

Ministry of Training,
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TO: ES Service Providers

FROM: Ministry of Training, Colleges and Universities

DATE: January 28, 2011

SUBJECT: Relationship Between Employment Service (ES) and Rapid Re-Employment and Training Service (RRTS)

OBJECTIVE

The purpose of this bulletin is to provide clarification on the role of your organization in working with RRTS Action Centres to ensure that recently laid off workers receive timely, effective, and client-focused services.

ABOUT THE RAPID RE-EMPLOYMENT AND TRAINING SERVICE (RRTS)

Through the RRTS, the Adjustment Advisory Program (AAP) provides an immediate response to large-scale layoffs or closures. The goal of the RRTS program is to connect laid off workers with the relevant Employment Ontario (EO) services that will help them regain employment.

Every RRTS response is adapted to meet the unique circumstances of each layoff situation. While all laid off workers in Ontario have the opportunity to access EO services by visiting their local ES service provider, in some circumstances it may be determined through RRTS that the best response to a large-scale layoff is the set-up of a temporary Action Centre for affected workers.

An Action Centre is a place where laid off workers receives a variety of services developed specifically to help them find a new job, access short term retraining, and/or access other crucial services and supports such as financial and credit counselling.

RELATIONSHIP BETWEEN ES SERVICE PROVIDERS AND ACTION CENTRES

As outlined in the Schedule A (section B) of the ES agreement, your organization is required to deliver the Resource and Information component of ES, including conducting outreach that may include service delivery in alternative locations.

In many layoff situations, your organization will assist individuals and communities in adjusting to plant closures or layoffs through the delivery of ES from your organization's existing service delivery location. As you assess and adjust to community need, on an organizational basis and as part of an Employment Services network, your organization may choose to provide outreach services at an Action Centre.

For example, in response to community need and in consultation with your Employment Service Network and Service Delivery Manager, your organization may determine that group workshops or Employment Insurance information sessions (offered in conjunction with Service Canada staff) may be best delivered at the employer site, or at an established Action Centre location. If your organization conducts any of these group information sessions, the number of participants involved in adjustment activities should be included in your monthly RI aggregate reporting in EOIS-CaMS.

In some circumstances, your organization may be collaborating with an Action Centre in adjustment activities and may determine that individual laid off workers may benefit from access to the assisted ES components, either through a formal referral from the Action Centre to your organization's service delivery site, or delivered by your organization on-site at the Action Centre. Regardless of the location of delivery, if any assisted ES components are being delivered to individuals, your organization must ensure that all ES documentation requirements, as set out in section 4.2 of the ES Service Provider Guidelines, are being met, including the set-up and reporting of client outcomes through EOIS-CaMS.

Since your organization's overall performance is determined according to your ability to achieve performance targets, which includes your organization's ability to coordinate services within the community, it may be in your organization's best interest to make your ES services known in any adjustment situations. Ideally, your organization already has established relationships and ways of working with other service providers in local ES networks in order to collectively respond and collaborate when layoffs occur.

Your organization will continuously evaluate the impact and benefit of delivering ES services off site on a case by case basis in keeping with your communities changing needs. Our joint goal is to achieve the best possible outcomes for clients, employers and communities, within our available resources.