



**Ontario Employment Assistance Service
(OEAS)**

**2017-18 Business Plan
Service Provider Instructions**

Ministry of Advanced Education and Skills Development

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1.0 Introduction

1.1. Purpose

The Ministry of Advanced Education and Skills Development (the ministry) is pleased to invite you to continue to deliver the Ontario Employment Assistance Services (OEAS) program under a new agreement from **April 1, 2017 to March 31, 2018**. To be considered for funding, all current OEAS service providers must complete a business plan template outlining activities and targets and submit it to the ministry in SP Connect by **5:00 pm on Friday January 13, 2017**.

The completed 2017-18 OEAS Business Plan Template will form Schedule H of the service provider's legal agreement with the ministry. The activities and targets identified in the business plan will be monitored by ministry staff throughout the year.

The annual business planning process facilitates ongoing management and success of OEAS service delivery by enabling service providers to:

- set targets
- define activities
- develop strategies for improvement, and
- adjust those strategies on an ongoing basis.

1.2. Strategic Priorities

OEAS provides financial support to organizations who deliver employment services to unemployed people. OEAS services may include:

- the provision and sharing of labour market information
- employment needs assessment
- career planning
- employment counselling
- diagnostic assessment
- job search skills
- job finding clubs
- job placement services

Since the launch of the Employment Service (ES) network in August 2010 when many OEAS providers became ES providers, the remaining OEAS agreements support services for Persons with Disabilities (PWDs).

1.3. 2017-18 Business Plan Changes

The items below outline the changes to the business template:

- Some questions on the business plan template have been reworded for clarity.

- The following question on Hours of Operation has been removed from the template:
 - “Where applicable, please identify periods of time where you are closed outside of your regular business hours (e.g. closed in July and August).”
- The following question on FEATS has been removed from the template:
 - “Does your service delivery site regularly review and update your information on the ministry’s public website (Find Employment and Training Services)?”

1.4. Ministry Responsibilities

The business plan submission will be accepted for review when all required information is submitted to the ministry by the submission deadline.

The ministry will review the entire submission and will contact each service provider to discuss the business plan and agree on the final terms of the 2017-18 agreement. The agreement will include funding, targets and performance measures, and will be sent to the service provider for review and signature.

1.5. Service Provider Responsibilities

OEAS service providers will submit their business plans in SP Connect. For more information on the system process for submitting the business plan, service providers can refer to the [SP Connect User Guide for Business Planning](#) and [online training module](#) available on the [Employment Ontario Partnership Gateway \(EOPG\)](#).

The Business Plan Template is to be completed based on the activities described in Section 2.3 of these instructions.

The business plan addresses the service provider’s commitment to activities, targets and continuous improvement, within budget. The service provider is responsible for the service delivery plan through which it will achieve those targets and outcomes.

The ministry is committed to supporting service providers in developing their plans.

2.0 Business Plan Instructions

2.1. Business Plan Template Structure

The 2017-18 Business Plan Template structure is standard for all Employment Ontario programs.

The Business Plan Template contains the following sections:

- A. Service Delivery Operations
- B. Service Delivery Plan
- C. Performance Commitments

The following sections are no longer part of the Business Plan Template:

- Service Provider Corporate Information
- Service Provider Signing Authority
- Service Delivery Site Information

Instead, these sections can now be updated in SP Connect in in the “Business Plan Package” page as required. It is the responsibility of the Service Provider to ensure that information in these sections is kept up to date.

2.2. Service Delivery Operations

This information provides the ministry with a snapshot of how and when the site delivers services.

Definition of Disability:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, or
- (b) a condition of mental impairment or a developmental disability, or
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, or
- (d) a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The disability must not be a barrier to participation in employment. Your organization provides targeted services to PWDs that are specific to their needs. While the ministry continues to examine the services and develop a strategy for PWDs, gathering this information will help the ministry better understand the range of services available to these clients.

2.3. Service Delivery Plan

2.3.1. Service Delivery Objectives

Please provide the objectives and a summary of activities to occur in the 2017-18 agreement year. Estimate:

- Estimate the number of clients who will carry over into 2017-18 i.e. started services prior to April 1, 2017 and continue to receive service.
- Estimate the total number of new clients who will start to receive service in 2017-18 i.e. will start services on or after April 1, 2017.

2.3.2. Service Delivery Locations

Some OEAS service delivery sites provide services in itinerant locations. Please list all service delivery locations served by your service delivery site. Sites listing more than one location must provide performance targets for each location using the **OEAS Targets by Location Template** posted on the EOPG. This should include all locations at which a site carries out any activities and delivers services. Please send the OEAS Targets by Location Templates to your Employment Training Consultant (ETC).

2.3.3. Service Coordination

Please describe your service coordination strategy including how other organizations might refer clients to your organization and vice versa.

Describe the specific process(es) you will employ when working with ES providers and other partners who provide services to persons with disabilities in your community.

Please also identify community partners who provide services to persons with disabilities with whom you have a referral process in place.

2.3.4. Activities, Timeframes and Locations

Indicate which services you will deliver, where they will be delivered, the duration and frequency of delivery and a brief description of the delivery plan. Duration and frequency of OEAS activities can vary; therefore you may wish to use averages. While you may propose minor changes to how you will provide services, such as

changes to variety or duration of workshops, it is expected that there will be a continuation of primarily the same services provided under the current agreement.

If you include a new activity which is not part of your current agreement, your business plan will be returned.

Descriptions should be brief, concise and in bullet format for each heading.

Activity Descriptions

Labour Market Information: A self-service resource site (actual or virtual) where clients have access to labour market information, workshops, library information on employment and other employment resource materials and tools needed for job search e.g. computers, fax machines and photocopiers.

Assessment: An interview process to confirm barriers and consider approaches to help people find employment. An assessment may result in an employment service plan or referral to counselling, other agencies or self-service.

Client Assessment for Disability-Related Accommodations: An interview with an employer to determine changes or additions to the workplace which can be made to help clients perform work tasks. This may include job design, workstation adjustment or other on-site workplace accommodations.

Case Management: Individual follow-up and support, which begins when an OEAS case manager and a client agree to develop an employment service plan. Case management ends when employment supports or services are complete and assistance is no longer needed.

Counselling: A service to help an individual identify and resolve issues in making and carrying out employment-related decisions. Counselling focuses on individuals with complex issues and can be done in a group or individually.

Life Skills: Positive attitudes and behaviours, being responsible and adaptable, learning continuously, working safely, working with others and participating in projects and tasks. Life Skills cannot include vocational training but can include short (half day) computer interventions such as how to access the internet and basic keyboarding to assist with resumé preparation.

Other Employment Services: These can include employer outreach assistance with ministry applications or any other service not defined above. “Staff meetings” or entering client numbers is not an appropriate response for this category.

Job Coaching: This is a form of mentoring for clients who face serious employment challenges and require job opportunities as part of their employment service plan.

Job Shadowing: This provides an opportunity to learn about a particular occupation by accompanying an experienced worker as they perform their job.

Job Maintenance: Support for clients where continued employment is unlikely to succeed without extra assistance.

Diagnostic Services: An in-depth assessment to develop a realistic employment service plan. These services may be contracted to a third party.

Employer Contact: Employer outreach activities.

Job Development Placements: Employment for individuals based on their employment service plan including assistance needed to find suitable job placements and ensure positive job matches.

2.3.5. Continuous Improvement

Please share best practices or areas of strength if you are meeting your targets. If you are not meeting your targets, please describe strategies you will use to reach your targets in the coming year.

2.4. Performance Commitments

Please provide quarterly targets and a final year total for the applicable program activity indicators (described in section 2.3.4.), referrals and expected outcomes.

Please provide separate targets for **new clients** and **carry-over clients**. New clients are individuals who will start services with your organization on or after April 1, 2017. Carry-over clients are individuals who started services prior to April 1, 2017.

Sites with multiple service locations are required to provide targets by location separately using the **OEAS Targets by Location Template** posted on the EOPG. If your site has more than one service delivery location, please add up the targets for each location and provide the sums in this section.

Program activities will be reported to the ministry on a quarterly basis in the Quarterly Aggregate Data Report (QADR). Additional activities will be reported directly to ministry staff in other formats as per the agreement.

Referrals

Please provide targets for referrals to:

- Training: This includes Ontario Secondary School Diploma or equivalent, postsecondary training, academic upgrading, Apprenticeship, Second Career, Literacy, ESL/FSL, MCI Bridge projects, Federal programs, other occupational skills training and other EO training initiatives

- Employment Service Providers
- Job Development
- Other Services

Expected Outcomes

- **80% Client Satisfaction:** Please note that 100% of clients must be given the opportunity to complete a voluntary satisfaction survey
- **Number of employment service plans closed:** All action plans closed within the reporting period; this includes those plans with the following intervention results employed full-time, employed part-time, self-employed, unemployed or withdrawn (i.e. including clients who have not completed the program and terminated early.)
- **Number of clients completing the service:** Closed action plans within the reporting period for clients who have completed the OEAS program/service and have an intervention result of employed full-time, employed part-time, self-employed or unemployed.
- **Number of clients employed (full-time or part-time) or self-employed 12 weeks after exit:** Please note that the template now reads “Employed Clients at 12 weeks” instead of “Employed Clients”.

3.0 Business Plan Submission

3.1. Deadline and Required Templates

1. All business plans must be submitted in SP Connect no later than **5:00 p.m. on January 13, 2017**.
2. **OEAS Targets by Location Template** are to be submitted only by service delivery sites providing services in more than one location. This document should be emailed separately to your ETC.

Note: Failure to submit your 2017-18 business plan by the due date may affect the date of release of funds for that year.