

**Lessons Learned:
Canada/British Columbia LMDA**

Outline

- ❖ History and Background to Canada/BC
LMDA
- ❖ Lessons Learned:
 - Elements of a Well-functioning
Co-management Model
 - Local Planning
- ❖ Challenges
- ❖ Conclusion

History

- ❖ Co-management agreement signed on April 25, 1997
- ❖ Provides for joint planning, priority setting
- ❖ Targets set for
 - Savings to the EI Account
 - Returns to employment
 - Clients served (EI and "mutual")

History

- ❖ HRDC maintains responsibility for program delivery
- ❖ Includes a re-opener clause for full transfer to the Province
- ❖ Negotiations for full devolution started in June 1998

History

- ❖ Agreement on Exchange of Information signed in April 1998
- ❖ Communications Protocols developed
- ❖ Annual SDEB Contribution Agreements signed, after block purchasing phased out

Governance Structure



Lessons Learned: Co-Management Model

- ❖ Recognize inherent challenges of two large bureaucracies working together
- ❖ Communicate frequently, especially at initial stages of implementation

Lessons Learned: Co-Management Model

- ❖ Provide adequate resources and authority to Governance Structure to function effectively
- ❖ Develop clear roles and responsibilities, policies and guidelines wherever possible

Lessons Learned:

Local Planning

- ❖ Local priority setting requires community and stakeholder consultation
- ❖ Good local relationships between two organizations are key for optimum client service

Lessons Learned:

Local Planning

- ❖ Bottom-up, joint target setting develops sense of ownership
- ❖ Bottom-up budget process will allow for better allocation of funds

Challenges

- ❖ Effect of intermittent negotiations
- ❖ Operational and organizational imperatives of different organizations/orders of government

Challenges

- ❖ Information sharing and connectivity issues
- ❖ Data issues: data matching to identify mutual clients; data input into Contact 4
- ❖ Measuring medium and long-term impacts of EBSM programming

Challenges

- ❖ Establishing performance measures and standards for Employment Assistance Services, especially for non-insured clients
- ❖ Providing effective services to clients with multiple barriers
- ❖ Capacity for quick response to changing economic conditions and client service needs

Conclusions

- ❖ Have established some very effective working relationships at the local level and on working groups
- ❖ Continue to revise procedures to help ensure the needs of clients are met

Conclusions

- ❖ Eagerly anticipating Summative Evaluation and Medium-term Indicators Pilot
- ❖ Continue to work on relationship at all levels