

**Ministry of Advanced Education  
and Skills Development**

Program Delivery Support Branch

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**Ministère de l'Enseignement supérieur  
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Direction du soutien à la prestation des  
programmes

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## **MEMORANDUM**

**TO:** Employment Service (ES) Service Providers and Literacy and Basic Skills (LBS) Program Service Providers

**FROM:** Jacqueline Cureton  
Director, Program Delivery and Support Branch  
Employment and Training Division  
Ministry of Advanced Education and Skills Development (MAESD)

**DATE:** November 7, 2017

**SUBJECT:** Updated Contract Management Processes for Employment Service (ES) and Literacy and Basic Skills (LBS) Program

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### **OBJECTIVE:**

The purpose of this bulletin is to inform you of recent changes taking place as part of the ministry's ongoing improvements to service quality and compliance and accountability.

### **BACKGROUND:**

As part of continuous improvement, the ministry has made revisions to Official Review. These updates build on existing service provider management activities, to ensure a consistently applied and measurable approach to applying Official Review.

### **WHAT'S HAPPENING:**

The ministry has reviewed the compliance requirements of all Employment Service (ES) and Literacy and Basic Skills (LBS) agreements. Based on 2016-17 results, some

Service Delivery Sites (SDS) have not met key compliance and accountability measures. The following compliance, risk, and/or accountability measures were applied for 2016-17:

1. **≤ 25% Three Month Follow-Up During Fiscal 2016-17:** Any SDS who has failed to complete twenty-five percent or more of their scheduled three month client follow-ups between April 1, 2016 and March 31, 2017.
2. **Late Financial Reporting During Fiscal 2016-17:** An SDS with two or more late financial reports between April 1, 2016 and March 31, 2017. Financial reports include Estimate of Expenditure Reports (EER), Statement of Revenue and Expenditures Report (SRER) and Auditor's Report.
3. **Inaccurate Financial Forecasting During Fiscal 2016-17:** An SDS with a variance of five percent or more (positive or negative) between their period 5 EER forecast and their SRER expenditure of total budget.

All ES and LBS sites that have been identified with compliance and accountability issues will be notified in November 2017. These service providers will be required to prepare an action plan to address each issue along with a timelines for completion.

Compliance and accountability is not limited to the measures listed above. Service providers must continue to meet all accountability requirements specified in their agreements.

#### **WHAT'S NEXT:**

A revised methodology **will take effect on September 1, 2017**. Moving forward, these measures will apply:

1. **≤ 25% Client/Learner Follow-Ups:** An SDS at ≤ 25% follow-ups at any of the follow-up intervals (3, 6 or 12 month) will be notified at the first occurrence via email by their Employment and Training Consultant (ETC). If there is a second follow-up infraction, the SDS will be placed under Official Review.
2. **Late Financial Reporting in the last 12 months:** An SDS will receive an Employment Ontario Sanctions letter if they submit one (1) late financial report. At the second occurrence of a late submission the SDS will be placed under Official Review.
3. **Inaccurate Financial Forecasting Annually:** An SDS with a variance of five percent or more (positive or negative) between their period 5 EER forecast and their SRER will be placed under Official Review.

4. **Other Issue(s) of Non-Compliance:** As determined by the Employment and Training Consultant (ETC) responsible for managing the agreement in conjunction with their Service Delivery Manager (SDM).

Thank you for your ongoing efforts to support Ontarians. The ministry looks forward to continuing to work together to help people gain the skills they need to get a good job and to ensure Ontario retains the competitive advantage of a workforce with the skills employers want and need.

If you have any questions, please contact your Employment and Training Consultant.