



**MEMORANDUM TO:** Employment Service Service Providers

**FROM:** Director

**DATE:** April 29, 2011

**SUBJECT:** **Employment Service (ES) External Service Provider Reference Group and Performance Management System Training for Service Providers**

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**OBJECTIVE:**

The purpose of this bulletin is to provide your organization with information about the ES External Service Provider Reference Group, its mandate and the work that the group will be involved in in the coming months.

**BACKGROUND:**

A group of twelve ES service providers across the province has been selected by MTCU Regional Directors to participate in the ES External Service Provider Reference Group.

The Reference Group will act as a resource body where the Ministry and members of the ES service delivery network can come together to review and analyze promising practices, suggestions for continuous improvement in service delivery, as well as the overall capacity development needs for the ES network across the province. Service providers participating in this group are asked to bring their experiences in relation to ES to the Reference Group table and are not being asked to act as formal conduits of information between MTCU and the broader ES service provider network.

MTCU will continue to provide communications to service providers through the EOPG and future ES bulletins. The Service Delivery Advisory Group (SDAG) will continue to be a formal conduit through which the Ministry will request input from the larger Employment Ontario (EO) delivery network.

The mandate for the Reference Group is until June 30, 2011, after which MTCU will revisit the group and possibly adjust its membership and/or mandate as required.

The scope of the Reference Group's mandate includes, but may not be limited to, the following:

- Reviewing elements of EOIS-CaMS usage from a strategic service delivery management perspective;
- Providing input to the Ministry as to the capacity development needs of ES service providers (e.g., demystifying the ES performance management framework and associated performance reports);
- Attending and providing feedback on ES Performance Management System (ESPMS) training materials which will be developed for ES service providers;
- Providing input on future communications and identification of operational issues.

The initial meeting with the Reference Group took place on March 3, 2011, to discuss the mandate. The final Terms of Reference for the group, including a list of members, is available on the EOPG.

The second meeting took place on March 31, 2011, at which the Reference Group participated in a pilot training session of the new ES Performance Management System training materials which will be rolled out for all ES service providers. This session focuses on information to assist ES service delivery sites in managing outcomes-based employment services within a performance management framework. During the training, the Ministry received extremely valuable feedback from Reference Group members to help refine the training materials. This information will form the basis of training for ES service providers that will be conducted later this spring.

**NEXT STEPS:**

- Your organization will receive additional information about the upcoming ESPMS training shortly. The current proposed approach is for regional training sessions to be delivered by the end of June 2011.

If you have any questions please contact your ETC or local Service Delivery Manager.