

## Memorandum

**To:** Employment Ontario Service Providers

**From:** David Cronin, Director  
Program Delivery Support Branch

**Date:** December 16, 2021

**Subject:** 2022-23 Employment Ontario Business Plan Templates in EOIS-SP  
Connect

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The following 2022-23 Employment Ontario (EO) business plan templates will be made available to EO service providers in the Employment Ontario Information System – Service Provider Connect (EOIS-SP Connect) starting on December 15, 2021.

Business plans will be released for the following in-scope EO programs:

- Employment Service (ES)
- Ontario Employment Assistance Services (OEAS)
- Supported Employment (SE)
- Youth Job Connection and Youth Job Connection Summer (YJC/YJCS)

The ministry views business planning as an opportunity to engage service providers in dialogues on how regional and local labour market conditions may impact demand for services and client outcomes, as well as on other service delivery priorities. The ministry recognizes that the COVID-19 pandemic continues to present challenges for our service delivery network and affects labour market conditions in ways that continue require adjustments and different ways of carrying out business. As we establish performance commitments for the upcoming fiscal year, I encourage a continuous dialogue that will afford us opportunities to discuss service provider priorities while building on strategies that have been proven to work.

## **Service Providers Located in the Four Phase 1 Catchment Areas**

The Employment Services Transformation is currently in place in three prototype catchment areas (Peel, Hamilton-Niagara and Muskoka-Kawartha). In June 2021, the ministry announced the provincial roll out of the Employment Services Transformation and a two-stage competitive process was launched this year to finalize agreements for Service System Managers (SSMs) in the following catchment areas by April 2022:

- Halton
- Kingston-Pembroke
- Stratford-Bruce Peninsula
- York

All service providers delivering ES, OEAS, SE and YJC/YJCS will receive 2022-23 business plans to articulate their service delivery commitments for the coming fiscal year. This fiscal year some organizations will have service delivery sites located in the catchment areas and some will have service delivery sites outside of the catchment areas. All service providers are expected to complete a 12- month business plan in EOIS-SP Connect as all program delivery will be status quo for 2022-23, regardless of whether the agreement is managed by the ministry or an SSM.

### **Employment Ontario Service Promise**

The *Employment Ontario Service Promise* remains a critical component of our commitment to delivering the highest quality employment and training services to Ontarians and is used to inform business planning. You are encouraged to have regular discussions in your organizations about the *Employment Ontario Service Promise* and its impact on service.

If your organization has any questions about the business planning process, please contact your Employment and Training Consultant.

Thank you,

David Cronin  
Director  
Program Delivery Support Branch

cc: Charles Bongomin, Central – A/Regional Director  
Heather Cross, Western - Regional Director  
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