

# **Common Assessment for employment related needs**

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**Ministry of Advanced Education and Skills Development**



# 1. Context

Transformation of  
Employment &  
Training Services

# Transformation of Employment & Training Services



- First announced in Budget 2012, and reaffirmed in Budgets 2013-16, the integration and transformation of employment and training services is a key government initiative that will transform Ontario's employment and training system to better meet individual's needs, improve outcomes and ensure resources are being targeted most effectively.
- As part of this transformation, the Ministry of Advanced Education and Skills Development (MAESD) is developing a number of system features that will enhance service delivery capacity and planning.
- One of these system features is a common assessment process that will provide a more consistent method of assessing employment and training needs of individuals and matching them to an appropriate level of service.

# 2.

## Common Assessment

Definition and  
Commitments



# What is “Common Assessment”?

*“Common Assessment” refers to the development of more consistent methods of assessing the employment and training needs of individuals and matching them to appropriate services.*

# Common Assessment will ensure that:



Common Assessment is intended to complement existing service provider expertise & professional judgement in making service decisions and is not intended to replace more detailed assessment or diagnostic tools already in use.

# 3.

## Design

Research Findings  
and Recommended  
Strategic Objectives

## **Co-design approach**

The tool is being co-designed by the Ministry of Advanced Education and Skills Development (MAESD), the Ministry of Community and Social Services (MCSS), the Ministry of Health and Long Term Care (MOHLTC) and municipalities



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# External Expertise for Tool Design

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An external consultant was selected to provide technical advice on the design of a common assessment tool.



# Consultant's Key Research Findings



## Statistical Model

There is no perfect model or set of characteristics for determining employment success. A statistical model will achieve a high rate of success.



## Action Planning

Staff abandon profiling tools that provide little or no value-add for action planning.



## Outcome Focus

Staff and clients are more supportive of a tool that focuses on an individual's strengths and positive outcomes rather than barriers or challenges.



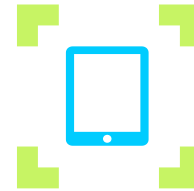
## Engagement

Individuals are more engaged and cooperative if they answer the questions themselves.



## Support

Life stabilization issues exist at all levels of service intensity and are not necessarily predictors of long-term unemployment.



## Work Structures

Traditional standard full-time employment opportunities, emerging and alternative work structures are gaining popularity.

# Research Conclusions



Use a profiling tool to direct individuals to a level of service intensity, rather than individual programs.

A profiling model is effective if it is the mandatory first step in getting employment assistance.

Long-term unemployment in Ontario is due to a mismatch of workers' skills to jobs available; older workers remaining in the labour market longer; and the less likelihood of an interview beyond six months of unemployment.

Work-life success comes from learning to manage lifelong work changes.

# Recommended Strategic Objectives

<b>Implement Common Assessment Tool and Work-Life Action Plan Application</b>	<b>Human-centered tool design</b>	<b>Provide added benefit for staff</b>	<b>Provide added benefit for individuals</b>	<b>Ensure organizational supports are In place</b>
<p>Tool to triage individuals to a level of service intensity</p>	<p>Strengths-based tool that includes individuals's soft skills and data needed for action planning</p>	<p>The tool triage function should free staff to focus on individuals most in need</p>	<p>Action plan and resources organized to ensure success for individuals</p>	<p>Thorough training for staff</p>
<p>Provide specific information for action planning</p>	<p>Life stabilization issues addressed as potential sources of interference</p>	<p>Tool should reduce duplication through discontinuation of other similar front-end tools</p>	<p>Tool designed for learning and planning purposes even by those not immediately seeking employment</p>	<p>Build communication strategy and branding of the tool</p>
<p>Tool should be piloted in various locations around province</p>	<p>Position individuals for success in diverse work environment</p>	<p>Coaching aspect of tool should strengthen staff-client relationship</p>	<p>Strengthen individual's ability to proactively manage ongoing work-life changes</p>	<p>Policy changes; work-life related terminology, alternative work structures etc.</p>

# 4.

## Common Assessment Pilot

Components, Four-  
Phase Approach and  
Timeline

# Pilot Components

- 1) A **jobseeker assessment tool** that would allow individuals to identify their employment and wraparound service needs;
- 2) A **statistical model** that serves as the foundation for the tool's predictive accuracy in streaming individuals to services of appropriate intensity;
- 3) A **Work Life Action Plan** – which is a shared online space for staff and clients to collaborate on action planning; and,
- 4) **Connectivity** between the tool and existing information systems, including the Employment Ontario Information System.



# Four-phase Work Plan

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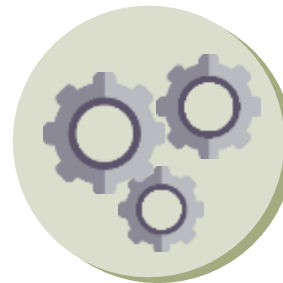
## Discovery

Initial phase to develop an understanding of user needs for the client facing assessment tool, work-life action plan, data integration needs and how this new digital service will align with existing business (i.e. cross ministry).



## Alpha

Create a lightweight prototype of the client facing assessment tool and the work life action plan that can be tested with different users. This will help to refine the understanding of the user needs.



## Beta

Build a working version of the system that can be tested with a dedicated user group. Rapid system releases should occur during this phase to help refine the understanding of the user needs through each iteration.



## Launch

The pilot phase to test the full suite of tools that can be validated and refined with a the pilot group. Scheduled system releases should occur during the pilot phase to help refine the understanding of the user needs through each iteration.

# timeline





# 4.

## **Provincial- Municipal Common Assessment Reference Group (PMCARG)**

Objectives, Roles &  
Responsibilities

# PMCARG

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PMCARG has been established to support Common Assessment project teams in the development and execution of specific deliverables in the key areas of: digital solutions, service delivery and alignment, business process modernization and contract management.



# PMCARG Objectives

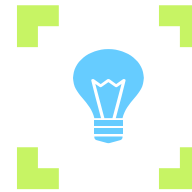
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**Champion** and promote the benefits of the Common Assessment initiative



**Contribute** technical subject-matter expertise to deliverables across each of the phases in the project's lifecycle



**Participate** directly in various activities to determine system requirements and user needs



**Conduct** system testing of the Common Assessment Tool and Work Life Action Plan



**Act** as a consulting body to help steer the project's direction

# PMCARG Roles & Responsibilities

**Map** client pathways and developing an understanding of user needs

**Test** rapid prototypes and validate against business requirements

**Assist** in the gathering and documenting of design and business requirements and key performance indicators

**Align** common assessment work with existing work within respective business areas

**Conduct** site-level research on existing services and recommend potential improvements to support project

**Make** technical design and implementation-related recommendations

# Any questions?



Send them along to:  
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