

ONTARIO SELF-EMPLOYMENT BENEFIT (OSEB)

**2011-2012 Business Plan
Instructions for OSEB Coordinators**

Ministry of Training, Colleges and Universities

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Introduction

The Ministry is inviting your organization to continue delivering the same Ontario Self-Employment Benefit (OSEB) services to clients under a new OSEB agreement from April 1, 2011 to March 31, 2012.

The new OSEB agreement has been drafted to comply with provincial accountability standards. OSEB Coordinators will provide the same services to clients under the new OSEB agreements. The OSEB 2011-2012 Business Plan process is designed to help OSEB Coordinators plan and articulate how they will achieve their commitments and targets within funds allocated in the new OSEB agreement with the Ministry.

OSEB 2011-2012 Business Plan

OSEB Coordinators must submit **a separate** Business Plan for each existing OSEB agreement it currently has with the Ministry. If an agreement has more than one service delivery location, the specific activities for each location must be outlined separately in the Business Plan (see below).

The OSEB 2011-2012 Business Plan - Template 1 will be attached to, and form part of, your new agreement with the Ministry.

The OSEB 2011-2012 Business Plan includes the following core elements:

- A. Information about the OSEB Coordinator
- B. Project Name, Objective and Summary Description
- C. Referral Process (to and from)
- D. Activities, Timeframes and Location
- E. Program Indicators and Success Outcomes
- F. Budget

The OSEB 2011-2012 Business Plan consists of two templates:

- OSEB 2011-2012 Business Plan Description - Template 1 - outlines the proposed activities, timeframes, program indicators and success outcomes for each location
- OSEB 2011-2012 Business Plan Budget - Template 2 - details the budget allocation for each location.

OSEB 2011-2012 Business Plan Submission, Review And Approval

The OSEB 2011-2012 Business Plan must be submitted by 5:00 pm on February 11, 2011.

Step One - Submission

1. Please complete Templates 1 and 2 based on activities currently delivered. One hard copy and one electronic copy of each document must be submitted to the Ministry.
2. Please provide your organization's Letters Patent and Certificate of Insurance along with Templates 1 and 2.
3. Once the Ministry receives your OSEB 2011-2012 Business Plan and accompanying documents, notification of receipt will be sent to the contact person identified in Template 2.

Step Two – Review

1. Ministry staff will review your OSEB 2011-12 Business Plan Templates 1 and 2. The Ministry will consider the following:
 - Information about the OSEB Coordinator
 - Project Name, Objective and Summary Description
 - Referral Process (to and from)
 - Activities, Timeframes and Location
 - Program Indicators and Success Outcomes
 - Budget
2. A letter notifying your organization of the status of your OSEB 2011-12 Business Plan will be sent to you within 10 business days from the date your plan was received by the Ministry. If required, an Employment and Training Consultant (ETC) from the Ministry will contact the contact person to discuss the submission. Revisions may be negotiated and a final signed resubmission of the OSEB 2011-12 Business Plan (Templates 1 and 2) may be required.

Step Three - Approval

1. A letter from the Regional Director will be sent to your organization once the OSEB 2011-12 Business Plan has been approved.
2. An agreement will be sent to your organization for review and signature. (The completed, approved and signed Template 1 will be attached to your agreement.)

OSEB 2011-2012 Business Plan Description – Template 1

Template 1 outlines your organization's business activities, timeframes, location, program indicators and success outcomes.

The activities proposed should be a continuation of activities included in the current agreement. There must be no additional or new activities.

A. Information about the OSEB Coordinator

Please briefly describe your organization and its expertise and capacity with respect to the activities and the target group (including Legal Name and Signing Authorities).

B. Project Name, Objective and Summary Description

Please provide the name, the objective and a summary description of your project.

C. Referral Process (to and from)

Please briefly describe the referral process to and from your organization.

D. Activities, Timeframes and Location

Please organize your activities by service delivery location under the following headings to explain your service delivery model. Provide a description in point form for each heading. Please specify duration of activity, frequency and timeframes where applicable. While you may propose minor changes to your services (e.g. changes to variety or duration of workshops) for the new fiscal year, it is expected that you will continue the same services you are providing under your current agreement.

Information Sessions: provides information on OSEB services offered by OSEB Coordinator.

Orientation Sessions: provides orientation sessions to individuals prior to selection for OSEB. This includes facilitating each individual's self-assessment of his/her risks and opportunities and personal suitability for self-employment.

Eligibility and Suitability: completes an assessment for each applicant using the Ontario Self-Employment Benefit (OSEB) Eligibility and Suitability Assessment Template for OSEB Coordinators

- Assesses individual and business eligibility
- Assesses individual suitability
- Conducts an independent review of the feasibility of the proposed business concept and subsequent business plan
- Assesses an individual's ability to finance the proposed venture
- Provides letter of support (or non support) for program participation

Entrepreneurial Support: provides entrepreneurial and technical support and counselling advice.

- Ensures each individual is aware of his/her obligations (e.g. Environmental Assessment, permits, licences, taxes, etc.)
- Provides 42 weeks of entrepreneurial skills development (or such longer duration approved by the Ministry to accommodate a person with a disability)
- Develops a business development and implementation support plan that includes participant responsibilities as well as business milestones and benchmarks, and signs an agreement with each participant based on this plan
- Assists participants to develop a business plan (e.g. workshops, counselling, etc.)
- Provides a letter of support (or non support) recommending the participant proceed with business plan implementation
- Provides support during participant's business plan implementation (e.g. coaching, mentoring, remedial assistance, etc.)
- Develops a mechanism to monitor each participant's progress throughout the development and implementation of the business plan
- Conducts a business performance review (at minimum at participation mid-point) and assists each participant with revising the business plan if necessary;
- Visits the place of business within the first three months of it being operational

E. Program Indicators and Success Outcomes

Based on your organization's activities, please provide total targets for carry-over and new individuals/participants. As well, please provide quarterly targets and a final year total (for all individuals/participants) for the program indicators and success outcomes in the chart. While additional program indicators may be included in the business plan and recorded in your

organization's agreement with the Ministry, you will be asked to report on the program indicators and success outcomes listed below via the Quarterly Statistical Report Template (QSRT). You may, however, be asked to provide information about other indicators to your ETC in another appropriate format.

Total Targets

Number of carry-over participants (i.e. began receiving services prior to April 1, 2011)
Number of new individuals/participants (i.e. begin to receive services on or after April 1, 2011)

Program Indicators

Targets for All Clients/Participants (carry-over and new)

Number of orientation sessions conducted by the OSEB Coordinator
Number of individuals who attend orientation sessions
Number of business concepts assessed by the OSEB Coordinator
Number of individuals who apply for OSEB
Number of individuals recommended for OSEB
Number of participants who complete business plan
Number of participants who implement business plan

Success Outcomes

Targets for All Clients/Participants (carry-over and new)

Number of participants who complete program
Number of participants working full-time on their business with the business being their primary source of income (at program exit and 3 months after)
Client satisfaction (100% surveyed – 80% satisfaction*)

*100% of clients must be given the opportunity to complete a voluntary satisfaction survey. 80% client satisfaction based solely on those clients who choose to complete the survey.

OSEB 2011-2012 Business Plan Budget - Template 2

Template 2 outlines your organization's OSEB budget and will inform Schedule B of your organization's OSEB agreement.

Funding will be based on the total value of your 2010-11 funding allocation.

If there is more than one service delivery location, please complete a budget for each location. (If there are more than three service delivery locations, please cut and paste additional budget tables and adjust the *TOTAL PROJECT* value in the Excel spreadsheet.)

There are two types of cost categories allocated to the project. Operating Costs and Supports for Individuals.

Operating Costs:

*Programs Branch, SPPD
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Final - January 14, 2011*

Operating Costs are administrative overhead costs required for the delivery of the services. These funds are used to provide direct or indirect services to clients and are for day-to-day operations. Some examples of these costs include wages for project staff, materials and supplies (for staff and clients), rent, utilities, staff travel, insurance and fees for professional services.

Please specify your proposed total operating costs by service delivery location if there are multiple locations.

Supports for Individuals:

Supports for Individuals are costs required to provide supports that will be used by a group of participants or to serve participants on an ongoing basis (as opposed to individual costs). Examples may include costs for a group of participants for a specific event or activity or a disability-related cost for a large print screen to be used on an ongoing basis by persons with a disability for workshop purposes.

Note: The Ministry may provide funds directly to individuals for dependant care, travel and disability-related costs through the OSEB participant agreement.