NL WORKFORCE INNOVATION CENTRE

Cannexus19 Presentation
#NLWIC Innovation Jam
January 28, 2019

cna

The NLWIC Team

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About Us

NL Workforce Innovation Centre's mandate is to provide a coordinated, central point of access to engage government, career and employment service providers, skills development organizations and stakeholders in the business and community sector.

 The Centre's goal is to promote and support the research, testing and sharing of **ideas** and models of **innovation** in workforce development that will positively **impact** employability, entrepreneurship, and attachment to the workforce.

A word from our Premier:

"College of the North Atlantic's Workforce Innovation Centre will help set us on a new path of discovery. Through fostering and establishing partnerships throughout our communities that support a spirit of innovation, we will explore new ways of delivering workforce development that support a strong economy in rural and urban parts of the province."

- The Honourable Dwight Ball, Premier of Newfoundland and Labrador (February 24, 2017)

Why NLWIC?

To support government's vision in *The Way Forward* and address labour market challenges and opportunities:
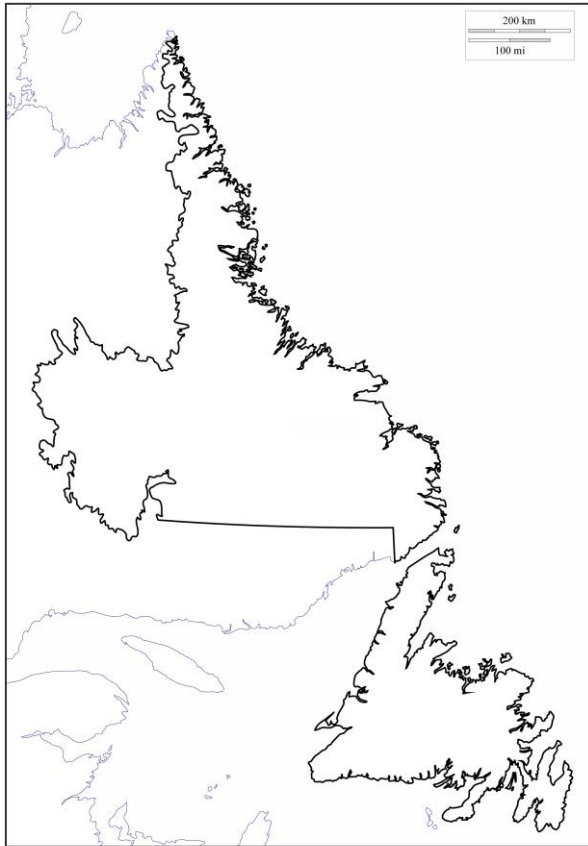
Challenges:

- aging population

- outmigration

- changing technology and automation

- skills mismatches

 Opportunities:

- Priority sectors

- Under-represented groups

Newfoundland & Labrador

Population: 525, 073 *

Unemployment Rate: 11.9%*

Employed: 224,800*

Q3 Job Vacancies: 3,925 **

Land Mass: 405, 212 km^2 ***

Number of Communities: 579

* Source: Statistics Canada – Jan.4, 2019
** Source: Statistics Canada – Jan.13, 2019
*** Newfoundland & Labrador Community Accounts – Jan .24, 2019

Networks and Collaborations

We are one of six Workforce Innovation Centers (WICs) across Canada that share information on research, best practices and opportunities for collaboration around workforce development and innovation. The others are located in: British Columbia, Ontario, Manitoba, Quebec & Nova Scotia.

We will also collaborate with other national programs including the Labour Market Information Council (LMIC), soon-to-be-announced Future Skills Centre, and the Brookfield Institute for Innovation + Entrepreneurship (BII+E), Ryerson.

Key Stakeholders

Clients: Labour Market Supply - all residents with a special focus on indigenous people, women, individuals on income support, youth, persons with disabilities, older workers, immigrants, and workers in rural areas.

Employers: Labour Market Demand - businesses in priority sectors, social enterprises, cooperatives, and non-profit organizations.

Support Organizations: - employment service providers.

Other Stakeholders: Labour Market Partners - provincial and federal government departments and agencies, post-secondary education institutions, industry associations, chambers of commerce, labour organizations, municipalities, and recruitment agencies.
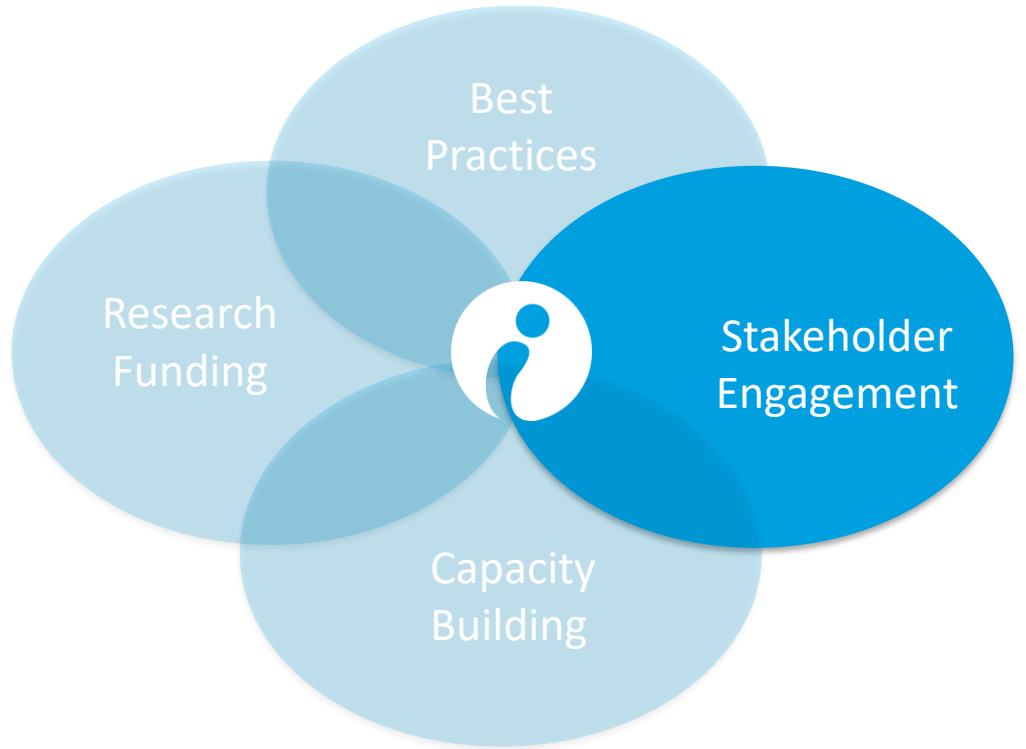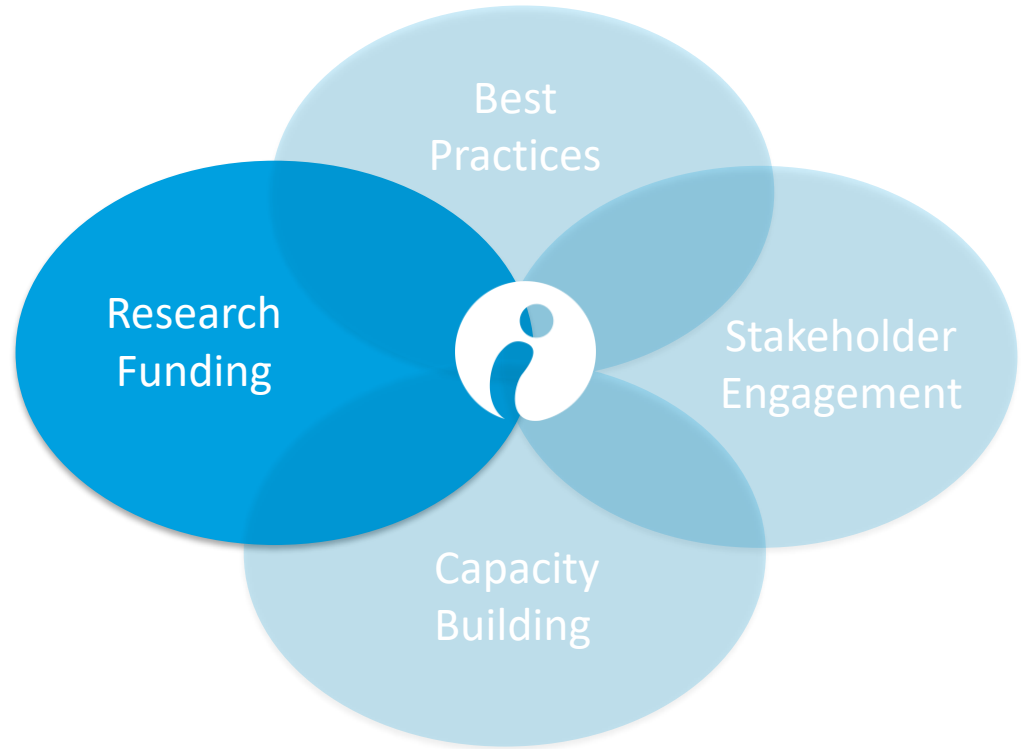
Our four core functions:
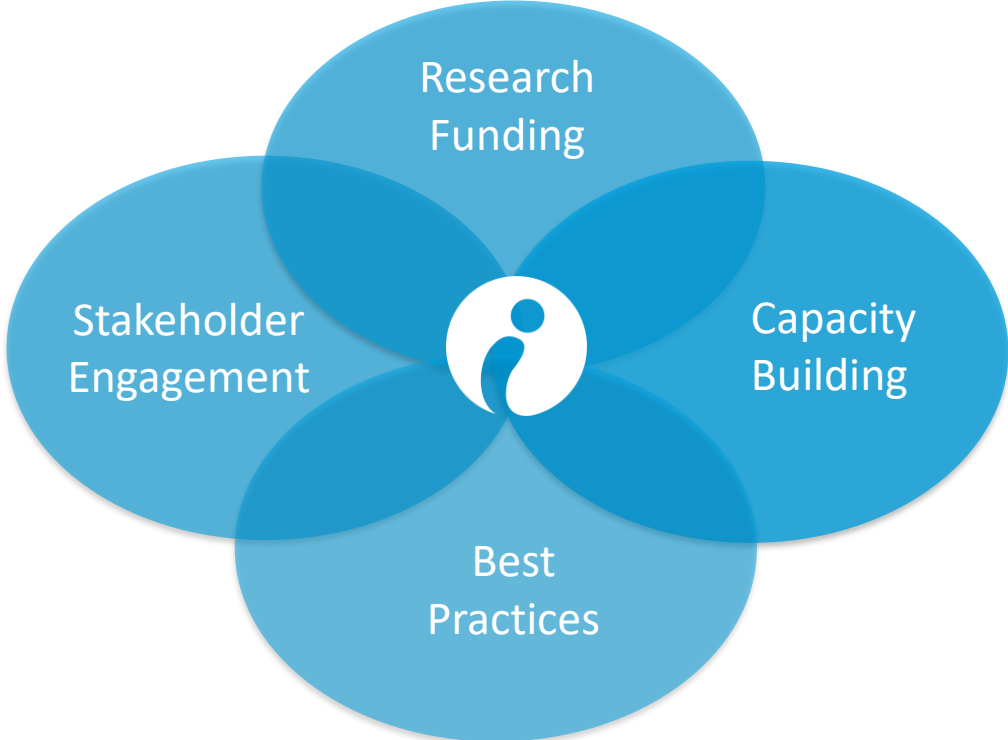
Our first core function:

We bring labour market stakeholders together throughout the province to share and document issues around workforce development and to explore partnerships on research projects. This informs our discussions with government about new research areas, policy, programs, services and service delivery models.

Our second core function:

We provide funding for research projects that test innovative ways to address Newfoundland and Labrador's workforce development needs arising from labour market challenges and opportunities.

Our third core function:

We will provide a repository of evidence-based best-practice approaches, tools, and models for workforce development.

Best Practices

Research Funding

Stakeholder Engagement

Capacity Building
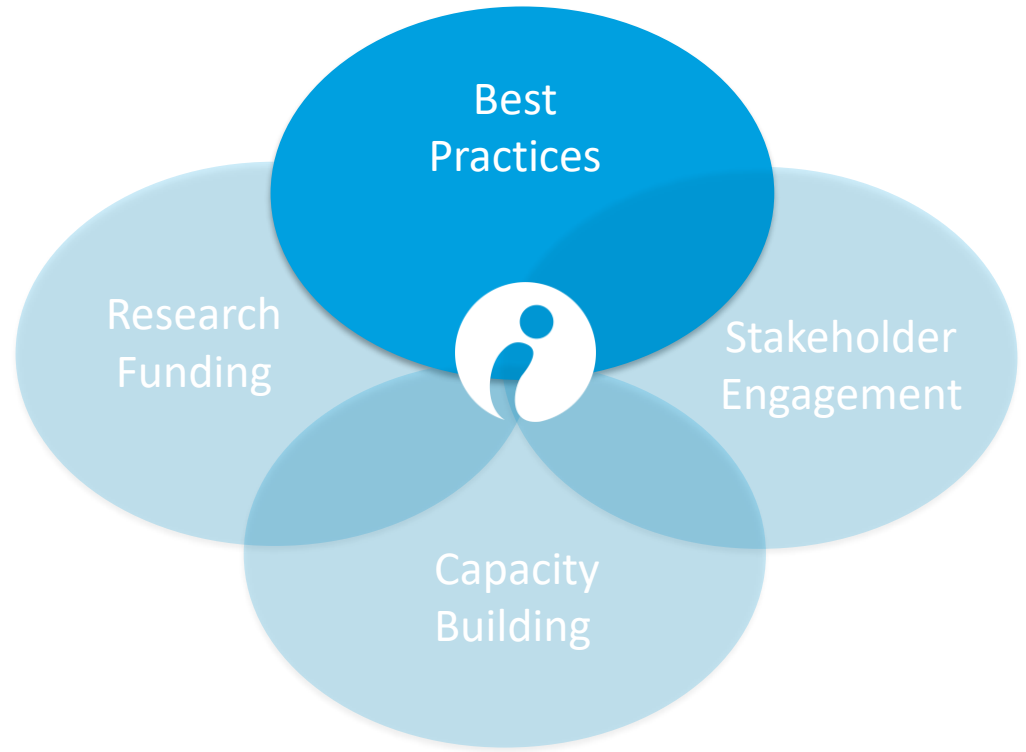
Our fourth core function:

We will build our stakeholders' capacity to improve their workforce development practices and use the Centre's models and tools:

- Training
- Information sessions
- Webinars
- Events, etc.

Best Practices

Research Funding

Stakeholder Engagement

Capacity Building
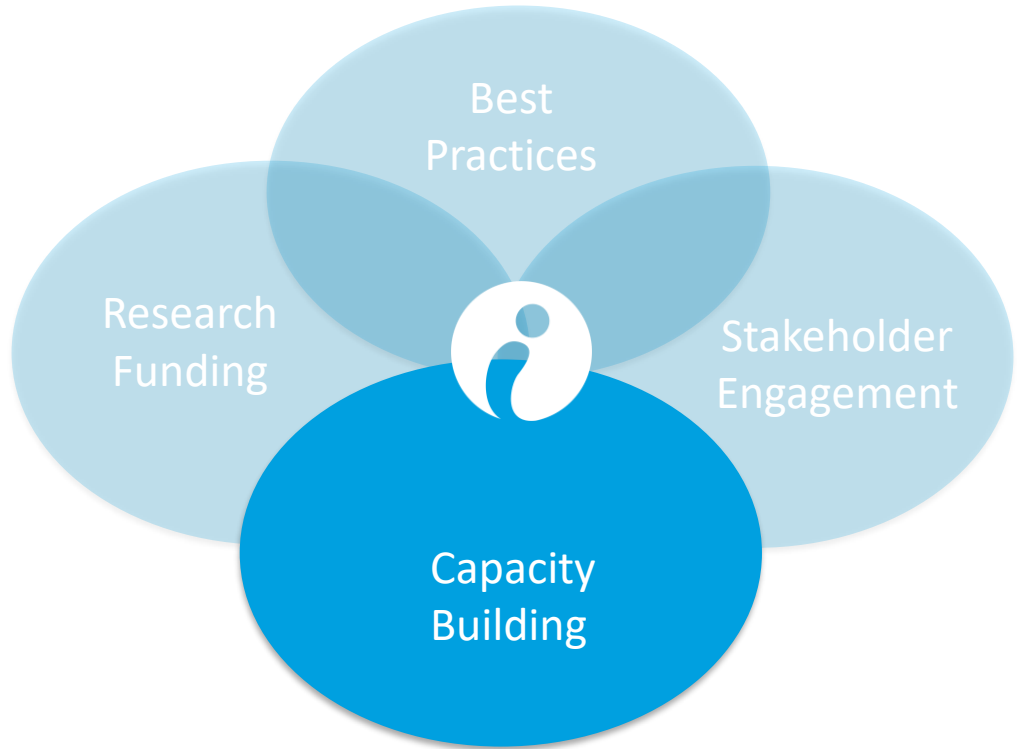
NLWIC Research Projects - 14

Duration - 18-36 months
Total Funding - $5.37 million

Bridging the Divide – Connecting and Preparing Refugees for Work in the Province's Agriculture Industry

Tourism Reskilling for Non-Tourism Sector Workers

Exploring Ways to Foster Innovation in Technology Entrepreneurship through Increased Female Participation and Immigration Initiatives

Evaluating Employment Assistance Services and Career Development Programming

WOMEN
in Resource
Development Corporation

Alternate Admissions Academic Readiness Assessment Processes and Tools for Indigenous Peoples

Employer Perceptions to Hiring Newcomers & International Students in NL

Forest-Based Bio Economy
In Newfoundland

NL Forest
Industry
Association

Growing the NL Forest Economy Together...

Improving Psychological Health & Safety in Health Care Workers Through Technology Based Support: Project Plan

Going The Distance: Equipping Rural Newfoundlanders and Labradorians with the Abilities & Skills to Succeed in Online Learning.

NLLLC

EACH ONE, TEACH ONE

Newfoundland & Labrador
Laubach Literacy Council
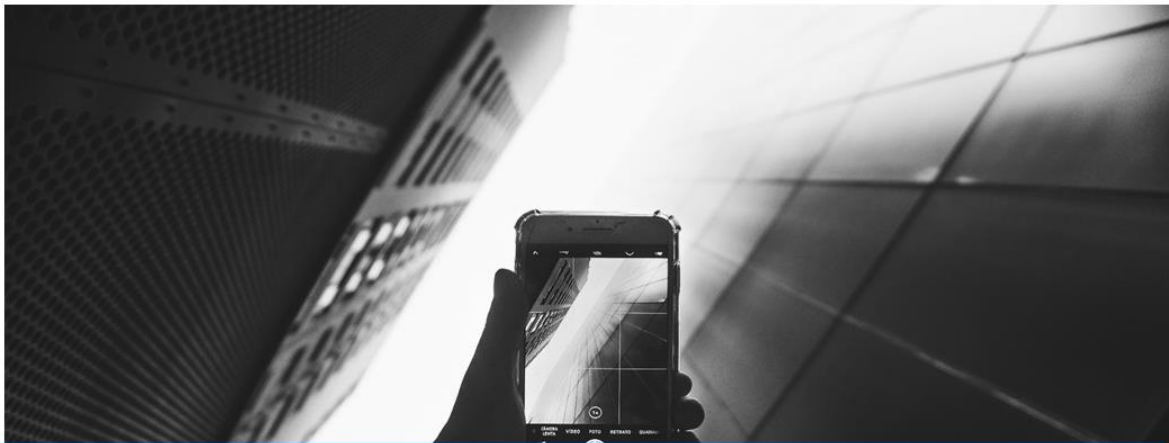
Exploring the Use & Impact of Mobile Technology in a Work-Based Employment Program for Adults Who Face Barriers to Employment

Stella's Circle

Hope Lives Here

Enhancing the Women in SETT Leadership
Program in Newfoundland and Labrador

WinSETT
Centre

Canadian Centre for Women in
Science, Engineering, Trades and Technology

Evidence for Community Employment Services:
A Collaborative Regional Approach

COLLECTIVE
INTERCHANGE

Evidence for Community Employment Services:
A Collaborative Regional Approach

- What service outcomes do you currently track/report?

- What important impacts do you see in your day-to-day work that are not tracked/reported?

- Who benefits from the tracking/reporting that you currently do?
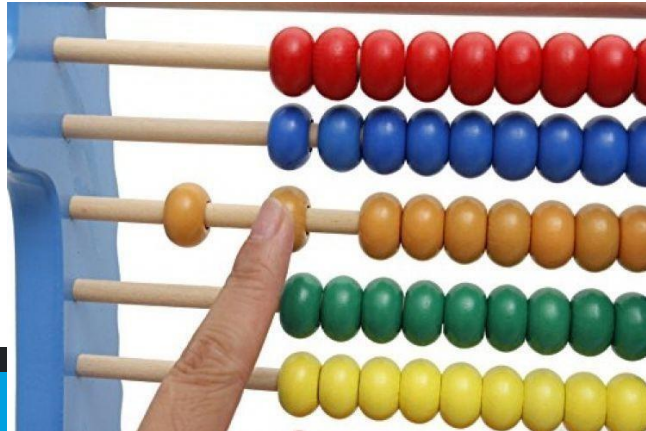
Who Should Benefit from Tracking/Reporting?

- Governments
  - need to know their investments are working
- Practitioners
  - need to know that what they are doing is making a difference
- Clients
  - need to be engaged to make change happen; engagement is the #1 indicator of client outcomes (1100 research findings, Norcross, J (2000); The Therapeutic Relationship)

Our Community-Based Research Project

- This project builds on several years of research projects in Canada and internationally

- It all started when a federal funder said…*"Your field hasn't made the case and you'll always be fragile until you can do that."*

- Canadian Working Group for Evidence-Based Practice & International Research Working Group

Our Community-Based Research Project

- Systemic support for evidence-based employment services

- Culture of evaluation and accountability in which both policy and practice are informed and strengthened by data;

- Capacity of the sector to innovate with needs-driven services that result in priority client outcomes.

Key questions:

- *What interventions in what contexts with what client profiles produce what results…?*
- *How can this data be used to create system efficiencies and ensure services meet priority client needs and result in the outcomes clients and funders want?*

It Takes a Community

- GGI – data analysis

- ARMS – technical support/platform

- CEC – liaison, coordination

- Collective Interchange Co-op – administration

- CCDF – research protocols, implementation

- Research Partners – the "heart and soul"

   of the project

This Project

- Phase 1 (June – November 2018): Data mining, tailoring PRIME and preparing to use PRIME

- Phase 2 (November 2018 – November 2019): Use PRIME, data collection

- Phase 3 (December 2019 – November 2020): Research report, reflection on learning and capacity building plan

Phase 1: Data Dive Results

After extensive analysis of the existing data (2008-2018) there is one overall conclusion: We can describe a lot and explain a little.

This research highlights the need for PRIME to:

- Understand how clients are matched to services and who may best benefit from different types of programming;
- To improve service delivery and the client experiences; and
- Provide up-to-date information on results in order to meet client needs and adjust the services provided.

Phase 2: PRIME

✓ Collects and analyzes a much richer, wider range of data (initial strengths and needs, progress and outcomes)

✓ Supports quality service by providing coaching, cues, checklists and tools/resources tailored to different participant needs

✓ Can be used collaboratively with participants (avoiding the need to enter data after meeting with participants, promoting participant self-awareness and supporting a shared understanding of needs/priorities)

✓ Follows the natural process of service delivery, so can be a "companion" throughout the full service delivery cycle

✓ Is based on 6 years of research in partnership with front-line service deliverers across Canada

Next Steps

Research Partner agencies recently completed 2.5 days of intensive training and are now fully immersed in Phase 2, using PRIME with every client from initial assessment all the way through to closure, capturing progress and outcomes along the way

Phase 3: December 2019-November 2020

Return to principle of learning and sharing:
- Share Research Report – what did we learn?
- Reflection on Learning & Action – What do we want to do based on that learning?
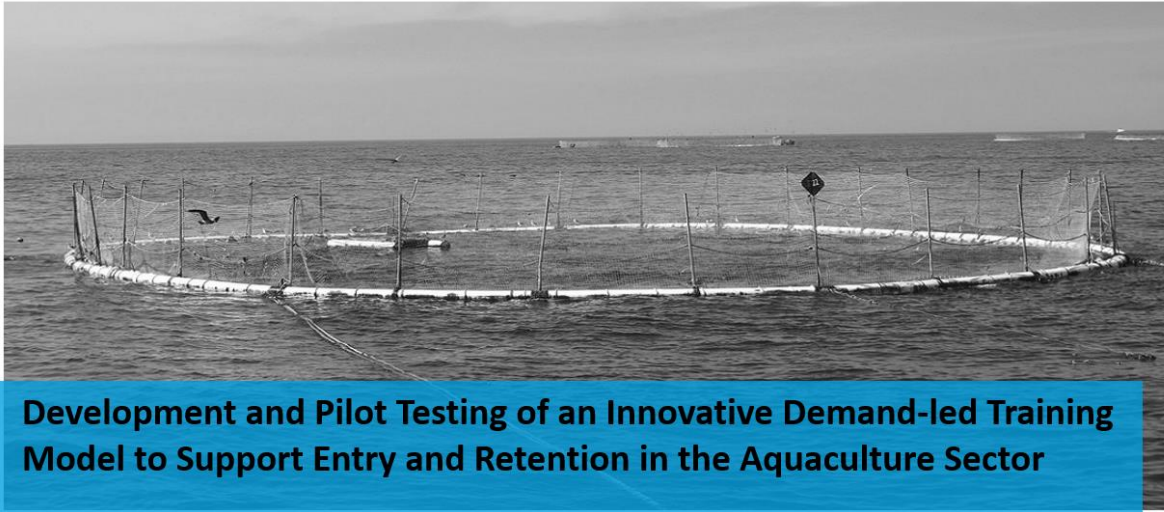
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Development and Pilot Testing of an Innovative Demand-led Training Model to Support Entry and Retention in the Aquaculture Sector

SRDC 25 SRSA

SOCIAL RESEARCH AND DEMONSTRATION CORPORATION
SOCIÉTÉ DE RECHERCHE SOCIALE APPLIQUÉE

Development and pilot testing of an innovative demand-led training model to support entry and retention in the Aquaculture sector

Social Research and Demonstration Corporation
January 2019

Development and pilot testing of an innovative demand-led training model to support entry and retention in the Aquaculture sector

Boris Palameta
Social Research and Demonstration Corporation
Cannexus, January 2019

SOCIAL RESEARCH AND DEMONSTRATION CORPORATION
SOCIÉTÉ DE RECHERCHE SOCIALE APPLIQUÉE

Development and pilot testing of an innovative demand-led training model to support entry and retention in the Aquaculture sector

Duration of Project: January 2018 to June 2020

Project lead: Social Research and Demonstration Corporation (SRDC)

Partners: College of the North Atlantic (CNA) and the Marine Institute (MI)

Location: Coast of Bays region, Newfoundland

Target population: Distant from labour market and/or displaced; older workers; youth; Indigenous; newcomers

Research Questions

Context

- Aquaculture is experiencing significant growth. It was identified as a key sector to strengthen the economic foundation of the province (*Way Forward, 2016)*

- Available labour pool is either distant from the labour market, or displaced from other sectors

- Low levels of confidence and adaptability to pursue training and employment in aquaculture

Research Questions

- Is it feasible to develop and implement a sector-specific model of essential skills training for the unemployed that is aligned and integrated with technical training and occupational requirements of the aquaculture sector?

- Does the model lead to positive training and employment outcomes including success with technical training, employment, and longer-term job retention within the aquaculture sector?

Design and methodology

Phase 1: Document review and needs assessment (SRDC)

Sector needs analysis: develop and validate a job performance framework for entry-level workers

Participant recruitment; course preparation (CNA/MI)

Phase 2: Research design and instruments (SRDC)

Develop instruments and protocols for data collection (e.g., surveys, skills assessment)

Customize curriculum to meet needs of learners and employers (CNA/MI)

Phase 3:Training delivery - 5 weeks Essential Skills (CNA), 7 weeks technical (MI), 5 weeks work experience (participating employers)

Implementation and feasibility analysis (SRDC)

Collect data on implementation of training and early outcomes from participants and employers

Phase 4: Participant outcome analysis (SRDC)

Collect 6 month follow-up data from participants, analyze all outcomes, prepare final report

Phase 5: Dissemination

Share results with funder and other stakeholders

Status of Project – Phase 1 completed

Phase 1 activities

- Extensive document review → developed a performance framework that summarizes primary business outcome domains, and the critical job tasks and skill gaps within each domain.

- Stakeholder engagement (depth interviews, focus groups, surveys of site managers)→ validate and refine the framework

Phase 1 main findings

- The skills required are impacted by industry change: 1) increasing use of technology, 2) general expansion and innovation, and 3) new workforce recruitment strategies

- Main skill needs:

  - Digital skills, and ability to use other skills (e.g., document use, numeracy) within digital environments

  - Continuous learning and skill upgrading

  - Not just technical skills in areas such as fish biology, boat skills, equipment maintenance, etc., but greater understanding of how tasks fit into the larger production cycle and why protocols are important

  - Increasingly diverse workforce, need soft skills such as working with others, communication, and critical thinking
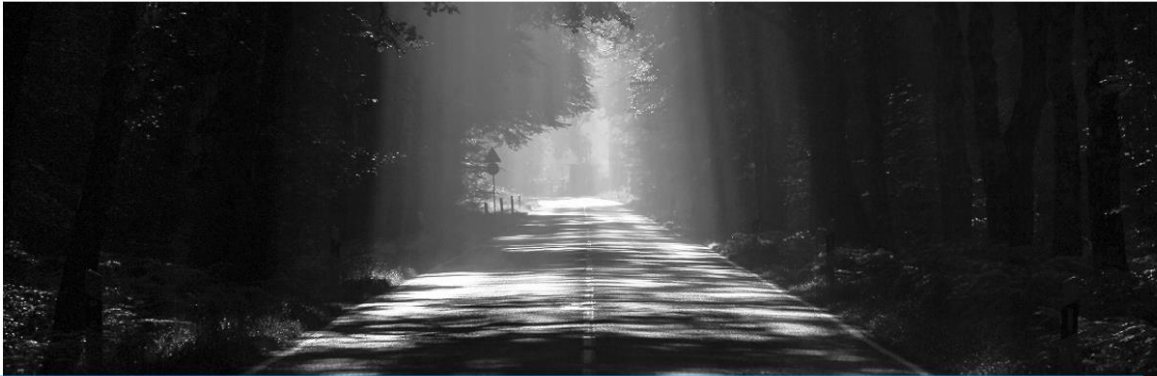
Status of Project – Phase 2 (in progress)

Current activities

- Approximately 17 students recruited

- Essential skills training to start in Feb 2019

- CNA and MI are tailoring curriculums based on Phase 1 findings

- SRDC is developing research instruments for implementation and outcome research

Pathways to Work: Co-designing Improved Employment Pathways for Inuit Youth in Nunatsiavut, Labrador

# Pathways to Work: Co-designing improved employment pathways for Inuit youth in Nunatsiavut, Labrador

SRDC is partnering with community members in Nunatsiavut representing various stakeholders in the area of youth supports and employment, such as employment support providers, and youth supports.

Formal consultations and partnership development has taken place with members from various NG departments including Health and Social Development, and Economic Development.

Nunatsiavut, Labrador
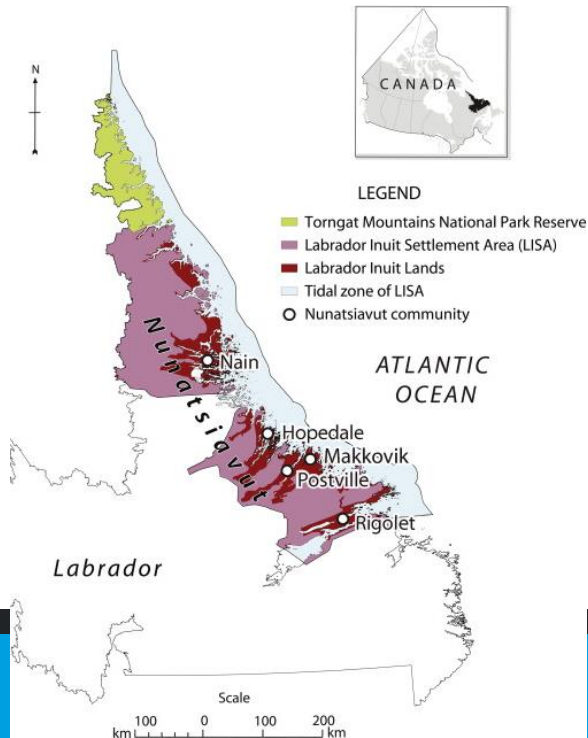
- The project will take place in a coastal community in Nunatsiavut.
- The project will focus on pathways to work for Inuit youth (aged 16-30).

Research questions

- How can the perspectives of youth, employers, and community stakeholders be integrated to co-design a contextually responsive and strengthened pathway to work for Inuit youth in rural and remote communities in Labrador?

- How can a co-design process be used to improve efficiencies in aligning the emerging labour force with labour market demand and economic development opportunities?

- What can we learn from employers, community stakeholders, and Inuit youth about barriers to uptake of services currently offered to strengthen Inuit youths' connection to employment, and the community assets and resources available to address these barriers?
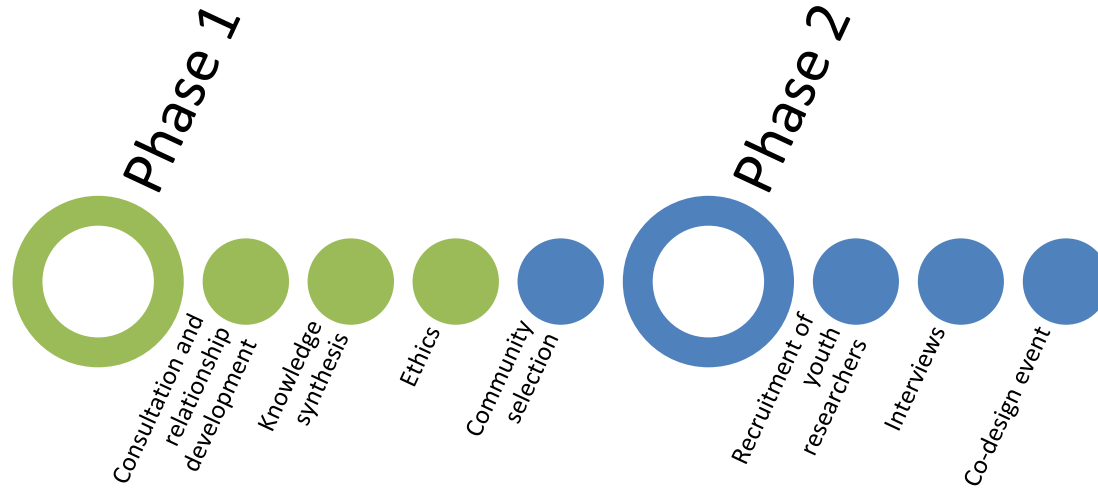
Co-designing improved pathways to employment

Phase 1:In the first, inquiry phase, we have completed a jurisdictional scan and knowledge synthesis, identifying effective practice in youth employment in rural and remote communities.

Phase 2: The second, co-design phase will bring youth, employers, and community stakeholders in the region together to develop creative ideas, priorities, and ultimately, a consensus-based intervention model to improve the alignment of local employers' needs and opportunities with the abilities and skills of local youth.

Project timelines and update

Phase 1
- Consultation and relationship development
- Knowledge synthesis
- Ethics
- Community selection

Phase 2
- Recruitment of youth researchers
- Interviews
- Co-design event

Contact

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Questions?

Thank You!