



MEMORANDUM

TO: Canada-Ontario Job Grant (COJG) Service Providers

FROM: Teresa Damaso
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Employment and Training Division,
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DATE: **May 13, 2016**

SUBJECT: COJG Follow-Ups

MEMO #: **COJG2016-02**

The purpose of this bulletin is to provide your organization with information about how the Canada-Ontario Job Grant (COJG) follow-ups should be conducted moving forward.

BACKGROUND:

New COJG guidelines have been posted on the EOPG. One of the key changes for 2016-2017 is the change in the follow-up requirements. Based on service provider feedback, we have made efforts to reduce the administrative burden, notably by aligning the program requirements with the Canada-Ontario Job Fund Agreement (JFA). As of April 1, 2016, 100% follow-ups are required at 3 and 12 months post-exit for both employers and trainees.

The exit follow-up will not be required for employers and trainees. This reduces the number of follow-ups from three to two.

As noted in the revised COJG guidelines memo, EOIS-CaMS will not reflect these changes in the system until later this year. Due to system requirements for service plan closure, service providers will need to implement a work-around to allow service plan closures without conducting the follow-ups at exit.

WHAT IS HAPPENING:

The instructions below outline how COJG follow-ups should be conducted until the changes are reflected in EOIS-CaMS.

Employers

At exit

The exit follow-up is not required anymore. To be able to close the service plan, service providers should:

- Fill out the reason for closure and outcome based on the Training Outcome Report
- Fill out the last question “How many of the trainees have been retained by the employer?” in the details section based on the Trainee Outcome Report
- Indicate “No response” for “Customer Satisfaction” and the remaining questions in the details section

At 3-months

Service providers should ask employers all the questions included on the Service Plan Closure page.

On the Service Plan Closure page, the questions with a “No response” should be updated with the information collected at the 3-month follow-up. This includes updating the “Customer Satisfaction” rating and the responses to the employer satisfaction questions.

All the questions on the 3-month review page should be filled out appropriately. The questions at the 3-month follow-up are included on the Service Plan Closure page. This means some responses will need to be entered twice. It is important to fill out the responses on both pages to preserve the data integrity.

At 12-months

No work-around is required. Service providers should complete the 12-months Review page at 12-months after exit by filling out all the sections noted in the system.

Trainees

At exit

The exit follow-up is not required anymore. To be able to close the service plan, service provider should:

- Fill out the reason for closure and outcome based on the Training Outcome Report
- Indicate “No response” for “Customer Satisfaction” and the questions in the details section

At 6-months

Service providers are required to conduct follow-ups at 3 and 12-months. However, due to the delay in introducing this change in the system, service providers are asked to temporarily continue doing the **6-months follow-up instead of the 3-months follow-up**. Until the system is adjusted to the new follow-up requirements, the 6-months follow-up will be used as a proxy for the 3-months follow-up.

Service providers should ask trainees all the questions included on the Service Plan Closure page.

On the Service Plan Closure page, the questions with a “No response” should be updated with the information collected at the 6-month follow-up. This includes updating the “Customer Satisfaction” rating and the responses to the participant satisfaction question.

All the questions on the 6-month review page should be filled out appropriately. The questions at the 6-month follow-up are included on the Service Plan Closure page. This means some responses will need to be entered twice. It is important to fill out the responses on both pages to preserve the data integrity.

At 12-months

No work-around is required. Service providers should complete the 12-months Review page at 12-months after exit by filling out all the sections noted in the system.

Updated Training Outcome Report

The Training Outcome Report has been adjusted and now includes a section regarding the employment status of the trainees after the completion of training. If the employer indicates one or more trainees were not employed by them after the completion of training, service providers should follow-up with the employer to determine who they were.

This new section will allow service providers to respond to the trainee retention questions on the employer Service Plan Closure page.

This will also provide information to fill out the trainees' outcome field at exit. If the employer noted all trainees were employed by them after the completion of training, the service provider can note "Employed" as the outcome for every trainee. If one or more trainees were not employed by them, the follow-up conversation with the employer will allow the service provider to identify which trainee(s) may need to have a different outcome noted at service plan closure.

NEXT STEPS:

The ministry will inform service providers once the revised follow-up requirements will be adjusted in the system.

If your organization has any questions regarding COJG follow-ups, please contact your Employment and Training Consultant (ETC).