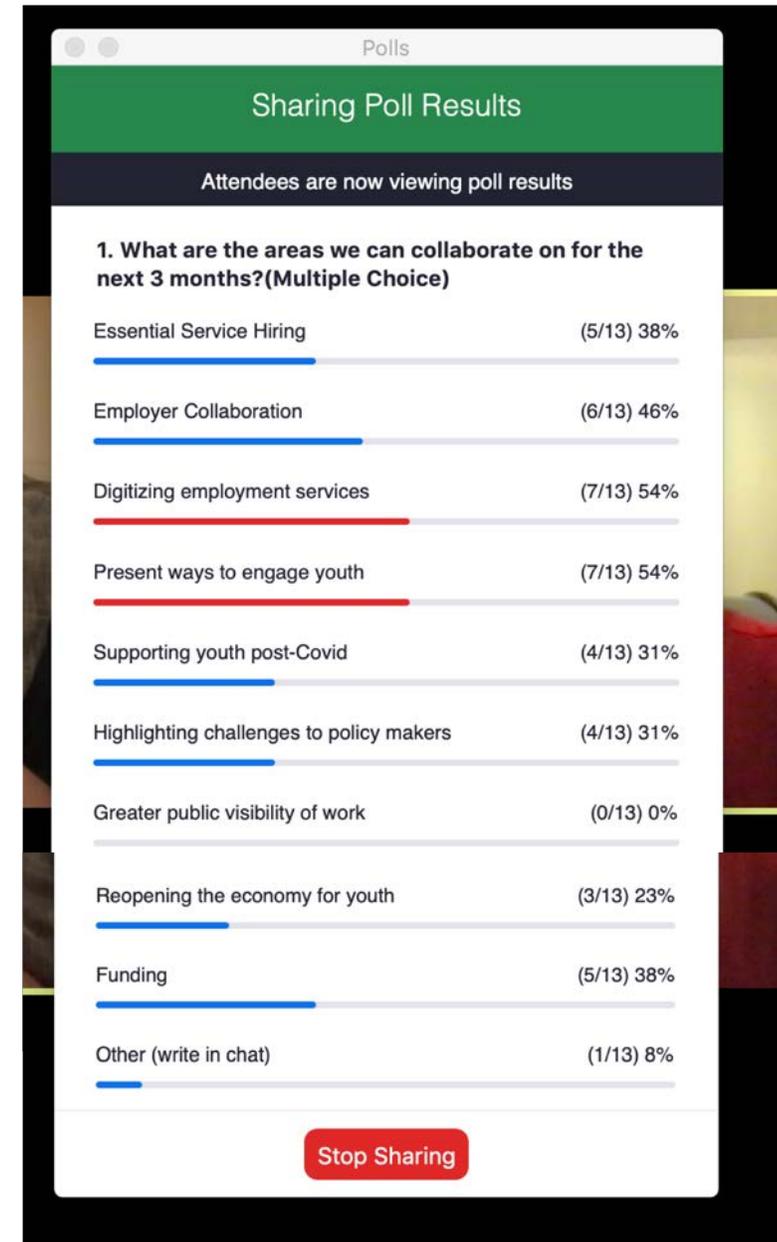
Reopening
the
economy
for youth

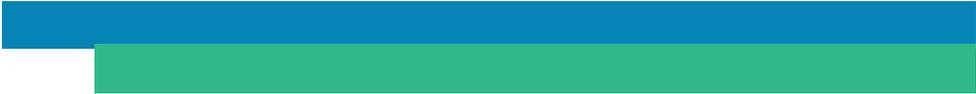
Other

What are the areas we can collaborate on for the next 3 months? (Poll results)

Priority Areas

1. Digitizing employment services
2. Present ways to engage youth
3. Employer Collaboration
4. Essential Service Hiring
5. Funding
6. Supporting youth Post-Covid
7. Highlighting challenges to policy makers
8. Reopening the economy for youth





How do we want to work together?

What are 3 next steps we can commit to?

Short Term

- Sharing success stories between organizations (Step by step)
- Community of practice for sharing best practices

Medium/ Long Term

- Working with employers carve out new opportunities for youth, particularly new jobs at this time (grocery delivery).
- Working with employers on hiring commitments on youth during reopening. Would they be able to reserve a certain amount of youth positions?
- Funding and programs – skill building, building off Canada Service Corp funding announcement.
- Wage subsidy piece – working with employers to see if they can take the subsidy, minimum is registration as employer for match for an outcome