

Employment Service (ES) External Service Provider Reference Group

TERMS OF REFERENCE – April 2011

Mandate:

The **Employment Service (ES) External Service Provider Reference Group** will advise the Ministry of Training, Colleges and Universities' (MTCU) Service Delivery Branch, as well as the Program Design and Program Development Units within the Strategic Policy and Programs Division (SPPD), on provincial operational policy and delivery considerations related to the new Employment Service.

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. The Reference Group will work together with the Ministry's staff in the Employment Service Program Working Group.

The scope of this mandate includes, but may not be limited to the following:

- An analysis of how access to Second Career through the Employment Service is related to an ES provider's assisted service intake targets;
- A review of pathways to identify the various access points to ES for potential clients, as well as the client referral pathways across other EO providers, such as on-hold OEAS providers (e.g. Practice Firms, PWDs, etc.);
- A review of EOIS-CaMS usage practices from a strategic service delivery management perspective;
- Providing the Ministry with input on the risk assessment framework that the Ministry will be implementing to support the monitoring of ES delivery through the current and future ES agreements; and
- Providing input to the Ministry as to the network capacity development needs of ES service providers (e.g., demystifying the ES performance management framework and associated performance reports).

Primary Roles and Responsibilities:

Reference Group members will:

- Provide input to and validate key components of the above;
- Identify and bring forward approaches, practices or areas for consideration that impact program operational policy and/or design;
- Provide ongoing feedback to MTCU as to issues, questions, opportunities
- Provide input on future ES engagement/communications; and

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- Ensure that a “back-up” representative is available who is either prepared to participate on the member’s behalf, or able to provide a timely report back to the Reference Group member on the proceedings and actions of the group..

Service Delivery Branch (with support from SPPD’s Program Design and Program Development Units), TCU will:

- Chair meetings;
- Conduct research into and analysis of approaches/excellent practices related to the group’s mandate;
- Develop models and options for employment service delivery for input;
- Develop meeting agendas, record, confirm and distribute action items/key notes;
- Develop and distribute materials for consideration by the Reference Group in advance of scheduled meetings; and
- Cover the cost of accommodation and travel directly related to participation in Reference Group meetings, within existing government guidelines.

Decisions on implementation and delivery of ES will be made by the Ministry.

Membership:

- Members are selected by the 4 MTCU Regional Directors

Criteria for membership selection:

- Regional representation (smaller and larger communities);
- From a range of current ES providers (i.e., not for profit, for profit, college, school boards, youth, adult, francophone); and
- Experience in program design or development and currently an ES service provider.

The list of members was proposed by the Ministry in January 2011. SDAG was given an opportunity to comment.

Reference Group Members:

Name	Title	Organization
Central Region		
Cindy Ryan	Executive Director	Centre for Education and Training (CET)
Lois Willson	Associate Dean, Community Outreach and Workforce Development	Humber Institute of Technology and Advanced Learning
Allison Pond	Executive Director	ACCES
Mike MacEachern	Executive Director	Focus
Eastern Region		
Wendy Woods-Fontaine	Executive Director	Job Zone d'emploi

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Fred Nesrallah	Employment Services Program Manager	Youth Services Bureau/ITO 2.0
Janet Ashford	Manager, Employment Service	St. Lawrence College
Northern Region		
Lorraine Boland	Executive Director	YES Employment Services (Thunder Bay)
Claude Dubuc	Director	College Boreal, Nipissing Campus
Western Region		
Wanda Jacobs	Manager, Career and Employment Services	Fanshawe College
Lil Myers	Director of Employment Services	Kitchener Waterloo YMCA
Nancy McQuillan	Executive Director	London Employment Help Centre

Term of Service and Schedule of Meetings:

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.

Meetings will take place on a monthly basis, commencing in March 2011:

March 31, 2011
April 14, 2011
May 26, 2011
June 23, 2011