




Invitations to participate in First Work's 2012 Members Survey were extended to First Work's member organizations in September 2012. Responses were ultimately received from 36 members; a response rate of 54%. This document summarizes respondent feedback.

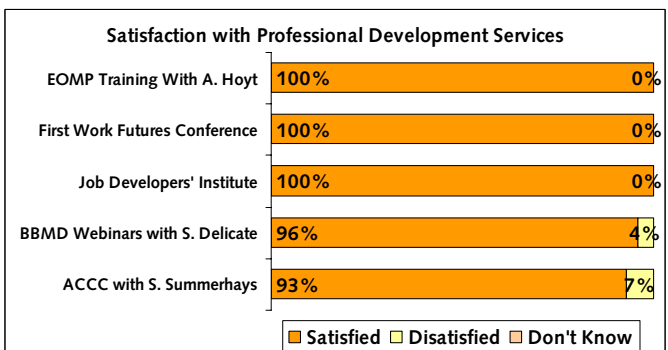
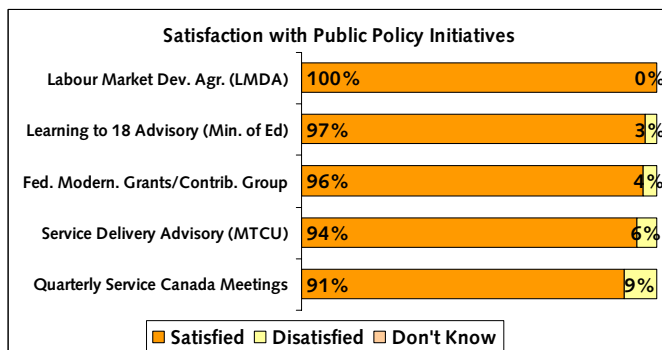
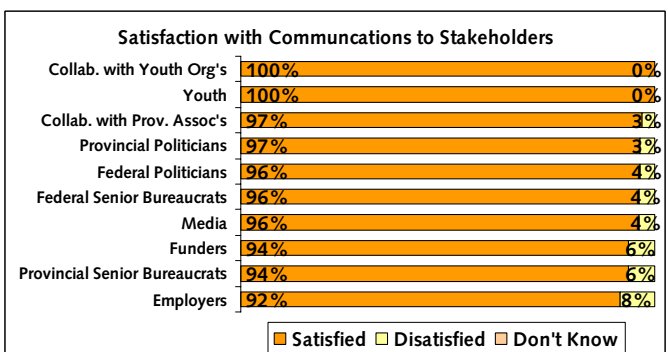
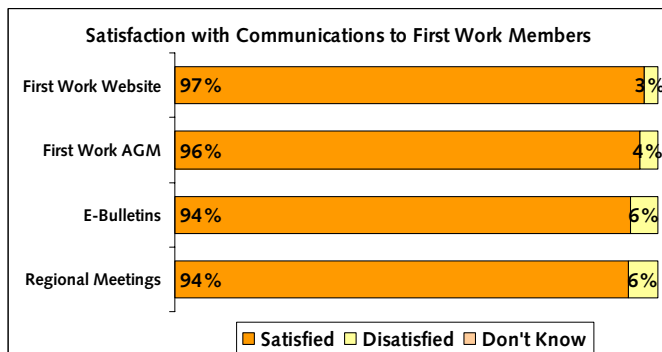
### RESPONDENT OVERVIEW

- Participant organizations were most likely to indicate being in the South West Region (8), followed by the Central Region (5). Five respondents indicated The Eastern and Northern Regions, respectively. Twelve did not respond.
- Participant organizations were most likely to be located in an urban community (15), followed by rural (8). One responded indicated being in a suburban community. Twelve left this question blank.
- Most respondents were familiar with Evidence, Hire Prospects, Green Skills Network and the National Dialogues.

First Work Divisions		Yes	No
 EVIDENCE <small>YOUR COMMUNITY'S RESEARCH DEPARTMENT</small>	Familiar with	88%	12%
	Worked with	24%	76%
 HIRE PROSPECTS	Familiar with	94%	6%
	Worked with	39%	61%
 GREENSKILLS NETWORK	Familiar with	85%	15%
	Worked with	36%	64%
 NATIONAL Youth Employment DIALOGUES	Familiar with	73%	27%
	Worked with	30%	70%

### SATISFACTION WITH FIRST WORK ACTIVITIES

- Respondents consistently expressed satisfaction with First Work's communications to Members and to stakeholders, First Work's professional development opportunities and public policy initiatives, when they had knowledge of those activities.



## MEMBER FEEDBACK ON FIRST WORK'S PERFORMANCE IN 2011-2012

### Your Agency's Experience with First Work initiatives

- Green Skills Network (x9)
- Accessed training (x2)
- Higher Prospects survey (x2)
- "Appreciate First Work and the work being done"
- Good Initiatives but no bearing in rural communities
- GM sits on NYED panel
- Participated in Futures

### First Work's Greatest Success in 2010-2011

- Futures Conference /National Stream (x5)
- Collective voice for youth in employment (x3)
- Leadership Summit (x3)
- Go-to umbrella group/collaboration with ONESTEP (x3)
- Efforts to stay abreast of Network issues (x2)
- Green Skills Network (x2)
- Quality of the trainings (x2)
- Information bridge between Funders and members
- Reconnection with membership

### What Prevented Participation this Year

- Lack of funds (x4), time (x4), or staff (x5)
- Member vs. First Work Location (x3)
- Not aware of some initiatives (x2)
- Communication flow can prevent participation
- "Green Skills appealing but not an option"
- Lack of relevance to community
- None - partnerships always good experience

### First Work's Biggest Challenge in 2010-2011

- New EO ES model (not youth friendly; x6)
- Engaging Gov. officials & Sr. Ministry staff (x5)
- Engaging / meet demands of membership (x3)
- Maintaining relevance given size of EO network
- Positioning as the sector umbrella group
- Positioning with key stakeholders
- Serving those outside Toronto area
- Viability in current economic/political climate

## FEEDBACK ON INCREASED COLLABORATION OF UMBRELLA ORGANIZATIONS

- Respondents listed 28 different Umbrella Organizations, of which five were listed more than once:
  - ONESTEP (x14)
  - OCASI (Ontario Council of Agencies Serving Immigrants; x4)
  - CASIP (Consortium of Agencies Serving Internationally Trained Persons; x2)
  - Chambers of Commerce (x2)
  - JOIN (Job Opportunities Information Network) Partnership (x2)
- Of those who responded to the question (n=22), 95% expected it would benefit their organization for these umbrella organizations to collaborate.
- Respondents were asked how this collaboration would benefit them, or not. Emergent themes included:
  - Efficiencies in knowledge acquisition and transfer, maintaining current knowledge
  - Greater opportunities to network, learning from others, best practices
  - Everyone working together on the same page / strength in numbers
  - Lesser costs for same or greater benefits, greater financial viability
  - Reduce duplication of efforts on tasks such as trainings
  - Coordinated / stronger advocacy
  - Shared events, joint initiatives

## EMPLOYMENT ONTARIO NEW DEVELOPMENT FUND

- Respondents offered the following for what the Ministry should invest in to maximize network development:
  - Best practices across the province (x2)
  - Eastern Region Conference - networking for front-line and supervisors, building capacity within the network, understanding results, building business intelligence etc.
  - Identification of service gaps, i.e.: youth unemployment and looking long range rather than to the next election in what the employment needs of the province will be 10 - 20 years hence as the Boomers are fully withdrawn from the labour force.
  - Identifying centres / agencies with specialties or specific client groups like youth that they can focus on and serve exclusively. Making sure all agencies are following the same guidelines and have the same processes to make it fair across the province to serve clients and employers.
  - Invest in supporting network collaboration, regional service coordination groups. Allow for applications that would support this work. -open projects to those who are not meeting all targets since targets are not allocated accurately at this point and agencies and communities who could benefit the field by having projects are denied the opportunity.
  - Investing in designating resources to staffing that just coordinate the communication of information among organizations and can lead one group to advocate
  - Make the criteria for Second Career broader and more inclusive, increase support funding for clients in both placements and training and education. Improve CaMs functionality making more user friendly for agencies and the staff of MTCU and of course make it less cumbersome
  - More training sessions by MTCU for Managers; more networking
  - Open to anything that strengthens our maturing network
  - Professional Development and Networking in our new reality.....
  - Re. comments to question above, technologies to improve news, information gathering, opportunities to network for members not on Boards, committees of umbrella groups. Additional: umbrella group(s) consider "editorializing" on government activities, policies; providing independent insights, views on current issues, changes, trends.
  - Research, innovation, specialized initiatives
  - Webinars
  - ? / Don't Know / Unsure (x2)