

2020

# The Long-Term Unemployed

A LOCAL INITIATIVE TO COMBAT LONG-TERM UNEMPLOYMENT  
WORKFORCE PLANNING HAMILTON

# **Table of Contents**

## Introduction

- Background
- Why focus on Long-Term Unemployed

## Data Analysis

### Survey Analysis

### Literature Review of Best Practices

## Conclusion

- Summary
- Recommendations

# Introduction

## Background

At the onset of this project in 2019, there was an emphasis on the long-term unemployed because the economy was seeing robust growth and it was an excellent opportunity to create a community-wide strategy to help marginalized people out of work. Creating community connections in Hamilton and an action strategy with a platform to lift the long-term unemployed was a key priority for the Hamilton community. Skills shortages were one of the top issues in the community and mobilizing our entire workforce was an imperative to meet the demand for workers as the shortages continued to grow.

Then the pandemic and the economic lockdowns ensued in March 2020. This put a pause on the project as Workforce Planning Hamilton continued to analyze the effects of the economic disruptions. The work of the steering committee temporary halted. It became clear that the strategy will need to be changed because of the massive job losses across multiple sectors. Also, many of the job losses occurred among entry-level jobs and workers without postsecondary degrees were some of the hardest hit. Now seven months into the pandemic the number of long-term unemployed has increased and therefore includes a much wider pool of workers. "More than one quarter of those deemed to be officially unemployed have been jobless for at least six months. The increase in that group of "long-term unemployed" people is "by far the sharpest recorded" since 1976 when comparable record-keeping began."<sup>1</sup>

This issue then is becoming more of a priority in our community and new strategies and action plans will need to be established. It is important to keep in mind that group of long-term unemployed prior to the pandemic have a different set of needs than the new list of growing long-term unemployed. These are multi-barriered individuals that need community resources to help them attach to the labour market. Originally this project was also going to be closely linked with Ontario Works clients as the vast majority of their clients are long-term unemployed. This link is still very important and will need to be re-established. This report will focus on this group.

## Why focus on the long-term unemployed

The long-term unemployed (LTU) are a group of people that have been marginalized by society. LTU refers to people who have been unemployed for at least six months. Their needs may be complex and many have structural roots to their barriers. Creating an environment where LTU are self-sufficient and attached to the labour market will help them and the community at large. From a labour market perspective, they are an untapped potential for creativity and an overlooked talent pool. Many studies have shown that LTU are just as productive as newly unemployed but are often stigmatized.<sup>2</sup> Employers have a potential labour pool that is being underutilized. In fact, other research shows that LTU have higher retention and can be a more reliable and loyal workforce.<sup>3</sup> By focusing on marginalized groups there is an economic incentive, but more importantly it helps the community overall and the individuals it serves.

---

<sup>1</sup> Evan, Pete. *Job market recovery slows in October*. CBC. November 6<sup>th</sup> CBC

<sup>2</sup> Van Horn, Carl, etc. *Left Behind: The Long-term Unemployed Struggle in an Improving Economy*. John J. Heldrich Centre for Workforce Development. September 2014

<sup>3</sup> A Guide to Recruiting and Hiring the Long-term Unemployed. Deloitte. 2014

It is important to remember that the long-term unemployed may have multiple barriers and each person will have separate needs. This work requires a longer-term commitment with multiple stakeholders including ones outside job-specific services.

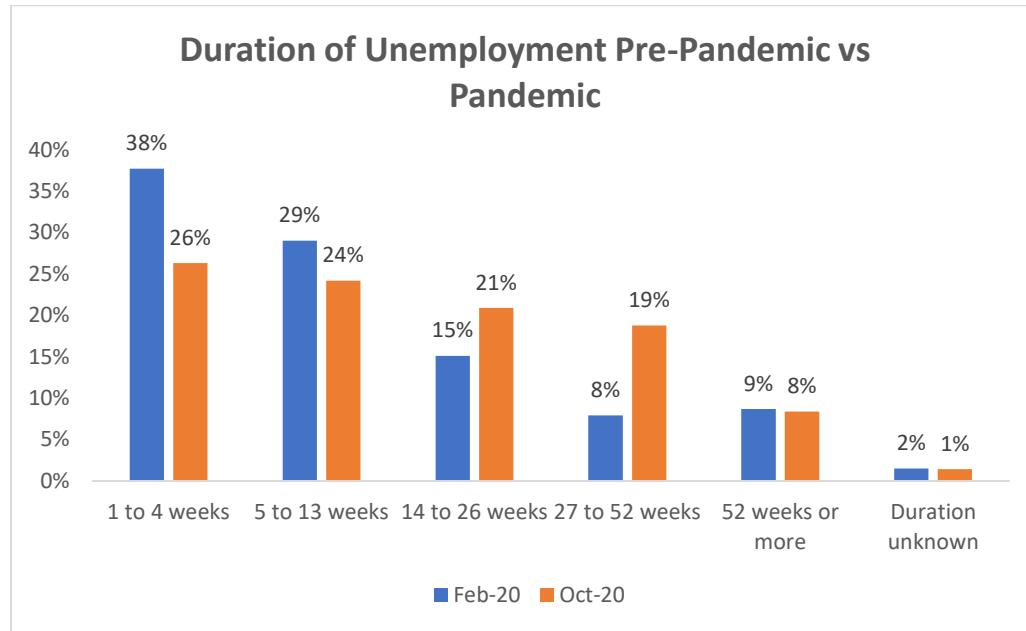
The remainder of the report looks at local data of long-term unemployed, survey results from long-term unemployed, literature review of the best practices in long-term unemployed programs, and the conclusion.

## Data Analysis: Understanding Long-Term Unemployment

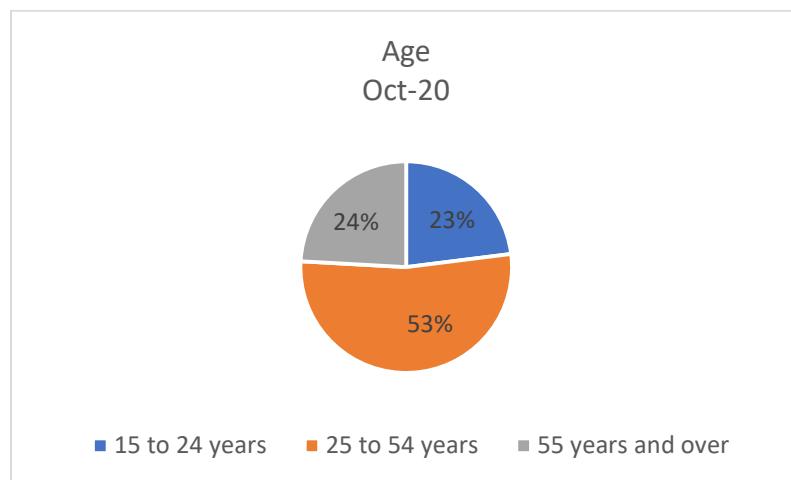
The following looks at data that was available regarding the long-term unemployed prior to the pandemic including Ontario Works Data. While some of the exact numbers and shares may have changed, the underlying trends are still the same and in fact with growing unemployment it is more of a priority.

Below, part one data is based on the general public unemployed in Ontario as this specific data is not available for Hamilton. Part two uses data from Ontario Works specifically for Hamilton.

### Part 1: Unemployed in Ontario



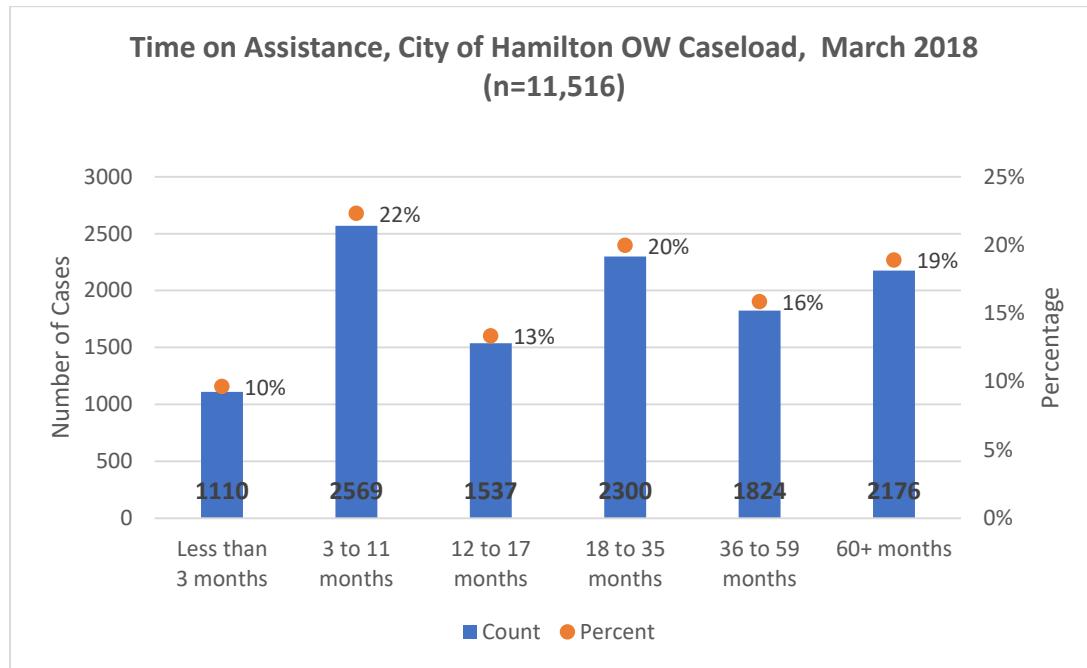
Source: Labour Force Survey



Source: Labour Force Survey

- The number of people in Ontario who are long-term unemployed (unemployed 27 weeks or more) has increased from 72,300 people in February 2020 to 189,900 in October 2020. Most of the increase has been from the group of people who have been unemployed for 27 to 52 weeks.
- 27% of the unemployed are now considered long-term unemployed. Before the pandemic it was 17%. The pandemic has now created a bigger issue of long-term unemployed than before.
- The age makeup of unemployed people has been approximately the same throughout 2020. In previous years, the share of younger people has been smaller, but now this younger age bracket makes up nearly a third of unemployed.
- 55% of long-term unemployed are males and these shares have been relatively stable

## Part 2: Ontario Works – Hamilton Caseload



- The make-up of unemployed is skewed more heavily towards long-term unemployed. The OW Hamilton categories aren't the same as Statistics Canada but Hamilton OW data reveals 68% of clients have been unemployed for 12 months or more
- Compared to the general long-term unemployed, there is a higher share of younger people and smaller share of older workers
- OW caseload was comprised primarily of single males (39.1%), single females (21.5%) and female sole support cases (26.5%)
- Females make up a higher share of 18 to 44 year old's, and males a higher share 45 years and over

- 37% of clients have less than a high school education, and 52 % have a high school diploma. Interestingly, 21% have a postsecondary level of education

## Hamilton Jobseekers: Opportunities and Challenges

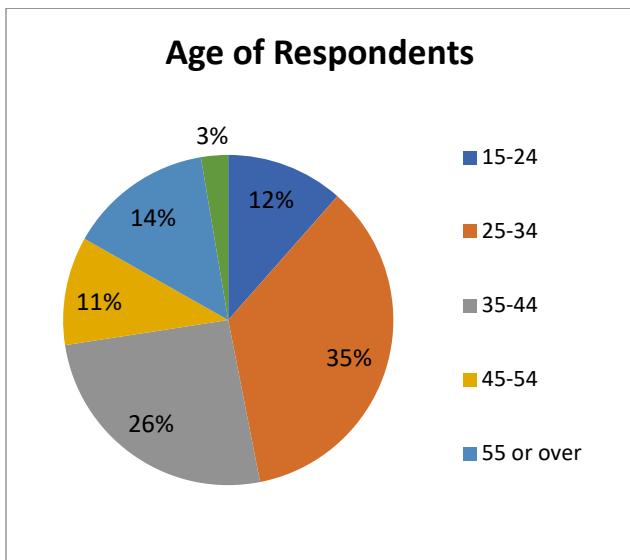
The purpose of the Hamilton Jobseekers Survey's is to understand the goals and barriers of the long-term unemployed in Hamilton. In total, there were 114 survey respondents and all were unemployed for a minimum of over a year. The survey was conducted during the summer of 2019 and aimed to reach different age groups of people that were out of work for various reasons. Questions were asked regarding participant's demographics, career goals, barriers, service needed, and more. The survey helps shed light on the long-term unemployed in Hamilton and what programs could be developed to help them.

### *Demographics*

---

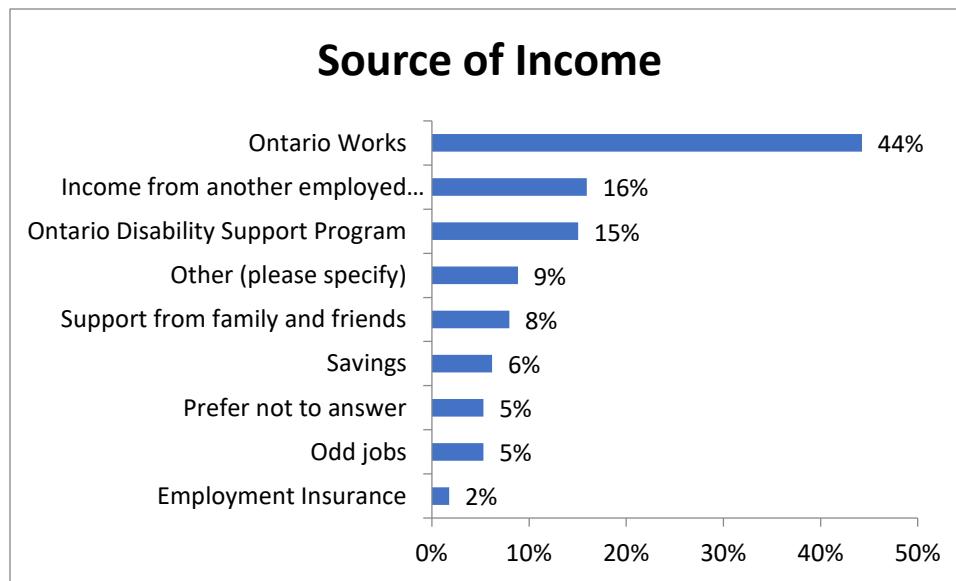
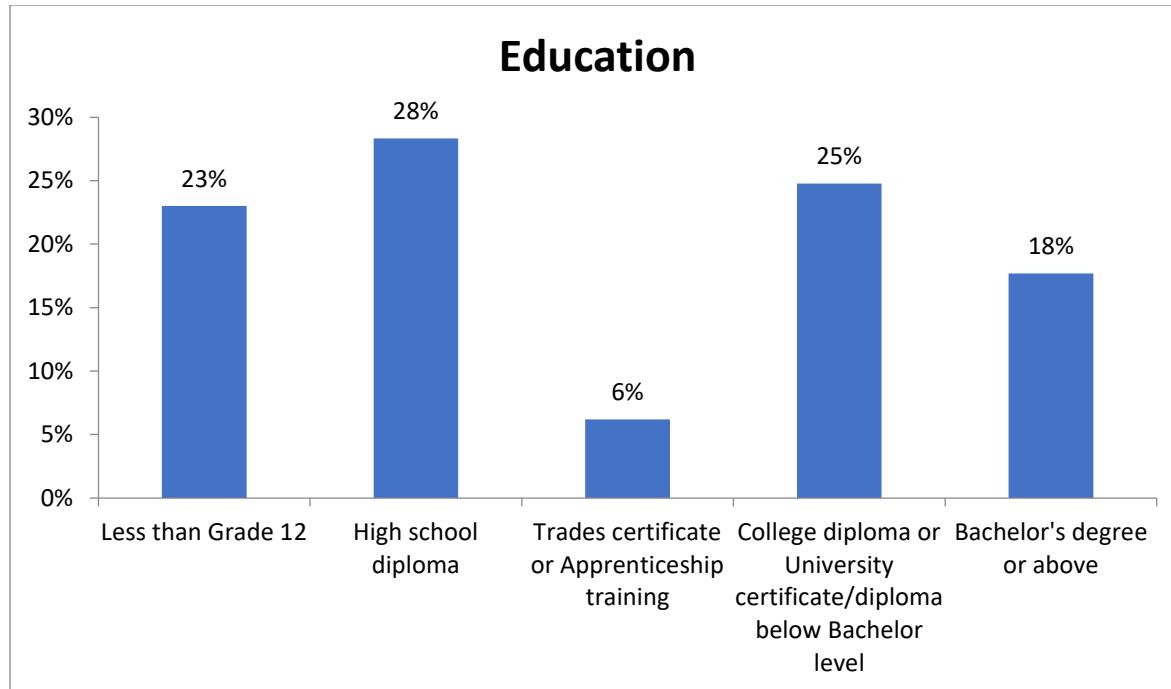
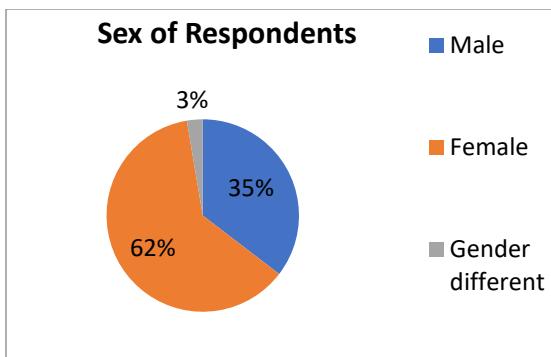
The majority of workers who participated in the survey are core-aged workers, 25 to 54 years, and female. These are over represented relative to the long-term unemployed population, as 31% are people aged 55 years and over and only 40% women.<sup>4</sup>

Respondents' education who participated in the survey was nearly even between people with postsecondary, 49%, and people with high school diploma or less, 51%. This is similar to the population of unemployed but people with high school diploma or less make up 54% of the unemployed population.<sup>5</sup>



<sup>4</sup> This is based on Ontario statistics but due to Hamilton's similar economic make-up to Ontario's, the comparison can still be used in Hamilton.

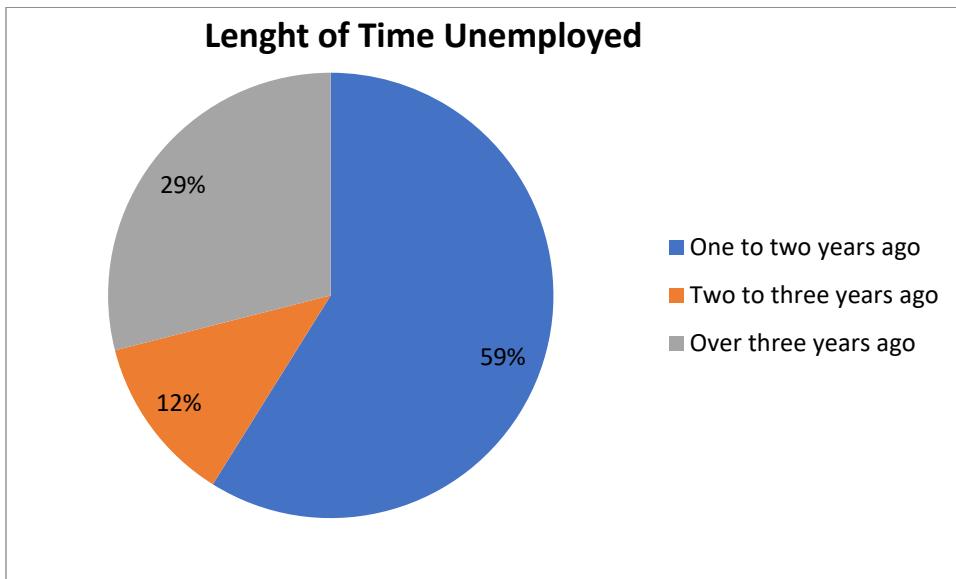
<sup>5</sup> Educational statistics could not be found for long-term unemployed but the share of people with high school or less would likely be even slightly higher.



## ***Looking for a job***

---

The majority of respondents have been unemployed for one to two years, 59%, however a significant portion of respondents have been unemployed for over three years, 29%.



92% of people are actively looking for work. The majority of people, 55%, know what job they are interested in, and 14% are considering skills upgrading. The respondents were asked which type of jobs they were looking for and their answers can be categorized into the following major grouping. (However, there were also other occupations that did not fit these categories).

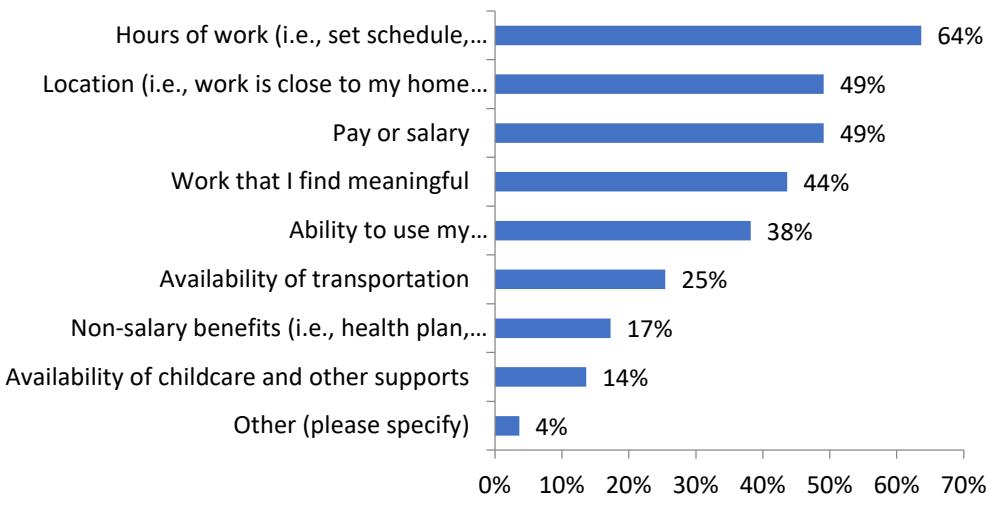
- Retail jobs including cashier
- Cleaner/housekeeping
- Community services/social service worker
- Construction worker
- Manufacturing type jobs including general labourer, fork lift
- Administrative/Booking jobs
- Restaurant type jobs such as cook, helper

### **Long-term unemployed need to use networks more!**

*Online job boards* was the most selected way for looking for work as 75% had it in their top 3.

*Network in the community* was second at 40%, which is relatively lower than the shares in Employer One which asks employers how they look for workers. Employers have word of mouth/networks selected almost at the same rate as online job boards. Therefore, the long-term unemployed need to increase their networks and use it more to get a job.

## Most important when looking for a job



The following is a list that job seekers rated as most important when looking for a job. *Hours of work* and *Location* were most important, followed by *Pay or salary*. For people unemployed for over three years *Location* was selected first. This is most likely because transportation may be a barrier for some long-term unemployed workers.

Other important facts include:

- For younger people, 15 to 24 years, *Pay and salary* was the most important factor when looking for a job
- For the oldest workers, 55 years and over, *Work that I find meaningful* was the most important factor

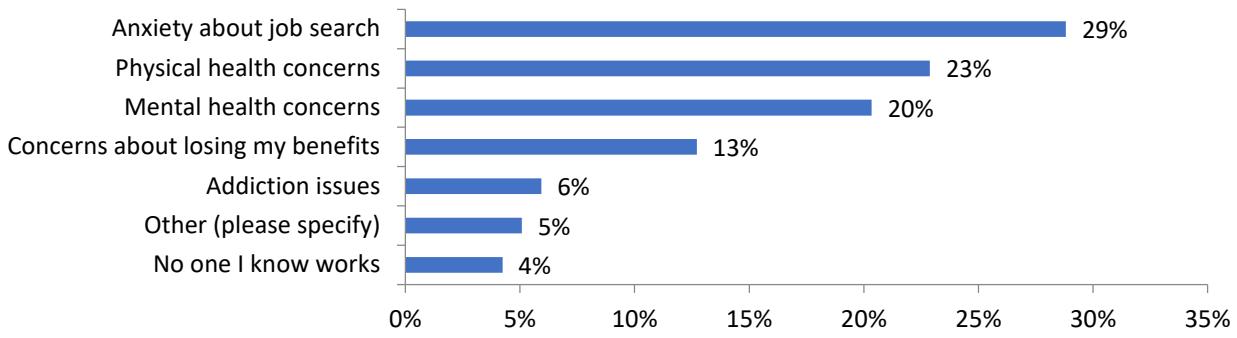
*"I am looking to work from home for a call center or something. My son is 4 years old with Down syndrome and medical issues I need to be available at all times so I basically need to make my own schedule and be able to leave in the drop of a hat."*

Survey respondent

## **Barriers**

The following is a list of barriers among the long-term unemployed separated into three main categories: personal factors, life factors, and skills and experience.

### **Personal factors**

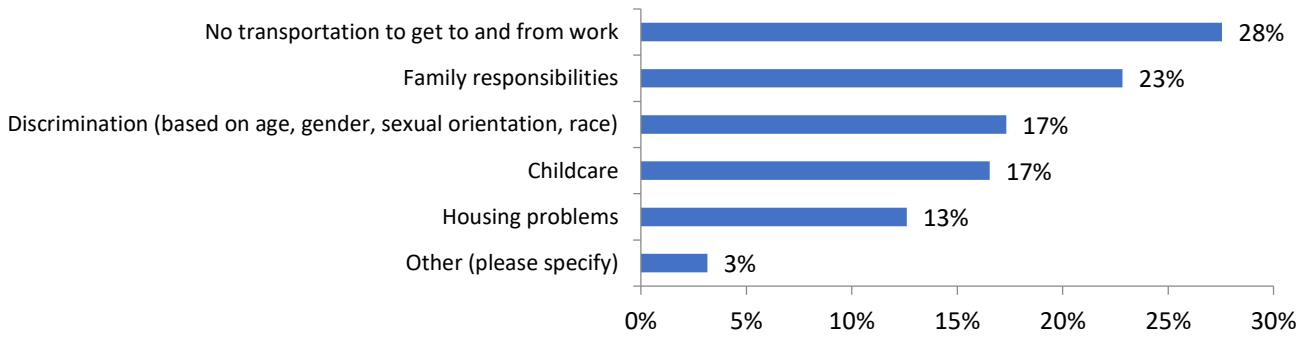


- *Mental health concerns* were more of an issue among younger people, 15 to 24, *Physical health concerns* was more of an issue for older workers
- People who previously worked in Sales and service occupations reported a higher share of *Mental health concerns*
- *Concerns about losing my benefits* was more of a concern among males

*"Should be more opportunities geared to individuals with a criminal record."*

Survey respondent

### **Life factors**



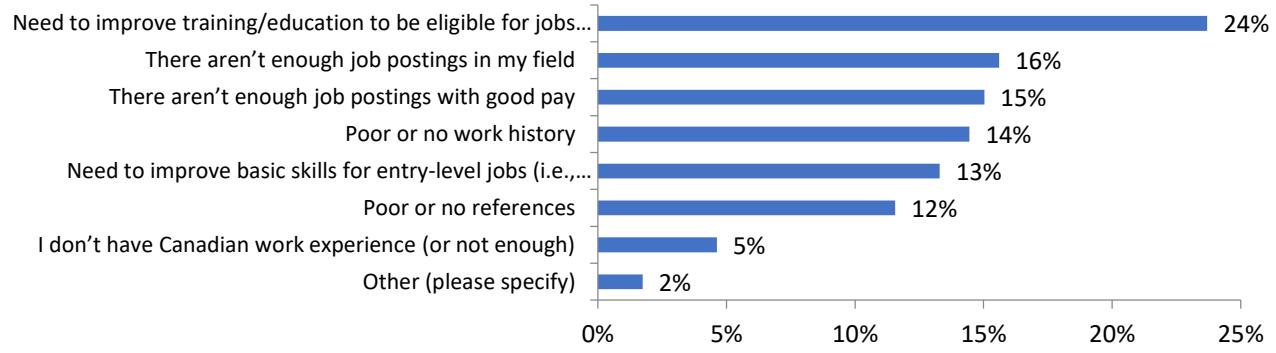
- *Childcare* was more of a concern among people unemployed for three years or more
- *No transportation to get to and from work* was most of a concern among the youngest workers
- *Discrimination* is a major concern among the oldest workers, 55 years and over

*"Hamilton is a great place to live. Unfortunately, there is subtle kind of discrimination on the basis of age, race and religion and many more factors."*

10

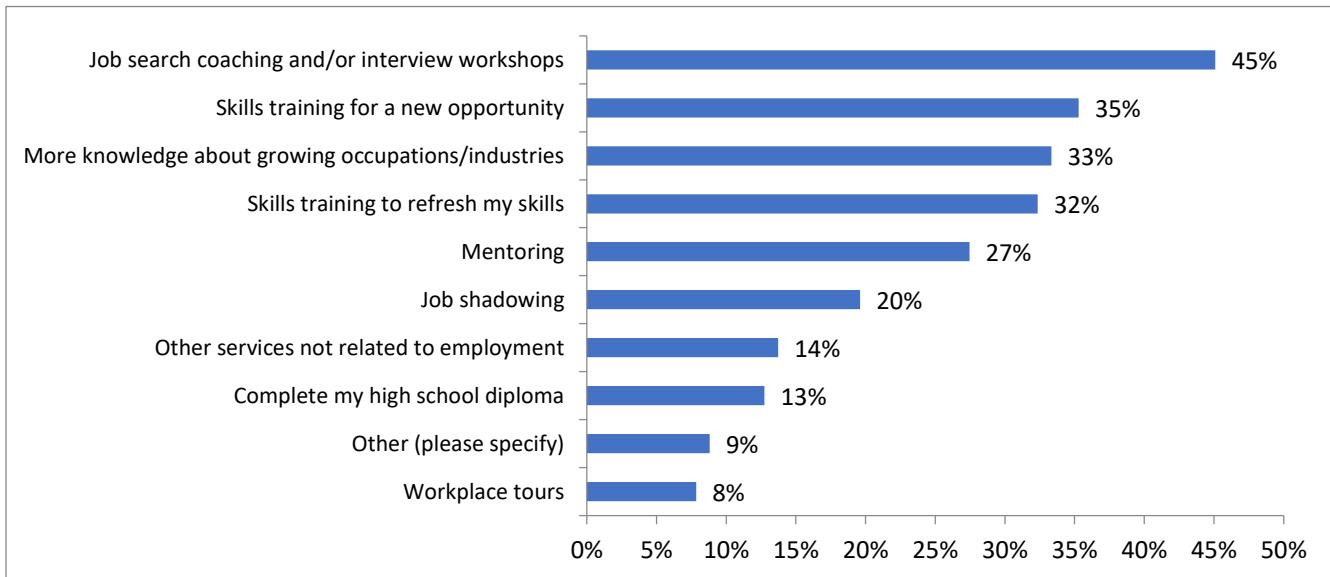
Survey Respondent

## Skills and Experience



- *Need to improve training/education* was most important across all ages but *Poor or no work history* was more prevalent among younger age cohorts and people who have not worked in over three years

## **How can employment services help you find your next job?**



The following is a list of services job seekers would prefer for employment agencies to give. *Job search coaching and or interview workshop* is first with 45% of job seekers listing it in the top 3. *Skills training for a new opportunity* was second with 35% of jobseekers ranking it in the top 3.

- The youngest and oldest workers top service was *More knowledge about growing occupations/industries*
- *Skills training for a new opportunity* and *Job search and/or interview workshops* was selected most by core aged workers

*"Having trouble finding places that will sit and help with online applications and searches. I do not have great computer skills and most applications and forms to download are online. I have hit a wall in trying to do forms online. Even the temp agency required online application!"*

Survey Respondent

## **Long-Term Unemployed Best Practices**

When looking at the literature in regards to the long-term unemployment there have been various programs designed and implemented in jurisdictions around the world. Many governments have understood the costs of having so many people being underutilized and realized the benefits to getting these workers sustainable employment.

The following shows some example programs regarding the long-term unemployed. Common characteristics from the programs are also listed. These are key components that should be considered if a Long-Term Unemployed program were to be created in Hamilton.

### **Common Elements LTU Programs**

- Community and employer engagement

All programs need to have cooperation between different stakeholders in the community. For a successful program geared towards the long-term unemployed different stakeholders need to come together as these individuals may face multiple barriers to employment in various aspects of life. Supports from outside workplaces are also needed as many challenges are often not job related. Community stakeholder and employers need to rely on each other to build a platform for barriered individuals to succeed.

- Maintaining the link during employment

While a big task of any program is helping clients find employment, maintaining a relationship throughout the first year is also pivotal. Clients may need help in getting more job-specific training and still need coaching as working after a long time off can be anxiety-ridden. The clients may still need help in other aspects outside of work.

- Holistic or joined-up partnerships

It is important to have community stakeholders to provide services that are beyond job/work related. These clients may have lost their previous jobs because of personal issues outside of work. As mentioned, these clients can have multiple barriers and clients need help in navigating concerns such as: adequate housing, to address substance abuse or addiction issues, to recover from relapses or physical injuries, and to provide general counselling about work habits and routines, and careers. Health, housing, and other local agencies can be very beneficial for barriered individuals finding employment.

- Soft skill development

A lack of technical skills is not always the issue for the long-term unemployed. Many people may even have good job specific skills developed from previous work experiences. However, soft skills have been identified as one of the biggest barriers to employment. Many jobs require good customer service and strong soft skills which may not have been taught or easily forgotten among people who have been out of the labour force for an extended period. A program that teaches and continues to work with clients throughout their employment focusing on soft skills can be very beneficial.

- Government and community investments

Almost all programs required investment from different levels of government, community stakeholders and employers. While existing resources can be reconfigured to create a long-term unemployed local program, additional resources in terms of money would be needed. Additional staff would need to be added, more training dollars need to be provided, including incentive for employers to participate in the program as they will also be adding costs participating in the program. Many of the most effective programs had investments from all stakeholders including government funding.

- Flexibility

The design of the program is important. When dealing with multi-barriered individuals a standardized program may not be as effective. Clients all have specific concerns so a personalized approach is important. There needs to be flexibility in the resource allocation for how much each client needs. Flexibility for deciding eligibility for assistance is also important as many potential clients have different backgrounds and still need assistance. The goal of the project is to help as many long-term unemployed as possible.

- Independent advice and guidance

While it is important for many programs to provide as much support as possible for clients, it is also imperative for people to take initiative, as this is a useful life skill. The ultimate goal is for clients to be self-sufficient. Independent advice and guidance (IAG) is an important activity in connecting unemployed people with the world of work and the range of support services they require to help them prepare for work. Watts (2010), in a paper prepared for the OECD Review of Post-Secondary Vocational Education and Training, Skills beyond School, recognised the need to ensure that career guidance is impartial and free from institutional bias, along with the importance of relevant labour market information and the need for evaluation. It is important to take a 'co-created' approach with local young people to create greater ownership and ensure that local initiatives are better adapted to their needs.

## **Examples of Best Practices**

### **Gloucester Works**

The Gloucester Works' activities sought to improve the engagement of workless and low-skilled individuals from particular neighbourhoods. Its key features were:

- a co-ordinated approach at the local level;
- support to improve the employability and skills of those not in work and in low-skilled occupations through more intensive, flexible and bespoke approach; and
- engage with employers to encourage and support them to recruit from priority

The program offered registered clients advice on a range of tasks: interview techniques, CV-writing, basic literacy and numeracy skills through to leadership and management training. The program worked closely with the clients and tried to understand what skills they have and what training may be needed. "They could arrange a personal one-to-one interview at a time that suited the client and offered a personal action programme to help identify current skills, what the client was seeking to do and how they could get there; free training and qualifications and support to identify childcare and transport options."

The program worked closely with the individual through the process as they received ongoing support during employment and further training to enable progression. If clients were struggling staff worked with them to assess their skills and provide training that could enhance their future job prospects.

Gloucester Works needed to develop new forms of partnerships working at both the strategic and operational levels, with clear lines of responsibility. Joint investment plans and joint commissioning was utilized along with a new client-centered approach to referral between contracted agencies and providers.

Overall, the program was successful in expanding the labour pool employers could use and helped attach many long-term unemployed to the labour market. The program did not need much additional investment from the government as it used the current services and providers in the community and shifted their work to help with clients in this program. Evaluation of the program, activities, monitoring and evaluation was built in from the outset. This was carried out by a team of local consultants and the evaluation looked at five areas.

Some findings from the program include:

- Impact achieved on the ground, particularly in helping individuals furthest from the labour market develop skills and access employment opportunities created in Gloucester.
- Progress made in supporting and retaining people into sustainable employment, particularly those from the central wards in Gloucester identified as having particularly concentrated worklessness problems.
- The success with which employers and investors were supported, able to grow their workforces, grow their businesses and recruit staff to vacancies being created.
- The strength, quality and robustness of the partnerships that underpinned the Programme, including at Management Board level, Working Groups and the Provider Forum

## **The BladeRunners Program**

Supporting the transition to employment of disadvantaged youth in Vancouver, Canada

Co-Ordinator's from the Bladerunners program realized that the main issue for clients was maintaining stability in their employment. The clients were having difficulty with other issues than job-specific knowledge or training and the non-work related issues were having an effect on their lives and in result, causing problems with work. A 24 hours a day/seven days a week support service was implemented. "The '24/7' system allowed participants to contact co-ordinators whenever they needed support, whether to deal with problems on the construction site or to find help for adequate housing, to address substance abuse or addiction issues, to recover from relapses or physical injuries, and to provide general counselling about work habits and routines, and careers. Along with the training and placement components, the 24/7 long-term extensive support system is one of the key pillars of the BladeRunners model."

The referrals include to various health, education and social services; financial support for obtaining stable housing; support in the form of public transportation vouchers and meals; informal counselling about further training and education; and financial support for additional training programme fees.

Some of the key components of the program include:

- The co-ordinators conduct screening interviews and orientation sessions that allow them to evaluate whether the young people are ready and motivated to enter the programme. Some are then referred to other services in the community if the co-ordinators realise that the timing is not right because other issues have to be dealt with first
- Clients receive short-term training that is tailored to the participants' needs and abilities, and that offers the basic skills needed to enter the workplace rapidly.
- Many training programmes for disadvantaged young people are first geared to sending them back to school to complete their secondary education
- Labour market integration is a focus as soon as basic skills have been acquired, with the view that it is feasible to acquire other skills on the job and that more specialised training can be undertaken when participants have had a chance to gain experience and observe various trades people at work

Overall, the program was quite successful in getting disadvantaged groups into the labour market. Employer support was essential to the success of the program. Employers play a key role in providing opportunities and training for participants. Program funding comes partly from government and partly from community/industry, and partners show their support through cost sharing for courses, buying equipment and waiving wage subsidies. Bladerunners Program administrators expressed the view that the partnerships with local employers have been an important factor in its success.

## **Platform to Employment (P2E)**

“Launched in Nevada last fall using federal funds, the program provides a selected group of long-term unemployed with an intensive five-week, job-readiness class, and then offers to cover up to two months of their salary for any employer willing to give them a trial. P2E was first launched with private funding in Connecticut in 2011 and has been piloted in 10 cities since then also using private funding.”

“I believe everyone would benefit from a program like this. Most employers are looking at being out of work for six months as too long,” said Patricia Nelson, a career counselor at a state-funded JobConnect center in Nevada.”

The program is expensive to administer—about \$6,000 a person. But it gets results. On average, the program has placed 80 percent of its participants, and 90 percent of those people were kept by employers after their trial period. No other workforce-training program has success rates like that.

## **Skills Advance Ontario**

Recently Hamilton has been undergoing new programs designed to help unemployed individuals find employment. The SkillsAdvance Ontario (SAO) pilot project is intended to support workforce development and identified key growth sectors. It funds partnerships that connect employers with the employment and training services required to recruit and advance workers with the right essential, technical, and employability skills. It also supports jobseekers to obtain employment by providing them with sector-specific employment and training services, and connecting them to the right employers.

SkillsAdvance Ontario embodies a sector-focused strategy that takes into consideration the dynamic nature of regional economies and labour markets, as well as the evolving requirements of different industrial sectors. Locally, a few service providers are using the program and are geared towards specific sectors. The program helps with building soft skills and works closely with clients and employers to make sure the clients have all the supports they need.

# **Conclusion**

## **Summary**

Long-term unemployment was a concern before the COVID-19 Pandemic but during the last few months has become an even bigger issue for the community. The number of people who have been unemployed for six months or longer has drastically increased and many entry-level jobs have been lost.

The number of people considered to be long-term unemployed has increased among the unemployed. Half are core-aged workers, but the share of younger workers, 15 to 24 years of age, has increased from the previous year. Among Ontario works clients, the profile is skewed more towards the long-term unemployed and many do not have a postsecondary education.

The survey showed many insights into the interests and barriers of the long-term unemployed. For example, *hours of work* and *location* were most important factors of starting a new job, and are above *pay or salary*. For people unemployed for over three years *location* was selected as the most important factor. This is most likely because transportation can be a major issue for long-term unemployed workers. *Mental health concerns* were more of an issue among younger people and *physical health* concerns was more of an issue for older workers. There were many other barriers, showing that strong supports are needed in order for long term unemployed people to attach to the labour market.

The literature surrounding long-term unemployed clearly shows that local initiatives can work as they have been attempted and succeeded in many jurisdictions around the world. Some common elements include strong linkages among many stakeholders in the community with employment and non-employment services including health, housing, and food. It needs to be a long-term solution with constant engagement with clients. Soft skills training is also required with technical skills training coming from employers. Lastly, funding from different sources including the government was a key component of most programs.

## **Recommendations**

A community led initiative in regards to helping long term unemployed is a priority for Hamilton. There are many marginalized people that still need help and in our current economic downturn, it is more important than ever to help. Along with this, new unemployed people are entering the pool of long-term unemployed and local initiatives that try to prevent the problem from becoming worse should be a top priority. Here are possible steps needed to further this project:

1. Research the changing labour market to better understand the long-term unemployed in the current economic environment
2. Connect with employers to help develop programs
3. Research existing local initiatives
4. Re-establish the partners and steering committee and develop an action plan to create a local program

## Bibliography

- A Guide to Recruiting and Hiring the Long-term Unemployed. Deloitte. 2014
- Amaded, Kimberly. *Long-term Unemployment, Its Causes, and Effects*. 2019
- Bank of Canada Review, Spring 2004.
- Chang, Yuri. *Manufacturing Company Becomes Model for Fighting Long-Term Unemployment*. National Skills Coalition. Oct. 17<sup>th</sup>, 2014
- Dean, Andrew. *OECD: Tackling LTU among Vulnerable Groups*. 2013
- Graham, Sharon. Career Professionals of Canada
- Lindsay, Colin & Sturgeon, Garry. (2003). *Local Responses to Long-term Unemployment: Delivering Access to Employment in Edinburgh*. Local Economy. 18. 159-173.
- OECD Factbook. 2015
- Semuels, Alana. *A Better Way to Help the Long Term Unemployed*. The Atlantic, 2015
- Tal, Benjamin. *The Canadian Labour Market is Better Than You Think*. 2018.
- This is the website related to the program: <https://www.platformtoemployment.com/>
- Van Horn, Carl, etc. *Left Behind: The Long-term Unemployed Struggle in an Improving Economy*. John J. Heldrich Centre for Workforce Development. September 2014

## **Appendix**

### **Long-Term Unemployed Survey**

Please tell us a little about yourself.

#### *Demographics*

#1. Please select your age range:

15-24	25-34	35-44	45-54	55 or over	Prefer not to answer
-------	-------	-------	-------	------------	----------------------

#2. Please select your gender:

Male
Female
Gender different
Prefer not to answer

#3. What is your highest level of education?

Less than Grade 12
High school diploma
Trades certificate or Apprenticeship training
College diploma
University certificate or diploma below Bachelor level
Bachelor's degree
University certificate or diploma above Bachelor level
Master's degree or above (including medicine, dentistry, veterinary medicine, or optometry)

#4. What is your main source of income? Select all that apply.

Income from your full-time work
Income from your part-time work
Income from another employed person in your household
Money from family and friends
Savings
Employment Insurance
Ontario Works
Ontario Disability Support Program
Odd jobs
Prefer not to answer
Other (please explain)

#5. How long has it been since you last worked?

	One year to two years
	Two to three years
	Over three years

#6. Below is a list of job categories. What job were you last employed in??

Management occupations
Business, finance and administration occupations
Natural and applied sciences and related occupations (e.g. professional and technical occupations in sciences, technology, engineering, and mathematics)
Health occupations
Occupations in education, law and social, community and government services
Occupations in art, culture, recreation and sport
Sales and service occupations
Trades, transport and equipment operators and related occupations
Natural resources, agriculture and related production occupations
Occupations in manufacturing and utilities
Business owner/Self-employed

#7. What was your specific job title?

#8. Are you currently looking for work?

	Yes
	No

#9. Do you have a career goal?

	Yes
	No

#10. If yes, what occupation? Please write in specific job title.

#11. Choose the top 3 ways you look for jobs?

Network in the community
On-site job signs or posters
Sending my resume to employers (no specific job was posted)
Checking a company's internet site
Online job boards (i.e., Indeed.ca, Canada Job Bank)
Job fairs
Volunteer
Visiting an employment counsellor regularly
Temporary help agencies
Newspaper ads
Social Media (i.e., Facebook, Twitter)
Magnet
Other (please explain):

#12. If you are currently looking for work, what **life factors** are making it difficult to find work (in any)? Select all that apply.

No transportation to get to and from work
Childcare
Family responsibilities
Mental health concerns
Physical health concerns
Discrimination (based on age, gender, sexual orientation, race)
Housing problems
Addiction issues
Criminal record
Anxiety about job search
No one I know works
Safety of benefits system
Other (please explain)

#13. If you are currently looking for work, **other factors** are making it difficult to find work (in any)? Select all that apply.

Need to improve basic skills for entry-level jobs (i.e., Computer skills, literacy skills)
Need to improve training/education to be eligible for jobs (i.e., High School Diploma/GED, College, University, Trades Certification)
There aren't enough job postings with good pay
There aren't enough job postings in my field
I don't have Canadian work experience (or not enough)
Other (please explain)

#14. Please select the top 3 things you think are the most important when looking for a job.

Pay or salary
Non-salary benefits (i.e., health plan, vacation time, flexibility, pension)
Work that I find meaningful
Hours of work (i.e., set schedule, knowing my hours in advance)
Ability to use my skills/experience/training/education
Location (i.e., work is close to my home or my children's school/daycare)
Availability of childcare and other supports
Availability of transportation
Other (please explain)

#15. How can the community help you find your next job? Select all that apply.

Workplace tours
Complete my high school diploma
Interview workshops
More knowledge about growing occupations/industries
Skills training to refresh my skills
Skills training for a new opportunity
Other

#16. Do you have any additional comments in regards to finding employment in Hamilton?