

## **Memorandum**

**To:** Employment Ontario (EO) Service Providers Delivering Programs  
Managed in EOIS-SP Connect

**From:** Jacqueline Cureton, Director, Program Delivery Support Branch

**Date:** September 26, 2017

**Subject:** Business Plan Enhancement Survey Announcement

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### **WHAT IS HAPPENING:**

As part of the ministry's continuous improvement process, we are taking steps to enhance critical annual business functions, such as the EO business planning process. The ministry has heard feedback regarding the business planning cycle through various channels concerning timing, templates/systems, and our consultation processes.

The 2017-18 EO business planning process was unique and challenging for service providers and the ministry alike. As a result, we are working to identify possible areas for improving the business planning process in consultation with the EO network.

In the coming weeks, the ministry plans to share more specific information regarding the 2018-19 EO business planning process improvements. However, in the interim we are interested in hearing from service providers on their thoughts and concerns regarding the business planning process, as such we will be inviting you to participate in a brief survey.

Tomorrow, the ministry will send a survey link to current EO service providers who have previously participated in a business planning process through EOIS-SP Connect, and who are currently delivering one or more of the following programs:

- Canada-Ontario Job Grant (COJG),
- Employment Services (ES),
- Literacy and Basic Skills (LBS),
- Local Boards (LB),
- Local Employment Planning Councils (LEPC),
- Ontario Employment Assistance Services (OEAS),
- Youth Job Connection (YJC),
- Youth Job Connection: Summer (YJCS), and/or
- Youth Job Link (YJL).

The ministry will use the insights and concerns that you share to improve the overall effectiveness of the annual business planning process going forward.

**BACKGROUND:**

The annual business planning process allows service providers to plan how they will achieve their targets, in agreement with the ministry and within budget.

For the ministry, completion of the business planning process sets the stage for establishing transfer payment agreements with service providers in the upcoming fiscal year.

**NEXT STEPS:**

A link to the survey will be sent to one contact per organization; this link will be emailed directly from Survey Monkey. Please ensure that “<[survey-noreply@hr.surveymonkeyuser.com](mailto:survey-noreply@hr.surveymonkeyuser.com)>” is added to your Safe Senders List, to avoid delays in receiving your survey invite.

If your organization has any questions about the business plan survey, please contact your Employment and Training Consultant (ETC).