

Program Delivery Support Branch

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MEMORANDUM TO: Literacy and Basic Skills (LBS) Service Providers
Employment Service (ES) Service Providers
Ontario Self Employment Benefit (OSEB) Coordinators
Ontario Employment Assistance Service (OEAS) Service
Providers
Summer Jobs Service (SJS) Service Providers

FROM: Teresa Damaso
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DATE: March 21, 2014

SUBJECT: 2014-15 Agreements

MEMO #: EO 2014-15 #1

The purpose of this bulletin is to advise third-party organizations of changes made to the 2014-15 agreements for ES, LBS, OSEB, OEAS, SJS and Local Boards. These changes will support the ministry's focus on continuous improvement and strengthened accountability and better alignment across Employment Ontario programs.

WHAT IS HAPPENING:

Agreements detail all the accountability and legal requirements between the ministry and the third-party organizations including but not limited to: the delivery of the program as outlined in the program guidelines; the reporting, accounting and review requirements as per the Audit and Accountability Requirements; and, the funding and delivery of the program.

Summary of Changes – Literacy and Basic Skills Program

Sample LBS agreement templates are being posted on the Employment Ontario Partners' Gateway for information purposes only and are subject to change.

Service Delivery Organizations

- Modification of the Schedule A:

- Definition of “guidelines” matches the definition as per the LBS Service Provider Guidelines.
- LBS Information and Referral services now include “targeted clients”.
- Recipients are now required to maintain current contact information for learners, for the purpose of learner exists and follow up activities.
- Adjustment of service delivery expectations regarding Employment Ontario Self Service (EOSS). Service Providers to contact clients within 1 business day of receiving the client’s online application.

Support Organizations (including e-Channel Support Organizations)

- All Schedule As have been amended to reflect changes to the roles and responsibilities of each type of support organization introduced in the 2014-2015 LBS Support Organization Guidelines. This includes:
 - regional networks;
 - sector organizations;
 - service organizations;
 - stream organizations; and
 - e-Channel support organizations.
- Article 9: Access to Information and Privacy has been updated and transfer payment recipients are now contractually obligated to ensure that designated privacy officers are aware of the privacy provisions of the LBS Agreement.

Summary of Changes – Employment Service

Sample ES agreement templates are being posted on the Employment Ontario Partners’ Gateway for information purposes only and are subject to change.

- The Provincial SQS has been raised effective April 1, 2014 and is reflected in Schedule E.
- The 2014-15 ES agreement includes the clarification regarding incentive funding as updated in the recently released ES Service Provider guidelines:
 - As of April 1, 2014, the maximum amount of incentive funding available per individual will be \$6,000, with an additional \$2,000 available for the AESB.

Summary of Changes – Ontario Self Employment Benefit

- **Main Agreement - Article 9**
Deleted the following in the ACCESS TO INFORMATION AND PROTECTION OF PRIVACY section:
 - ensure that all personal information of Individuals or Participants collected to carry out the Project will be stored in, remain in and be accessible only within Canada or, if it is not reasonably possible to do so, provide each Individual and Participant with notice that his or her personal information will be stored or accessible outside Canada before collecting any of his or her personal information

- **Added to Schedule 'A' - Participant Files**
 - if applicable, documentation in support of travel, a copy of the Participant travel-related monitoring plan, and copies of any documentation specified in the monitoring plan
- **Schedule 'B'**
 - The listing order of the Funding Categories was changed
- **Schedule 'D'**
 - Due dates for the QSNR are replaced with “As specified in the QSNR Instructions for OSEB Coordinators”
- **Schedule 'E'**
 - Program Commitments section has been updated to reflect the program indicators and success outcomes that were planned for in the business plan.
 - Please note the indicator “# of participants who completed OSEB program” was incorrectly placed under Program Indicators instead of Short Term Success Outcomes in the business plan and the agreement. This indicator will be considered a Short Term Success Outcome in the guidelines and for reporting purposes.

Summary of Changes - Ontario Employment Assistance Services

- **Schedule 'A'**
 - Language was strengthened within the sub-contracting section of the Service Delivery Plan.
- **Schedule 'D'**
 - Reference to the Quarterly Aggregate Data Report (QADR) including information around timeliness, accuracy and completeness of reports was added
- **Schedule 'E'**
 - Reference to the business planning targets in connection with new versus carry-over clients was added.

These minor changes are expected to bring some consistency between the OEAS agreement and the OEAS business planning template and to help improve performance and outcomes for this program.

Summary of Changes - Summer Job Services

There were no changes to the SJS agreement template.

NEXT STEPS:

If your organization has any questions regarding the changes introduced in the 2014-15 agreements please contact your ministry consultant. Thank you.