

Illuminating Local Insights – Mobilizing Local Responses: Evidence for Program Delivery Informed by Program-Level Data

Ghazal Niknazar, Project Manager, Hospitality Workers Training Centre (HWTC)

Through an ongoing and intentional mobilization of Institutional/Community Level data and insights, Hospitality Workers Training Centre's (HWTC) sector-specific workforce development interventions have demonstrated outstanding outcomes for Newcomer Job Seekers over the past two years.

We recognize that comprehensive and timely analysis of Institutional/Community Level knowledge significantly enhances our programming and our service environment.

This framework and the resources that have emerged from this approach have been purposely designed to be adaptable locally across diverse communities, based on the most current localized needs and opportunities. It frames how Institutional/Community Level (Meso) may be better leveraged to inform better individual and programmatic outcomes (Micro), as well as stronger public policy (Macro).

Examples of HWTC's learning points and responses to each of the four drivers of Institutional/Community Level (Meso Level) insights:



Responsive program planning and delivery:

- **Intensive Community Needs and Opportunities Assessment**, specific to Newcomer Youth job seekers informed program planning and adaptability points.
- **Industry-specific, Hospitality and Food Service Language Screening and Primer** tools, community resources to assess and build language competencies necessary for employment.



Live local employer insights:

- Expert specialists dedicated to providing employer supports for hiring and retention.
- Sector-specific resources and tools including **Serve Up Success: A Toolkit for Hospitality and Food Service Employers Engaging Immigrant and Refugee Youth**, an on-line resource for Managers and HR practitioners hiring into Toronto's Hospitality and Food Service Sector.



Warm local community support relationships:

- Publication of **Wrapping Around Success: An Adaptable Guide for Community-Based Wraparound Service Provision** model.
- Locally-customized warm referral processes for community supports to streamline client access to the range of wraparound interventions necessary for success.



Community insights to inform higher-level policy and social planning:

- **Practical, applied occupation-specific, Essential Skills training and assessment** directly connected to in-demand, entry-level employment opportunities and standards, as well as providing critical insights for policy priorities.

