

**ONTARIO EMPLOYMENT ASSISTANCE SERVICES**

**2011-2012 Project Plan  
Instructions for Service Providers**

**Ministry of Training, Colleges and Universities**

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## Introduction

The Ministry of Training, Colleges and Universities (Ministry) is engaged in further study on program design as it continues to transform the Employment Ontario network. Until this process has been completed, the Ministry is inviting your organization to continue delivering the same Ontario Employment Assistance Services (OEAS) services to clients under a new OEAS agreement from April 1, 2011 to March 31, 2012.

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

## OEAS 2011-2012 Project Plan

OEAS service providers must submit **a separate** Project Plan for each existing OEAS 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 Project Plan (see below).

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

The OEAS 2011-2012 Project Plan includes the following core elements:

- A. Information about the Service Provider
- B. Project Name, Objective and Summary Description
- C. Referral Process (to and from) *(if applicable)*
- D. Activities, Timeframes and Location
- E. Project Indicators and Expected Results
- F. Budget

The OEAS 2011-2012 Project Plan consists of two templates:

- OEAS 2011-2012 Project Plan Description - Template 1 - outlines the proposed activities, timeframes, project indicators and expected results for each project and location
- OEAS 2011-2012 Project Plan Budget -Template 2 - details the budget allocation for each project and location.

These OEAS 2011-2012 Project Plan templates must be used for all OEAS agreements (i.e. Employment Resource Centres, Practice Firms and Services for Persons with Disabilities).

## OEAS 2011-2012 Project Plan Submission, Review and Approval

The OEAS 2011-2012 Project 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 OEAS 2011-2012 Project 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 OEAS 2011-12 Project Plan Templates 1 and 2. The Ministry will consider the following:
  - Information about the Service Provider
  - Project Name, Objective and Summary Description
  - Referral Process (to and from) (*if applicable*)
  - Activities, Timeframes and Location
  - Project Indicators and Expected Results
  - Budget
2. A letter notifying your organization of the status of your OEAS 2011-12 Project 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 OEAS 2011-12 Project 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 OEAS 2011-12 Project 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, and form part of, your agreement.)

## **OEAS 2011-2012 Project Plan Description – Template 1**

Template 1 outlines your organization's project activities, timeframes, location, project indicators and expected results.

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 Service Provider**

Please briefly describe your organization and its expertise and capacity with respect to the project 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 organization's project.

### **C. Referral Process (to and from) (if applicable)**

Please briefly describe the referral process to and from your organization's project (if applicable).

### **D. Activities, Timeframes and Location**

Please organize your activities by service delivery location under the following headings. Provide a description in point form for each applicable heading. Please specify duration of activity, frequency and timeframes where applicable. While you may propose minor changes to how you will provide 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. If you include additional activity which is not part of your current agreement, your project plan will be returned to you.

Employment Resource Centre (ERC): This term refers to a self service resource site (actual or virtual) where clients have access to labour market information, workshops, library information on employment and other employment resource materials and tools needed for job search (e.g. computers, fax machines and photocopiers.)

Assessment: An individual's employment-related needs are determined through an interview process. The goal of the assessment is to confirm barriers and consider alternative approaches to help people return to work. An assessment may result in an action plan/Return-to-Work-Action-Plan (RTWAP) or referral to counselling, other agencies or self-service.

Counselling: Employment counselling focuses on individuals with more complex issues. An employment counselling service is defined as a service to help an individual identify and resolve issues in making and carrying out employment-related decisions. Counselling can be done in a group or individually.

Case Management: Case management refers to individual follow-up and support, which begins when an OEAS staff member (the case manager) and an individual agree to develop an action plan/RTWAP and ends when the employment support(s) or service(s) is complete and assistance is no longer needed.

Life Skills: Employment-related life skills may include: demonstrating positive attitudes and behaviours, being responsible and adaptable, learning continuously, working safely, and working with others and participating in projects and tasks. Life Skills cannot include vocational training. Short-term (half day) computer interventions such as how to access the internet and basic keyboarding to assist an individual to prepare a résumé may be provided.

Diagnostic Services: Diagnostic services may be provided by an OEAS service provider directly or through a third party contracted by the OEAS service provider. They generally involve an in depth assessment and testing to assist an employment counsellor to work with an individual to develop a realistic action plan/RTWAP.

Job Development: Job development involves finding employment for individuals based on their action plan/RTWAP; assistance that is needed to find suitable job placements or ensure good job matches.

Job Coaching: Job coaching or mentoring may be provided for individuals who face serious employment challenges and who require additional support to transition to identify job opportunities as part of their action plan/RTWAP.

Practice Firms (PF): A mock company created to assist individuals over an 8-12 week period. Individuals acquire familiarization and experience with daily operations in an office setting in order to gain employment.

Other: Other services could include job maintenance, job shadowing, assistance with Ministry applications, etc.

## **E. Project Indicators and Expected Results**

Based on your organization's applicable activities, please provide quarterly targets and a final year total for the program indicators and expected results below by service delivery location. While additional project indicators may be included in the project plan and recorded in your organization's agreement with the Ministry, you will be asked to report on the project indicators listed below via the Quarterly Aggregate Data Report (QADR). You will, however, be asked to provide information about other indicators to your ETC in another appropriate format.

### Project Indicators

#### *ERC*

Number of visits to the ERC

Number of Workshops/Group Sessions provided by the OEAS service provider

Number of people attending Workshops/Group Sessions provided by the OEAS service provider

#### *For Services other than ERC*

Number of carry-over clients (began receiving services prior to April 1, 2011)

Number of new clients (began receiving services within the specified quarter for 2011-2012)

### Total for All Clients (carry-over and new)

Number of client intakes

Number of clients assessed

Number of clients referred to other services

Number of action plans/RTWAPs developed

Number of clients case managed

Number of clients receiving counselling

Number of clients receiving life skills

Number of workshops delivered

Number of clients referred to job development

Number of job development placements

Number of clients receiving job shadowing

Number of clients receiving job coaching

Number of clients receiving job maintenance

*Programs Branch, SPPD*

*Ministry of Training, Colleges and Universities*

*OEAS 2011-2012 Project Plan - Instructions for Service Providers*

*Final – January 19, 2011*

Number of employers contacted

### Expected Results

*ERC*

Client Satisfaction (100% surveyed – 80% satisfaction\*)

*For Services other than ERC*

### Total for All Clients (carry-over and new)

Number of action plans/RTWAPs closed

Number of clients completing the service

Number of clients employed (full-time or part-time) or self-employed - at exit or 12 weeks after exit)

Client satisfaction (100% surveyed – 80% satisfaction\*)

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

## **OEAS 2011-2012 Project Plan Budget - Template 2**

Template 2 outlines your organization's project budget and will inform Schedule B of your organization's OEAS 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:**

Operating Costs are administrative overhead costs required for the delivery of the project. These funds are used to provide direct or indirect services to clients and are for day-to-day project operations. Some examples of these costs include wages for project staff, materials and supplies, 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 for clients to support their participation in the project. Examples

include disability-related costs (e.g. attendant care, sign language interpretation, and adaptive technology set-up), dependent care and transportation.

Please specify your proposed costs for Supports for Individuals for each service delivery location if there are multiple locations.