



British Columbia Labour Market Development Agreement

Ensuring the effectiveness of BC's
labour market programs

<http://www.labourmarketservices.gov.bc.ca>

Slide 1

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LMDA Snapshot



- The Canada-British Columbia Labour Market Development Agreement (LMDA) was signed on February 20, 2008.
- Last “larger” jurisdiction to sign a devolved agreement.
- Transfers responsibility from Canada to BC for programs and services aimed at helping Employment Insurance (EI) clients and all unemployed British Columbians.
- Main features of the Agreement:
 1. Devolves design, management and accountability to BC; and
 2. Allows BC to design new employment programming based on the labour market needs.

On February 2, 2009



- Transfer:
 - Approximately 250 staff, and
 - 300+ third party service delivery arrangements.
- Open 32 Offices
- Assume control of a budget
 - \$20.5 million administration costs
 - \$284 million for programs and services in 2009/10
- Link to Federal IT System

Programs as of February 2, 2009



- Employment Services
 - Wage Subsidy Component
 - Work Experience Component
- Employment Assistance Services
- Self Employment Assistance
- Skills Development
- Labour Market Partnerships
- Job Creation Partnerships

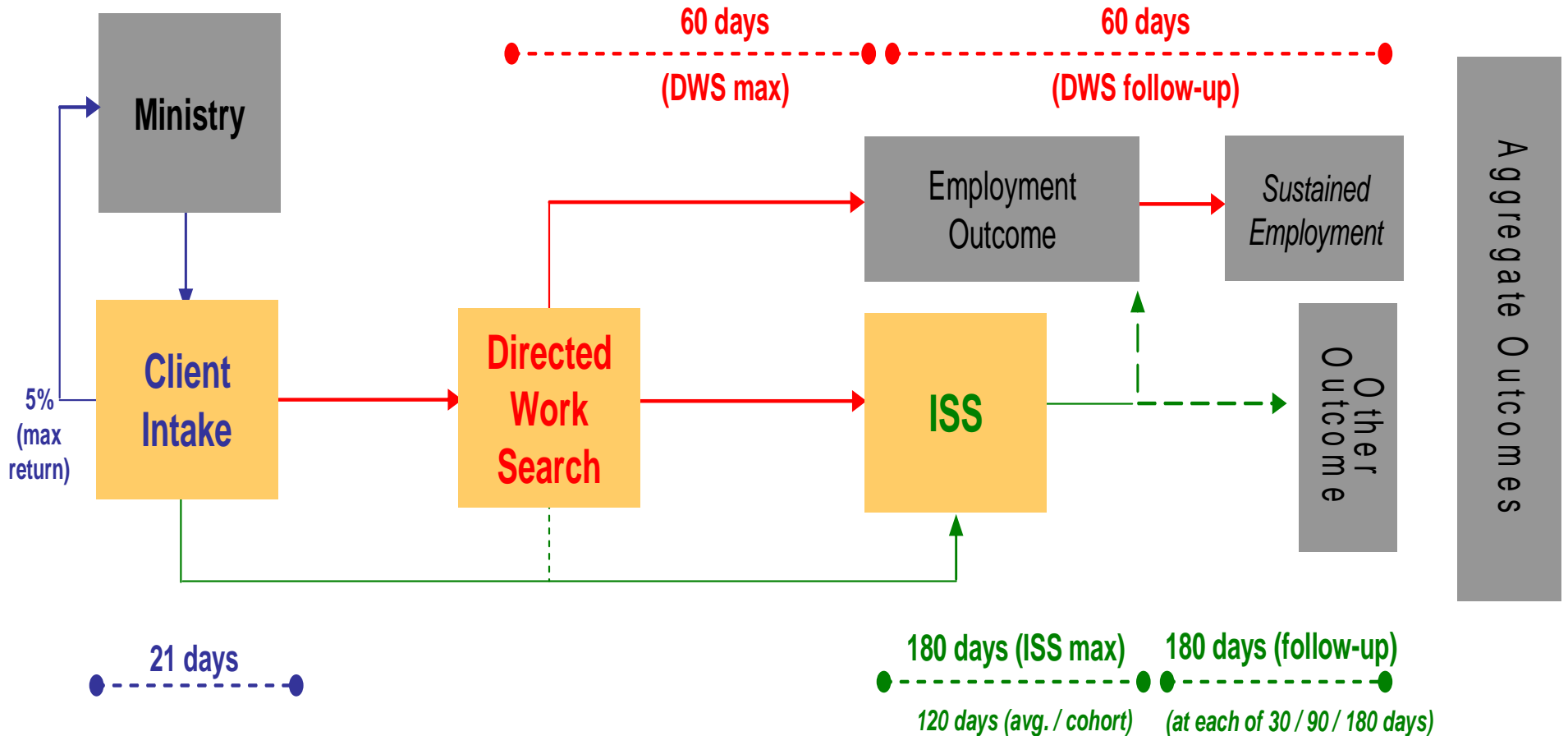
Program Development: Early Opportunities



1. Focus on Employers – Including Non-Profit Sector:

- First post-February 2 funding commitment
- Non-Profit Labour Market Partnership (LMP) as part of the Government Non-Profit Initiative (GNPI)
- \$5 million over the next 3 years

Third Party Delivery Approach: Focus on Service Delivery and Outcomes



Service Levels



1. Contractor Intake

- 95% Acceptance to BCEP
- 21 day Intake Period
- 90% are routed directly to DWS (MHAD: 75%)
- 10% are routed directly to ISS (MHAD: 25%)

2. DWS Services

- 25% achieve BCEP Employment

3. ISS Services

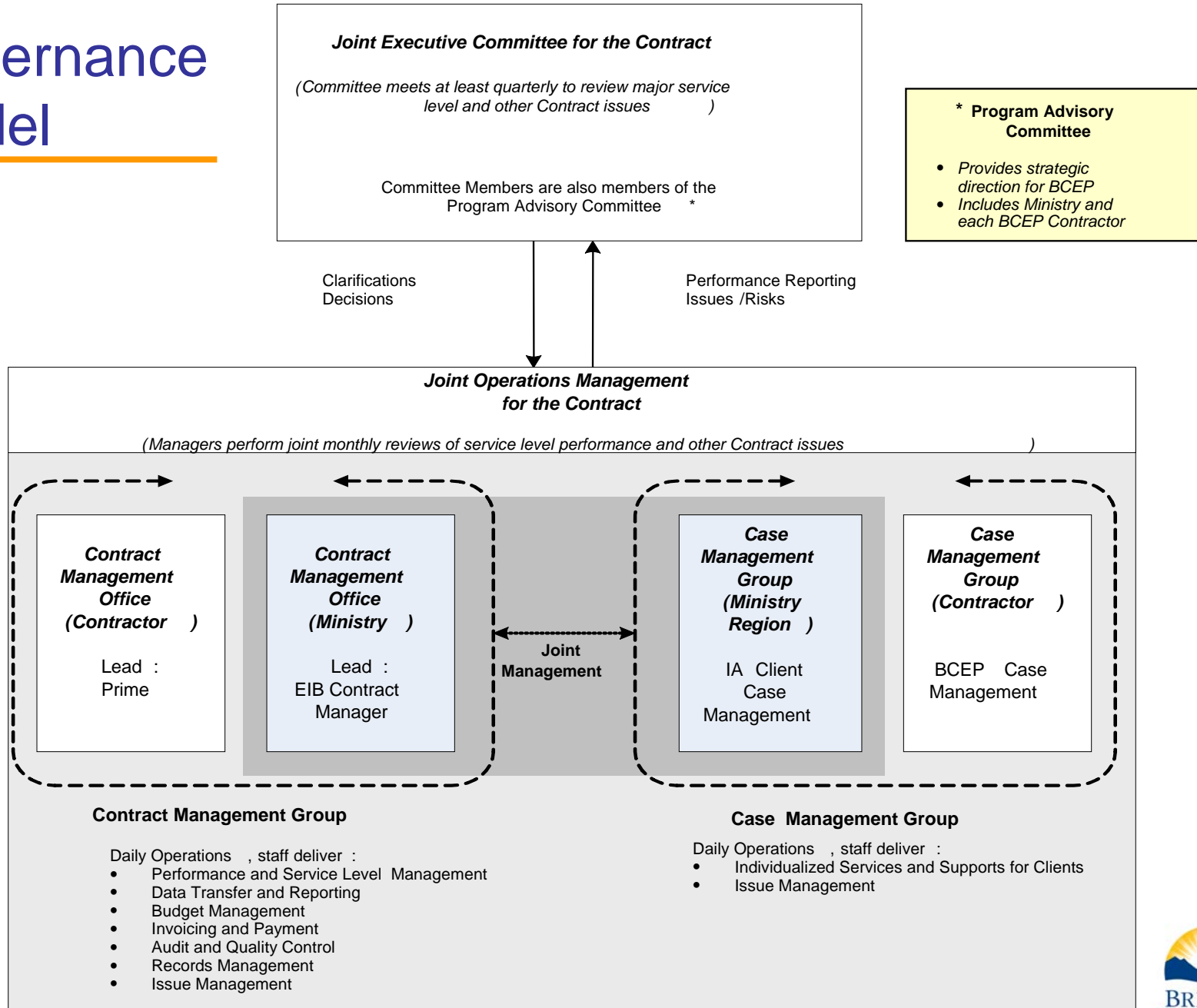
- Average 120 Days Participation
- 180 Day Maximum

Contractor Deliverables



- **Intake**
- **Assess strengths and barriers (reports)**
- **Outline expectations and consequences**
- **Provide services and supports**
- **Compliance** monitoring and reporting
- **Request ministry approval** for Pauses
- **Follow-up**
- **Report** to ministry
- **Participant Plan**

Governance Model



MHSD and Third Party Providers:

Building partnerships and resulting program responsiveness



1. In order to deliver the best client service possible, we need to ensure program responsiveness.
2. We achieve this goal by building effective partnerships that are based on mutual trust.
3. Ensuring effective partnerships necessitates that we adhere to the following practices.

Building Partnerships



1. Demonstrating integrity and transparency
2. Open Communication
 - Robust and consistent consultation process
 - Consideration of feedback in policy and planning
 - Providing up to date and timely information
3. Providing the necessary resources
 - Streamlined administration
 - Flexibility and adaptability
 - Responsiveness to local needs