Summary of Group Discussion Topics

**Topic 1:** Without risking client privacy, please share with your group any cases you are currently dealing with where the client would likely be eligible for and benefit from a referral to YEF.

Case 1: Client is 27 yrs of age and was a pharmacist in her country of origin. Her education is not recognized in Canada – her language skills are adequate. Since immigrating to Canada, she has upgraded some science courses, but has not been able to find employment in her field, and is currently working a Tim Horton’s. ES provider is working with this client to secure a placement as a Pharmacy Assistant.

Case 2: Client is 24 yrs of age and possesses a BA in Fine Arts. She is currently on OW funding and struggles with addiction and mental health issues. She is currently working in a contract position, but it may not be a good fit for her. Also, because of her current wages, she will be coming off of OW, but her counsellor feels that the client is unlike to last in the current job. As a result of ongoing assessment and support her counsellor feels that the client might benefit from a career change, perhaps taking the route of an apprenticeship trade. The group felt that while YEF might eventually be a good referral option, several things needed to happen first: 1) stabilize income (apply for ODSP); 2) explore other career options; 3) if the exploration step yields an outcome whereby the client might benefit from short term training / on the job learning and experience, then a referral to YEF would be appropriate.

Case 3: Client has a call centre background and suffered “burn out” and ongoing depression. He needs a change of career and through the assessment process the restaurant/hospitality sector seems to be a good option. ES provider is working with this client to secure a placement with a restaurant.

Case 4: Not a specific case, but the local School Board is working on broadening access to Supervised Learning Alternatives (SAL). The group discussed a bit about a referral process and issues around duplication of effort/support. In the end, this was not considered to be a concern as duplicate support efforts from teacher/service provider may amount to much need “wrap around” support structure.

Case 5: Youth in transitional housing – part of the requirement is for the individual to be “moving forward” either with education or employment. These individuals may benefit from a referral to YEF so that an ES counsellor can work with him/her to conduct service planning and coordination efforts best suited to the client’s needs.
Case 6: A deaf client has recently graduated high school. She has participated in 2 job placements. Her third job placement was successful at a fast food location however the employer is unable to hire her on as there are no positions currently available. Perhaps a longer placement through YEF would benefit her and then at the end of the placement perhaps a position would be available.

Case 7: Client is 24 years old, wants to be an arborist, lives in a rural location and has no transportation. One of the Service Providers said that this one might be tricky because of the limited number of arborist employers in the area and there needs to be a job at the end of the placement.

Case 8: A literacy learner who wants to be a web page designer, lives in a rural location and has no transportation. There is a self-employed web designer in the area whose business is growing who might be interested in hiring an employee. YEF may be beneficial to both interested parties.

Case 9: A recent graduate with a post-secondary diploma has not been successful at any job interviews to date. Hopefully the employer incentive will assist this individual to securing employment.

**Topic 2: Identify some best practises in coordinating services for this particular client group.**

- It is important to have signed consent(s) in place prior to sharing information or co-supporting clients
- When it make sense to do so, “other support person(s)” should be invited to participate in service planning meetings with a referred client – wrap around support (e.g. family, teacher, other)
- Wrap around supports philosophy could extend beyond the initial referral and assessment stage and continue through the ongoing monitoring and support stages of a placement if possible to enhance coaching and retention
- Expand service coordination opportunities and nurture community partnerships
- ES providers might consider referring YEF clients to other EO partners / community agencies specialized services even while the client is receiving YEF placement / supports (e.g. LBS providers could provider short term training as a fee for service)
- Service Providers are out in their communities promoting this fund
- They are arranging information sessions to local employers, the public, chambers of commerce and their current client group
- Need to do make this fund aware to community agencies, employers, high schools, parents, youth groups & networks, city planning boards, and economic development people
- Career Edge belongs to a provincial networking group and they will be discussing YEF and identifying best practices across the province (their next meeting is in October)
- Referrals – knowing what is available in the community
- Hand-holding process
- CMHA wants to collaborate with ES service providers
- Focus will need to be on the right paperwork – standard release forms? Career Edge has a generic form they use that works for employers, MTCU and other organizations; it’s good for 6 months; OW has their own form
- One of the marketing strategies - OW helped with marketing by putting an insert in the envelopes re a construction job fair
- Learning Centre brings client to the office – client centric
- Career Edge has a similar model
- Worked with community living on a mutual client
- CMHA notes, that to build trust you need time
- Lots of good partnership possibilities around the table
- Hard to serve clients = people in transitional housing – they have many barriers to employment
- Career Edge has clients & employers in the hopper for YEF
- Food bank suggested putting flyers about YEF in food hampers
- Constant need for outreach – alternatives for women program, they partner with CMHA and may partner with Career Edge in the future
- CMHA looking at offering anger management workshops
- CMHA & CHS have a positive working relationship

**Topic 3: If we were to hold a secondary YEF meeting, extending the participant base beyond this group, what stakeholders should be at the table?**

- Employers – point was made that in some cases employing youth and vulnerable/barriered youth at that, would require a conceptual shift on the part of the employer – expectations need to be set and managed carefully in this regard. “We need to help employers to champion YEF.”
- Chambers of Commerce
- Business development services such as Economic Development, CFDCs
- Public and private colleges, school boards, other training providers (e.g. Loyola)
- Human Resource Professionals Ass’n of Ontario (HRPAO)
- CLA (Marsha)
- Northern Lights
- OW (Centre Hastings & North Hastings reps)
- ODSP
- Youth workers in the school (independent? Although paid by the school boards)
- Need additional people from the school boards (x2)
- Return to Learn (Julie Jarvis?)
• Learn to Earn program (?)
• John Howard society
• Girls Inc. (Kingston) program at Abigail’s place
• Abigail’s
• Triple P (a program for young mothers, takes place at Abigail’s place)
• Ontario Early Years Centre
• Attend the brown bag networking meeting in Madoc & Bancroft & give info about YEF (Reta Sheppard, organized the meetings and works at the Housing Resource Centre)
• Location specific meetings (Bancroft)
• CNIB
• The “Buy Locally Owned” group
• Representatives from all the high schools
• Social Services
• Rotary Clubs
• Pathways to Independence
• Interagency group in Picton
• QEN Representatives
• Family Space
• Youth Centres: Trenton, Napanee and Belleville
• YMCA
• Churches
• Good Baby Box program
• Service Groups
• Sports Groups