

## COLLABORATE

The reason for the newly improved WINHamilton.ca site is to make it as easy as possible for all employment, training and upgrading service providers in Hamilton to work together in a client-centred manner.

As the newly improved communication hub for front-line workers in Hamilton, WINHamilton.ca will aid in providing better communication between service providers and strengthen our current service delivery network.

One of the ways that providers will be able to collaborate more efficiently is through access to working groups information which will be hosted on WINHamilton.ca

Working groups such as Employment Assistance Resource Network (EARN), Youth Employment Network (YEN), Skills Development Flagship (SDF), and others will each have areas where minutes, agendas and presentations are posted and where peer interaction takes place. Members will indicate their membership in a group and post items that are related to it.

Even if you're not a member of one of the working groups you can view their activities and priorities.

Information on programs and services will be kept up to date as will information from each of the working groups.

We encourage you to view our "one stop shop" for information on Education and Training in Hamilton, and become involved with collaborating with your peers via WINHamilton.ca!

If you have questions or wish to register as a user on WINHamilton.ca please contact Cyndi Ingle at Workforce Planning Hamilton at 905-521-5777 or by email at: [Cyndi.ingle@workforceplanninghamilton.ca](mailto:Cyndi.ingle@workforceplanninghamilton.ca).

WINHamilton.ca is a project of the Skills Development Flagship (SDF).



In partnership with



With support from Skills Development Flagship (SDF).



# C3 Connect, Communicate, Collaborate

Strengthening the Service Delivery Network in Hamilton

So much to know and so little time. The employment and training service provider is pressed for time constantly in the current climate. Our linkages across the community are critical to ensure that our clients are navigating the system seamlessly and effectively.

The goal of **Connect, Communicate, Collaborate: Strengthening the Service Delivery Network in Hamilton** is to review the service delivery network structure in Hamilton and identify a model that strengthens linkages across the Employment & Training system including those agencies that are Employment Ontario (EO) funded and those that are funded through other Ministries. This initiative is funded by MTCU in the interests of promoting collaboration and information sharing.

## Why is this important now?

- Connecting, communicating and collaborating through established linkages and networks helps us as a community to address our clients' needs in a more comprehensive way.
- We can collectively identify actions, priorities, avoid duplication and monitor and evaluate progress, results and successes.

## Let's celebrate our success!

Hamilton is a community that communicates, connects and collaborates well. The Employment and Training community in Hamilton is aligned and operating with an integrated approach to service delivery. **C3** is live and present!

## See what our community has shared with us:

- Hamilton is contained within a well-defined geographic boundary and the municipality encourages and supports employment and training collaboration. This makes it easy to communicate mandates quickly, roll out new programs, services and information because Hamilton is not splintered. There is leadership, and support between various levels of government and employment and training organizations that are well established and do not operate with a competitive mindset.
- There are different planning tables that interact which allows the sector to identify issues from a cross-cutting perspective and develop plans of action on behalf of Hamilton as a whole.
- There is no "What's in It for Me" attitude. Hamilton takes a different approach and says, "it's OUR issue and this is how we will deal with it" resulting in organizations quickly focusing their mandate(s) to achieve a larger vision.
- Hamilton continues to be used as an example of collaboration or collective impact that works by various funding organizations, to the point that the question has become, "How do we make Hamilton's model become the globally-recognized model"?

## How WIN Hamilton facilitates C3

It is challenging to distil what is relevant or important. As a community we need to do a better job at targeting the messages appropriately through different communication platforms.....hence the WIN Hamilton refresh.

WIN Hamilton is your employment and training communications hub — the go-to place for news, resources, events, professional development and leading-edge practices. It is your electronic **C3**. Take a moment to review the next few pages to acquaint yourself with its **\*new and exciting\*** features.

## Tips for helping your client reach their goals

1. Your client is part of a greater network that is important to helping them access the hidden job market - getting them to tap into this is key to their success.
2. What motivates clients to do the activities you need them to do comes through structure by setting goals.
3. When's the last time you asked your client who they know? You'll be surprised how many contacts they have and the potential for accessing the hidden job market.

John-Paul Hatala, Flowork

# CONNECT!

Since it was created in 2009, the Workforce Information Network (WIN) Hamilton has brought front-line service providers in the employment, training and upgrading fields together with the goal of providing the knowledge to allow them to serve clients to the best of their abilities.



Currently 45 service providers and programs are listed and WINHamilton.ca has over 250 users that frequently visit the site to find appropriate services and programs for their clients.

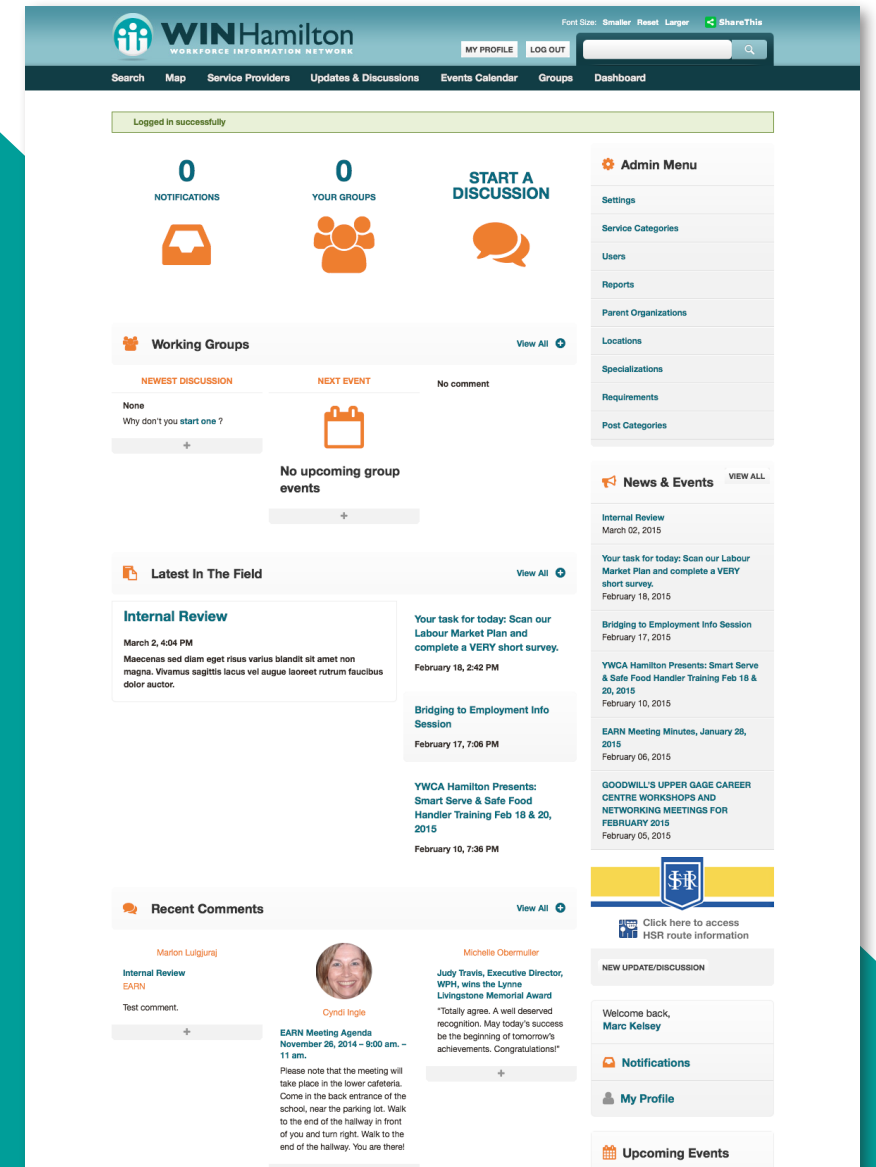
Originally designed for service providers, WINHamilton.ca was modified a few years ago to allow community members to access the wealth of information on the site.

## Changes to the site include:

- Redefined service categories, as many services have been simplified and streamlined since the original site began.
- New landing page for service providers which will show them what is new and important at a glance (ie. posts, comments, upcoming events, and notifications).

# COMMUNICATE

Part of the new WINHamilton site is the new communication landing page for service providers. Take advantage of the new WINHamilton communication landing page.



A new landing page just for users will make it easier for service providers to communicate and to help their clients more effectively. You'll want to check in often to see what is new in YOUR employment and training community. And as before you can post your organization's events and upcoming workshops to share the word to the community.

## What will the new landing page mean to you?

- You'll be informed about changes in our employment and training community and be able to add your own updates
- Keep on top of the latest professional development trends, news and events in a centralized place
- It will be easy to start discussions with your colleagues to share your ideas and client challenges

## What does your personalized page include?

- Notifications of updates will be at your fingertips
- You can access information from working groups that you belong to, or are interested in joining
- Discuss what is new in the career development field
- Review new local labour market and other relevant research

## How to Register for WINHamilton.ca

If you are not already a member of WINHamilton.ca please send an email to Cyndi Ingle at [cyndi.ingle@workforceplanning-hamilton.ca](mailto:cyndi.ingle@workforceplanning-hamilton.ca) and you will be registered as a user on the site. Once registered you can return at any time to update your profile, including adding a photo and bio information.