



Ontario Employment Assistance Services

Project Planning Information Sessions

For Service Providers

January 2011

OEAS Project Planning Information Session: AGENDA

9:00 -	9:30 am	Introduction
9:30 -	10:00 am	Overview of OEAS
10:00 -	10:15 am	Break
10:15 -	10:45 pm	Budget
10:45 -	12:00 pm	Project Planning
	Section 1:	Template 1
	Section 2:	Template 2
12:00 -	1:00 pm	Lunch
1:00 -	2:30 pm	Client Referral and Reporting
2:30 -	2:45 pm	Break
2:45 -	3:15 pm	OEAS Agreement
3:15 -	3:30 pm	Monitoring
3:30 -	4:00 pm	Wrap up and next steps

OEAS Project Planning Information Session

Purpose

- To provide Service Providers with information regarding the OEAS Project Planning process, including the Project Plan templates that will be submitted to TCU to finalize a new 1 year OEAS agreement, starting April 1, 2011 and ending March 31, 2012.
- The Project Planning process officially begins with these service provider sessions. The deadline for submission of completed Project Plans is **Friday February 11, 2011 at 5:00 p.m.**

OEAS Project Planning Information Session

Timeline

Activities	Dates
1. OEAS Notification	September 2010
2. OEAS Project Planning Training	January 2011
3. OEAS Project Plan Development	January 2011 - February 2011
4. Deadline for Submission of Project Plans	February 11, 2011
5. OEAS New Agreement Training	February 2011 – March 2011
6. OEAS Service Providers - Receive New Agreement by	March 31, 2011
7. New OEAS Agreements Begin	April 1, 2011

Reasons for Change

- All agreements must be Transfer Payment Accountability Directive (TPAD) compliant by April 1, 2011
- In order to be TPAD compliant the new agreements will include:
 - Clear roles and responsibilities for both the Ministry and the Service Provider
 - Performance Measures
 - Reporting Requirements and Monitoring
 - Audit and Accountability Requirements
- To bring the OEAS agreements in line with the structure and format of other Ontario agreements (where possible)

Summary of Changes

Old

Application

11 Line Item Budget

Claim Based Payment

Contact 4/Common System

Overall Budget

New

Project Plan

2 Cost Categories

Calendarized Payment

Manual Reporting Template

Budget by Location

OEAS Project Planning Information Session

OEAS Budget

Budget

- Service Providers will receive the same budget as they did in fiscal year 2010/2011
- Service Providers will perform the same activities as they are doing now, for example an Employment Resource Centre (ERC) continues with being an ERC and doing ERC activities.
- Increased Flexibility: 1. Budget based on two cost Categories
2. Calendarized payments (12 equal payments)
- Two Cost Categories are Operating Costs and Support for Individuals

OEAS Project Planning Information Session

OEAS Project Plan

Project Plan

- The 2011-2012 OEAS 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
- The Project Plan replaces the old application process
- The project Plan will be based on your current activities which must be compliant with the OEAS program.
- The project plan consists of two templates:
 - OEAS 2011-2012 Project Plan Description - Template 1 - outlines the proposed activities, timeframes, project indicators and expected results (Quarterly, non-cumulative) for each project and location
 - OEAS 2011-2012 Project Plan Budget -Template 2 - details the budget allocation for each project and location.

Project Plan

- Minor changes to how you will provide services may be considered if there is a demonstrated need for the change.
For example changes to the variety or duration of workshops.
- Project Plans will be sent back if they list or contain any new or additional activities. Service Providers must continue to provide the same activities they have always provided.
- Any revisions to the Project Plan must be resubmitted (signed) by the Service Provider
- The approved Project Plan, signed by the TCU Director, will be attached to the final legal agreement with the Ministry, as Schedule E

Project Plan Description – Template 1

- OEAS service providers must submit a **separate Project Plan for each** existing agreement. An agreement may have more than one service delivery location.
- The project plan includes the following core elements:
 - 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

Project Plan Budget – Template 2

- On the Budget Template, Service Providers will indicate their total budget and their budget for each service delivery location
- Budgets will have two cost categories, operating costs and support 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 the day-to-day operations of running the project. Examples include wages for project staff, materials and supplies, rent, utilities, staff travel, insurance, and fees for professional services.

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, adaptive technology set-up) dependent care and transportation. This category will no longer include materials and supplies for clients.

OEAS Project Planning Information Session

Some Helpful Hints:

- Your Project Plan should be brief
- Talk to your Ministry contact during the project planning process.
- Confirm understanding of the project plan, operating costs, support for individuals and breaking down your budget by service delivery location (if applicable).
- Submit your Project Plan as soon as possible in order to receive feedback, if needed, and your approval.

Project Plan Submission, Review and Approval

Submission

- The Project Plan submission (Project Plan templates, Letters patent and Certificates of Insurance) is accepted for review when all required information is completed and submitted to MTCU.
- All final 2011-2012 OEAS Project Plans will be submitted by **Friday February 11, 2011** at **5:00 p.m.**

Review

- Ministry staff will review your OEAS Project Plan Templates 1 and 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 the Ministry will discuss the submission with your contact person.
- Revisions may be negotiated and a final signed resubmission of the OEAS Project Plan (Templates 1 and 2) may be required.

Approval

- A letter from the TCU regional Director will be sent to your organization once your Project Plan has been approved.
- An agreement will be sent to your organization for review and signature. (The completed, approved and signed Project Plan Template 1 will be attached to, and form part of your agreement.)

OEAS Project Planning Information Session

Client Referral and Reporting

Client Referral Process

- All services that required a referral from an OEAS Service Provider, which included an assessment of client needs, in the past, will continue to require a referral from an external agency
- An external agency includes those that are external to the agency requiring the referral. Examples include Ontario Works, WSIB, ODSP, OEAS Assessment Centres and Employment Services
- For example Practice Firms will always require clients to be referred.
- All OEAS Service Providers who provide Assisted Services (Services Other Than ERC's) will begin reporting their outcomes to MTCU through a new OEAS Participant Information Form and Client Reporting Template.
- Employment Resource Centres are self services and will not require a referral.

Reporting

- **2 levels of reporting:**
 - Aggregate Data reporting for **all** OEAS Service Providers on the Quarterly Aggregate Data Report
 - Client Social Insurance Number (SIN) level data for those offering Services Other Than ERC's on the Client Reporting Template

Reporting		
Service Type	Quarterly Client (SIN) Level Data	Quarterly Aggregate Data
Services Other than ERC's (Assisted Services)	✓	✓
ERC	NA	✓

Quarterly Aggregate Data Report (QADR)

- The QADR is the mechanism to report actual results for the Ministry to measure the performance against the agreement
- The QADR is designed to provide a consistent approach for reporting and receiving feedback against target and milestone achievement as well as any resulting re-adjustment of project plans in order to achieve targets and expected results by year end.
- The QADR is completed by all OEAS Service Providers for each agreement and reviewed by the Ministry on a quarterly basis.
- The QADR will focus on:
 - Targets and Actual Results for each quarter.
 - Customer Satisfaction
- The QADR is **not** the mechanism for payment reconciliations as that information will be forwarded through the estimate of expenditures and audited financial statement processes.
- The QADR represents reporting against all service delivery locations for your agreement (i.e. one QADR per agreement)
- The first QADR will be due on **Friday July 8, 2011** and will be based on the first quarter of 2011/2012, April 1 - June 30, 2011

Client Reporting

Step 1 - Participant Information Form

- A Participant Information Form (PIF) is being created for obtaining Client (SIN) level information for participants in Services Other Than ERC's (Assisted Services).
- Other than the SIN the PIF also collects information such as address, education level and Source of Income.
- The client, with the aid of the OEAS Service Provider, will complete the Participant Identification, Address and Profile Information Sections.
- The OEAS Service Provider will complete the Client Summary section on the client activity and results.
- The PIF will be kept with the client record or file.
- The PIF has a Notice of Collection and Consent section that allows the OEAS Service Provider to share SIN level data with the Ministry.

Client Reporting Template

Step 2 - Client Reporting Template

- The information gathered from the PIF will be input by the Service Provider to a new reporting tool
- The new OEAS Client Reporting Template (CRT) has been created to collect Client (SIN) level data required for labour Market Development Agreement (LMDA) reporting to the government of Canada
- The Client Reporting Template contains the items previously reported through Contact 4
- The Columns on the CRT are identical to those on the PIF for expedited reporting

OEAS Project Planning Information Session

Privacy Obligations for Service Providers :

- The OEAS Agreement between the Ministry and the Service Provider (SP) outlines the SP privacy obligations in a manner that ensures that TCU is not in breach of the *Freedom of Information and Protection of Privacy Act (FIPPA)*.
- OEAS Service Providers must agree to protect the client's personal information that they collect, use, disclose and retain in order to deliver and report on OEAS activity
- A Notice of Collection and Consent is located on the OEAS Participant Information Form. Service Providers must explain this Notice of Collection and Consent and attain signatures from the client at the bottom of the form which signifies:
 - The client's acknowledgement to the collection and use of their personal information for the Service Provider's purpose (s); and
 - The client's consent to the indirect collection and disclosure of the their personal information between the Service Provider, the Ministry, the government of Canada and the client's employer.
- Organizations will ensure staff and subcontractors receive regular training on privacy procedures. Service Provider policy and training will include:
 - Collection, use and disclosure
 - Security
 - Destruction
 - Retention
 - Privacy breaches

****Note: The OEAS Participant Information Form must be retained for a period of seven (7) years.****

OEAS Project Planning Information Session

New OEAS Agreement

OEAS Project Planning Information Session

New OEAS Agreement

The new OEAS Agreement has a main body and five schedules.

Main Body – legal requirements which incorporate the Transfer Payment Accountability Directive, Freedom of Information and Protection of Privacy Act, etc.

The main body is comprised of articles that outline (for example):

- Good Governance practices
- Proper use of funds in carrying out the Program
- General Reporting/file maintenance expectations
- Access to Information and Protection of Privacy requirements
- Insurance requirements
- Termination provisions

OEAS Project Planning Information Session

OEAS Agreement

Schedule A

Includes a general description of the activities found under OEAS, and roles and responsibilities of the service provider:

- OEAS General Description

- Recipient Responsibilities in delivering the OEAS such as:
 - Eligibility of Clients
 - Customer Service Policy
 - Updating the “Find a Service” website

ES Business Planning Information Session

ES Agreement

- Schedule B** – Outlines the total budget and the budget for each project service delivery location
- Schedule C** – Outlines the payment schedule for regular monthly payments
 - Includes all project service delivery locations
- Schedule D** – Sets out the Service Provider’s reporting requirements including:
 - OEAS Client Reporting Template
 - Quarterly Aggregate Data Report
 - Audit and Accountability Requirements
 - Estimate of Expenditure Report
 - Statement of Revenue and Expenditure Report
 - Auditor’s Report
- Schedule E** – Service Providers Project Plan

The text of the OEAS agreement cannot be negotiated.

OEAS Project Planning Information Session

OEAS Audit and Accountability Requirements

Together with the Transfer Payment Accountability Directive, the OEAS Audit and Accountability Requirements establish:

- the principles and requirements for implementing good governance;
- controllership practices to achieve accountability for transfer payments;
- support the efficient and effective delivery of services provided through transfer payment programs.

Financial Reporting Requirements include:

- details on the funding categories
- due dates for financial reports
- parameters for Service Providers use of funds;

The Audit and Accountability Requirements form part of the OEAS legal agreement.

OEAS Project Planning Information Session

Audit and Accountability Requirements Key Components

Audit and Accountability requirements indicate how to report on:

- Interest Earned – any interest earned on TCU funding must be reported on the Estimate of Expenditure Report and the Statement of Revenue and Expenditure Report and will be recovered by the Ministry.
- Capital Assets – equipment, furniture and leasehold improvements directly related to the delivery of the OEAS must be reported as expenditures in the same fiscal year.
- Disposition of Assets – Service Provider must report on any assets sold, leased or otherwise disposed of that were purchased with OEAS funds.
- Deficits (i.e. over-expenditures) – the Service Provider is responsible for any deficits incurred for OEAS.
- Tax rebates – a chart is included that clearly indicates how to report tax rebates.

OEAS Project Planning Information Session

Monitoring

OEAS Project Planning Information Session

Monitoring

- The Ministry will monitor and evaluate the service provider's delivery of services to ensure accordance with program objectives and requirements as spelled out in the legal agreement.

- Ministry is accountable for:
 - Monitoring and evaluating delivery performance against agreement
 - Monitoring agreement compliance; and
 - Developing monitoring requirements and necessary tools

OEAS Project Planning Information Session

Submission Specifics

WHO:

ETC, SDM, General Delivery Box and cc'd to who??

HOW:

Hard Copy and Electronic

WHEN:

February 11, 2011 by 5:00 p.m.

OEAS Project Planning Information Session

Wrap Up and Next Steps

- Prepare Project Plan for submission
- Deadline for Submission of final project plans is **Friday February 11, 2011 by 5:00 p.m.**
- Training on the new OEAS agreement and Audit and Accountability Requirements