

MEMORANDUM

TO: Employment Ontario Service Providers

FROM: Jacqueline Cureton,
Director, Program Delivery Support Branch

DATE: November 28, 2018

SUBJECT: 2019-20 Employment Ontario Business Plan Templates

The 2019-20 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 the week of December 3rd, 2018. Business plans are due to the ministry by close of business Monday, January 14th, 2019.

The ministry views business planning as an opportunity to engage service providers in dialogues on how regional and local labour market conditions may be impacting demand for services and client outcomes, as well as other service delivery priorities. As we establish performance commitments for the upcoming fiscal year, these point-in-time dialogues also afford us an opportunity to discuss your continuous improvement priorities building on strategies that have been proven to work.

Overall the business planning process remains similar as to the previous year's cycle; however, the ministry continues to place emphasis on reducing administrative burden by eliminating duplication and low value content. The ministry looks forward to continuing the implementation of additional efficiency measures each year. As you know, the *Employment Ontario Service Promise* remains a critical component of our commitment to delivering the highest quality employment and training services for Ontarians. You are encouraged to have regular discussions in your organizations about the *Employment Ontario Service Promise* and its impacts on client service.

Finally, I would like to emphasize for EO service providers the importance of keeping client and employer information managed in EOIS-CaMS up to date. The information in EOIS-CaMS is instrumental in supporting evidence-based decisions.

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

Thank you,

Jacqueline Cureton

Cc: Regional Directors