

Qs & As for OEAS Service Providers

Q1. Why have we been offered the opportunity to deliver the same services we are currently offering under a new OEAS agreement?

A1. TCU is in the process of transforming the Employment Ontario (EO) network to ensure that all people in the province have access to a full range of employment services when and where they need them. The introduction of Employment Services (ES) in August 2010 was one step, but it was not the last step. Before we continue with EO transformation, we need to further study client needs and current service offerings in our communities.

Q2. Why doesn't TCU just extend our current agreement?

A.2 In order to meet requirements as outlined in the Transfer Payment and Accountability Directive (TPAD) all provincial agreements must contain clear:

- roles for all parties,
- performance measures,
- reporting requirements,
- monitoring standards,
- audit and accountability standards.

New OEAS agreements will also be consistent with agreements for other EO programs.

Q3. What happens after March 31, 2012? Will we become ES providers?

A3. It is important to the Ministry that we take the time necessary to properly assess the current network before we continue with transformation. Much information, from many different sources, is needed to help us make sound decisions about the future of the EO network. At this point, no timeframes have been set or decisions made.

Q4. Is there an expectation that service providers meet to develop "community-wide" plans prior to submitting their project plans?

A4. While the ministry does not have an explicit requirement that service providers meet with one another during or after the project planning process, operating as *one* network is in the best interest of the community and clients. By working well with other providers in the EO network, your organization can ensure that referral paths are clear and follow up services are not duplicated.

Q5. How can I provide input to the EO transformation process?

A5. Please keep in touch with local TCU staff and regularly visit the Employment Ontario Partner's Gateway (<http://www.tcu.gov.on.ca/eng/eopg/>) to find out more about opportunities to be heard.

Q6. Our experience delivering OEAS has shown us that our clients would benefit from a slightly different employment service delivery model. Is there any opportunity to change the service we are currently delivering?

A6. We expect little change to *what* services you deliver, however, minor changes to *how* you deliver that service may be considered when there is a demonstrated need. For example, a change in the number or topics of employment workshops you offer might be appropriate. You should discuss any possible changes to activities with your Employment and Training Consultant (ETC).

Q7. With the introduction of ES, we have been having difficulty meeting our current client targets. Can we adjust our client targets now?

A7. Please discuss possible amended client targets with your Employment and Training Consultant (ETC) during the project planning process.

Q8. How much detail do we need to provide in Template 1 of the project plan?

A8. Template 1 will become part of the agreement and your performance will be measured against it, so it is important that it provides enough detail for your organization (and TCU) to monitor your progress. The project plan also needs to be succinct so please be brief – point form or bullets will suffice. Start by writing concise responses to each of the sections in the project plan: information about the service provider, project objective and summary, referral process, activities, timeframes, indicators/results. Indicators and results are to be broken down quarterly and are not cumulative.

Q9. What if our costs have increased? Is there any room to negotiate a revised budget?

A9. No budget increases will be negotiated for the new agreement given the current financial environment. Instead, the Ministry is providing additional budget flexibility by reducing the current multiple cost categories to two types of funding – Operating Costs and Supports for Individuals. Your organization may also benefit from an increased ability to plan ahead as payments will be made based on a regular pre-agreed monthly schedule.

Q10. What if we chose not to continue our OEAS agreement?

A10. TCU will ask that you:

- confirm your decision in writing,
- responsibly wind down the services you currently offer,
- participate in discussions with TCU and other service providers in your community to ensure clients are able to access the employment services they need.

Q11. Will the ministry provide feedback on our initial project plan submission? When? What happens next?

A11. TCU will provide feedback when and if there are changes required. You will be sent a letter acknowledging receipt of the project plan within 10 business days of its submission. Following our review, a letter confirming approval of your project plan will be forwarded to you. Finally, an agreement (including the project plan as Schedule E) will be drafted and signed by both parties.

Q12. If we have not submitted a project plan by February 11, 2011, will we still be considered?

A12. If TCU has not received a project plan from your organization by February 11, it will be considered a withdrawal and that your organization is no longer interested in continuing to provide services under an OEAS agreement. In this situation, a TCU staff person will be in touch to discuss next steps and wind down.

Q13. How do I address client concerns regarding the sharing of personal information on the PIF form?

A13: Use the Service Provider Privacy Tip Sheet posted on the EOPG to learn how to explain the notice of collection to clients, answer client questions and explain your organization's legal responsibility to protect the client's information.

Q14. What are the submission deadlines for the CRT reports?

A14. The CRT and the QADR are both due on a quarterly basis on the first Friday of the month following the end of the quarter. For example for the first quarter, April 1, 2011 to June 30, 2011, the reports are due Friday July 8, 2011. Instructions with key due dates are provided on both reporting documents.

Q15. What happens when the Ministry receives QADR?

A15. Each QADR is submitted with a Status Report. Service Providers will receive feedback from your ETC within 10 business days.

Q16. When will service providers receive their payments on a monthly basis?

A16. Service providers will receive their first payment from the contract approximately 2 weeks after the signed contract is returned to MTCU. On a monthly basis, payments will be made through direct deposit and should be received by the service provider by the end of the first week of the month.

Q17. There are two templates that are required as part of the service providers project plan. Is there anything other than the templates that the service providers must submit by February 11, 2011?

A17. The two project plan templates, Letters Patent and Certificates of Insurance must be submitted by February 11, 2011