

Ministry of Training, Colleges and Universities

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Dear Employment Ontario Partner:

I am writing to update you on the status of transfer payment agreements for 2019-2020. The ministry has already begun to enter into transfer payment agreements for the upcoming fiscal year for the following programs: Youth Job Connection, Youth Job Connection Summer, Literacy and Basic Skills, Employment Service, and Canada-Ontario Job Grant.

We are building on previous changes in 2019-20 with an enhanced focus on outcomes and making sure that our programs are serving those who most need assistance.

Where possible, common approaches have been used across programs, such as:

- Assessing service provider performance relative to others within their community;
- Considering the complexity of clients being served as well as the outcomes achieved;
- Ensuring service levels are maintained by considering adjustments at the community or regional level; and,
- Considering specific delivery environments (i.e. northern, rural, Indigenous and Francophone communities).

For **Youth Job Connection** and **Youth Job Connection Summer** a relative evaluation has been used to compare, within regions, service providers' achievement of client completions and the suitability of the clients they are serving. This evaluation will inform slight allocation adjustments to individual service providers who have been operating below or above their contracted commitments in light of the program improvements implemented in April 2018.

For the last two fiscal years, business planning for **Literacy and Basic Skills** providers has been informed by a cost per learner formula developed to create more realistic and achievable learner targets. In 2019-20, the ministry will continue using this formula, with some providers having adjustments to their learner targets and funding to better align with their demonstrated capacity levels.

In the past, **Employment Service** providers operating below or above their service planning levels have seen adjustments to their allocations. Building on this, outcome and suitability indicators have been incorporated into the methodology to better recognize where service providers are supporting those most in need to find jobs.

We have made improvements to the way that we fund service providers for **Canada-Ontario Job Grant** to support greater program integrity within the network. Along with considering

demand within regions and communities, allocations will now include additional considerations for those service providers achieving the maximum impact for trainees and demonstrating appropriate oversight over program funds. These improvements keep community investment stable and invest resources in high-performing sites. Overall, the goal of these improvements is to enhance accountability, improve the quality of client service, and achieve greater fairness in allocations among service providers. In this way, we are applying existing approaches consistently across Ontario, while incorporating local intelligence (such as community need) to adjust program activity.

Ministry staff in your local offices will work with you to ensure business continuity so that clients continue to have access to the services they need.

Ontario's employment and training programs are critical to building the skilled workforce that will help grow the economy. Thank you for your ongoing commitment to supporting job seekers and employers through our Employment Ontario network.

Sincerely,

Jacqueline Cureton
Director, Program Delivery Support Branch
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