

## Memorandum

**To:** Employment Ontario Service Providers

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

**Date:** December 7<sup>th</sup>, 2020

**Subject:** 2021-22 Employment Ontario Business Plan Templates in EOIS-SP  
Connect

---

The 2021-22 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 14<sup>th</sup>, 2020. Business plans will be due to the ministry by 11:59PM on Friday, January 22, 2021.

Business plans will be released for the following EO programs:

- Canada-Ontario Job Grant (service delivery agreements only)
- Employment Service
- Literacy and Basic Skills (service delivery and support organizations, including e-Channel)
- Local Boards
- Ontario Employment Assistance Services
- Supported Employment
- Youth Job Connection / Youth Job Connection: Summer

Information regarding business planning for Apprenticeship In-Class Enhancement Fund (formerly In-Class Training) and the French Language In-Class Enhancement Supplemental Fund (formerly French-language Apprenticeship Seat Purchase Supplement Fund) will be shared at a future date, these business plans will not be released at this time.

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 has led to challenging times that have and will continue to affect labour market conditions in ways that require adjustments and different ways of carrying out business. As we establish performance commitments for the upcoming fiscal year, these point-in-time dialogues will afford us opportunities to discuss the service providers' priorities, building on strategies that have been proven to work.

Overall, the business planning process remains similar to the previous fiscal year. The *Employment Ontario Service Promise*, which can be found in the [Visual Identity and Communication Guidelines](#), will remain a critical component of our commitment to delivering the highest quality employment and training services to Ontarians and will be 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 delivery.

The ministry would also like to emphasize to EO service providers the importance of keeping client and employer information in EOIS-Case Management System (EOIS-CaMS) up-to-date. The information in EOIS-CaMS is instrumental in supporting evidence-based decisions about future program priorities.

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: Heather Cross, Western Region – A/Regional Director  
Daniel Dubois, Eastern Region – A/Regional Director  
Andrew Irvine, Northern Region – Regional Director  
Tariq Ismati, Central Region - Regional Director