

Employment Ontario Information System (EOIS) Service Provider (SP) Connect Service Provider User Guide



Chapter 7: Monitoring Questionnaire

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7.1 Introduction

In compliance with the Transfer Payment Accountability Directive (TPAD) and to complement the Learning Ministries' 2003 Risk Management Guide, the Service Provider Risk Assessment Tool was developed to support staff in applying a risk-based approach to managing transfer payment agreements. The goal of the risk assessment process is to identify, assess and address risks present in ETD's relationship with service providers. The risk assessment tool provides guidance on the likelihood and impact of the risk on the service provider's ability to meet program objectives.

In 2012, the ministry introduced a formal risk assessment with Employment Services (ES) and Literacy & Basic Skills (LBS) as part of the annual program management cycle. Since this time, risk assessment has been expanded to include most Employment Ontario (EO) programs. In 2017, work began to automate the Risk Assessment tool and related processes in SP Connect.

7.2 Roles and Responsibilities

There are only a few roles that perform tasks in EOIS-SP Connect:

- Service Provider Signing Authority (SPSA)
- Ministry Local Consultant (MLC)
- Ministry Local Manager (MLM)

Role	Action
Ministry Local Consultant (MLC)	➡ Complete and Submit Performance Review Tool (PRT)
Ministry Local Manager (MLM)	➡ Review and Submit Recommendation of Performance Review Tool (PRT)
Service Provider Signing Authority (SPSA)	➡ Complete and Save the Monitoring Questionnaire (MQ) that is generated after a PRT is completed by the Ministry.

7.3 Complete and Save the Monitoring Questionnaire

The Monitoring Questionnaire is triggered by the completion of the Performance Review Tool (PRT). The PRT analyzes the performance of a site by agreement (program) by reviewing deliverables related to program delivery. The PRT is completed by the MLC (also known as

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ETC). Once the PRT has been completed, a Monitoring Questionnaire (MQ) will appear on the service delivery site's dashboard to be completed. The MQ provides service delivery sites with the opportunity to demonstrate the processes and activities in place that ensure success in meeting program requirements and objectives. The completed MQ provides the starting point for discussions between the ministry and service providers about program delivery.

The report can be found in either of two ways:

1. From the Dashboard > Monitoring Reports

The screenshot shows the Dashboard navigation bar with tabs: Dashboard, Business Planning, Service Provider, Agreements, Financials, Monitoring, Calendar, and Feedback. The 'Dashboard' tab is active. Below the navigation bar, there are several widget sections: Adjustments, Certificate of Insurance Expiry List, Service Provider Forecast, Business Plans, Agreements, and Monitoring Reports. The 'Monitoring Reports' section is expanded, showing a table with one record. The '3000K' value in the Site column and 'ES MQ 18 19' in the Name column are highlighted with red boxes.

Site	Program	Name	Service Provider	Provider Due Date	Days Overdue	Date Submitted	Days Late	Ministry Due Date	Status
3000K	ES	ES MQ 18 19		31/03/2019					Open

2. From the Monitoring Tab > List Monitoring Reports

The screenshot shows the Monitoring navigation bar with tabs: Dashboard, Business Planning, Service Provider, Agreements, Financials, Monitoring, Calendar, and Feedback. The 'Monitoring' tab is active. Below the navigation bar, there is a 'Monitoring Shortcuts' section with three links: List Service Provider Forecasts, List Monitoring Reports, and Generate Reports. The 'List Monitoring Reports' link is highlighted with a red box and a red arrow points to it.

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Dashboard | Business Planning | Service Provider | Agreements | Financials | **Monitoring** | Calendar | Feedback

Monitoring > List Monitoring Reports

Search Criteria

Program	--	Fiscal Year	2018-2019		
Service Provider Legal Name		Service Provider ID		Site ID	
Type	Monitoring Questionnaire	Status	--	Month Due	--

[Search](#) [Clear](#)

List Monitoring Reports

Number of Items: 1 of 1 records

Site	PO Number	Program	Type	Name	Service Provider	Status	Due Date
3000K		Employment Service	MQ	ES MQ 18 19		Open	31/03/2019

Click on the appropriate site for completion. The system displays the Monitoring Questionnaire along with the Risk Assessment Rating.

There are five panels of which only one has to be completed:

- Monitoring Report Details (auto populated)
- Regional Risk Assessment Rating (auto populated)
- Instructions (auto populated)
- Questions (to be completed)
- Status History (auto populated)

Monitoring > List Monitoring Reports > Monitor Report

ES MQ 18 19

Monitoring Report Details - Monitoring Questionnaire

Regional Risk Assessment Rating

Instructions

Questions

[Save](#)

Status History

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Complete the questions under the “Questions” panel.

Questions ▼

1. Describe how your site provides accessible services to Persons with Disabilities (PWD). List any special needs accommodations you provide like, assistive devices (for example a desk/table to accommodate a wheel chair) or specialized services (for example interpreter for the hearing impaired). This may also include materials in alternative formats, modifications to your website, site accessibility, referrals to services to support persons with disabilities, etc. *

2. As an organization, how do you assess your capacity to deliver ES and YJL? Detail how you assessed your site’s risks in the following areas: service delivery, planning, financial management, governance, information technology, privacy, human resources, etc. *

2a. What have you done to mitigate these risks? *

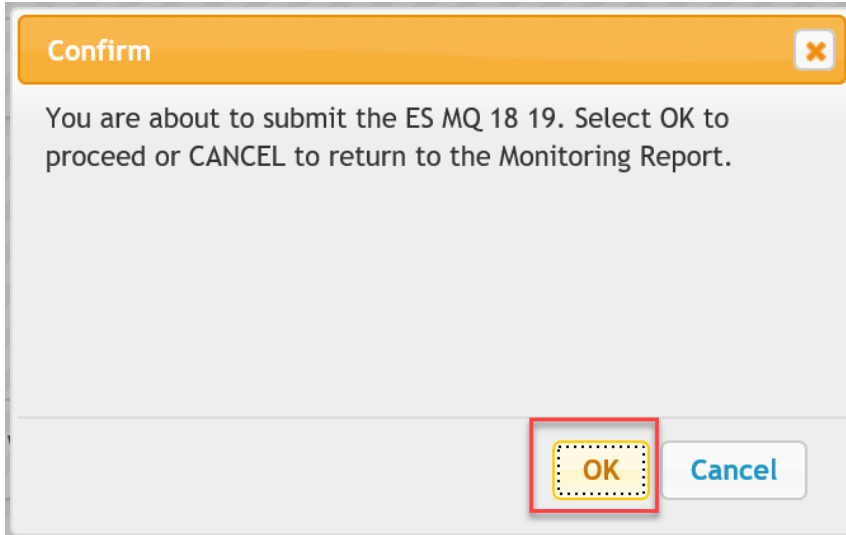
Note: As a best practice, it is recommended that you save frequently while completing the MQ. This will ensure your information is not lost if you are timed out of the system.



Once the questions have been completed, click on Submit.



You will be asked to confirm the submission. Click on OK.



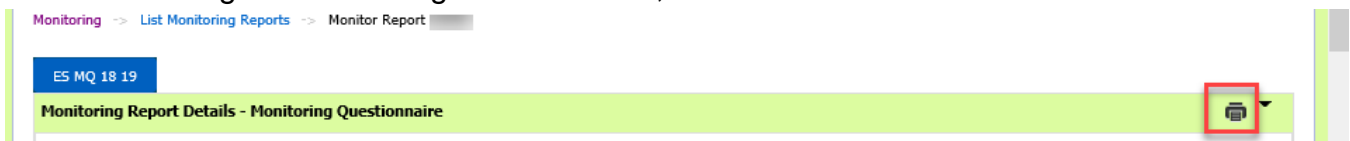
A confirmation message will appear on your screen to confirm the MQ's submission.



Once the MQ has been completed, it will appear on the MLC's (ETC's) Dashboard for review.

7.4 Print the Monitoring Questionnaire (MQ)

While accessing the Monitoring Questionnaire, click on the Printer Icon.



A PDF document will display and can be printed and/or saved.

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SP Connect - Monitor Report: ES MQ 18 19

Monitoring Report Details - Monitoring Questionnaire

Reporting Period	01/04/2018 - 31/03/2019	Due Date	31/03/2019	Status	Open
Site Program	Employment Service	Service Provider TP Accountability Office		PO Number	
Employment Training Consultant		Consultant Email			

Regional Risk Assessment Rating

Region	Rating	Status	Last Update Date	Reason
Central Region	Low	Approved	17/07/2017	Migration
Eastern Region				
Northern Region				
Western Region	Low	Approved	17/07/2017	Migration

Instructions

The Monitoring Questionnaire is based on the requirements outlined in the program guidelines and Agreement deliverables committed to during business planning. It provides the service delivery site (SDS) with the opportunity to demonstrate the processes and activities it has in place in order to ensure success in meeting these requirements. Ministry staff will use the questionnaire as a starting point for discussion, and will be in touch following your submission of the questionnaire to discuss successes and/or challenges that the site has experienced. It is recommended that you have the following documents available when completing the following questionnaire: Your current agreement, Your approved 2018-19 Business Plan, All Quarterly Status and Adjustment Reports completed to date, All Estimate of Expenditure Reports submitted to date, under the current agreement, Past feedback reports for any observations / action items previously identified. Please provide as much information as possible in response to each question and ensure that it is completed and submitted to the ministry in EOIS-SP Connect within 15 business days of receipt. Provide responses to both ES and YJL programs and if necessary, specify which program(s) the response applies to.

