

Revised Canada-Ontario Job Grant (COJG) Monitoring, Exit and Follow-up Requirements

The following text was pulled from the COJG Service Provider Amended Agreements and describes the monitoring, exit and follow-up requirements for the program.

10. Monitoring, Exit and Follow-Up

Monitoring

Training Provider

The Recipient shall conduct one monitoring site visit:

- to the training provider during a Funding Year for Canada-Ontario Job Grant Training Agreements that include in-class instruction and the Ministry Training Contribution is \$1,500 or more;
- to the same training provider during a Funding Year for any subsequent Canada-Ontario Job Grant Training Agreements that include in-class instruction and the Ministry Training Contribution is \$3,000 or more.

The Recipient is not required to conduct a monitoring site visit, but instead shall conduct at least one monitor using appropriate alternative methods (for example, review of paper and electronic records, web-based validation of online training, etc.):

- for Canada-Ontario Job Grant Training Agreements that include in-class instruction and the Ministry Training Contribution is less than \$1,500;
- if a monitoring site visit to the training provider has already been conducted during a Funding Year and the Ministry Training Contribution is less than \$3,000 for any subsequent Canada-Ontario Job Grant Training Agreements that include in-class instruction;
- for Canada-Ontario Job Grant Training Agreements that do not include in-class instruction;
- if the training provider is a School Board within the meaning of the Education Act, a College of Applied Arts and Technology, or a publicly assisted university.

Employer Monitor

The Recipient shall:

- Validate financial and training activities, such as confirmation of employer payments to training providers and the progress of training activities; and
- Manage issues related to participating employers and/or individuals that were identified during or after service planning.

A site visit is required where a job placement is occurring.

Decisions to conduct additional monitoring and the frequency and intensity of this monitoring will vary based on a range of factors that include:

- Scale, cost and complexity of training and/or job placements;
- Extent to which the employer used planning and referral services (e.g.; an employer requiring extensive assistance identifying their workforce needs may warrant additional monitoring); and,
- Employment barriers of unemployed individuals hired by the employer to fill a job vacancy and/or who are participating in a job placement.

Exit

Employers and Participants receiving services supported by the Grant each have their own service plan(s) and closure of these plans triggers the exit date from which subsequent Employer and Participant follow-ups are conducted. Prompt and timely closure of these plans is required to gather information related to program outcomes.

The Recipient shall ensure that:

- For Employers, the service plan is closed after the last Participant associated with the Grant agreement has completed their training and has had their training plan closed.
- For Participants, the service plan is closed after completion of training and/or the job placement, whichever service was the last to be finished.

Follow-up

Follow-up includes the collection of information on the outcomes of training, job placements (if applicable) and important customer satisfaction feedback on services received.

The Recipient shall conduct follow up with Grant employers and Participants as follows:

For Employers:

- 100 per cent follow-up at exit and at three and twelve months post-exit to ensure that information on training impact and customer satisfaction is captured.

For Participants:

- 100 per cent follow-up at exit and at six and twelve months post-exit to track short and longer-term employment and training outcomes.