

## Memorandum

**TO:** Employment Service, Literacy and Basic Skills, Targeted Wage Initiative for Older Workers, Youth Job Connection, and Youth Job Connection: Summer, and Youth Job Link Service Providers

**FROM:** Teresa Damaso  
Director, Program Delivery and Support Branch  
Employment and Training Division  
Ministry of Advanced Education and Skills Development

**DATE:** **June 30, 2016**

**SUBJECT:** Service Coordination for Employment Service (ES), Literacy and Basic Skills (LBS), Targeted Wage Initiative for Older Workers (TIOW), Youth Job Connection (YJC), Youth Job Connection: Summer (YJC:S), and Youth Job Link (YJL) programs

**MEMO #:** **PCA2016-M012**

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The purpose of this memo is to provide an update and technical instructions to Employment Ontario (EO) service providers regarding the changes to referral options and performance credits in the Employment Ontario Information System - Case Management System (EOIS-CaMS) when referring clients to EO programs.

### BACKGROUND:

On December 17, 2015, a [memo](#) was posted on the Employment Ontario Partners Gateway (EOPG) informing EO Service Providers of the Interim Measure for Referring Clients to the Youth Job Connection (YJC) Program.

A [Service Coordination update](#) was posted on March 24, 2016 in the EOPG advising EO Service Providers that new referrals options were now available in CaMS and that the Ministry was looking to provide appropriate credit within the service coordination core measure beginning in June 2016.

### WHAT IS HAPPENING:

The following service coordination updates will be available in the June 27, 2016 EOIS-CaMS Release 6.1:

(1) New Referred In year-to-date Service Coordination credits will be reflected in June 2016's Detailed Service Quality Report (DSQR).

**Affected Programs:** Employment Service (ES), Literacy & Basic Skills (LBS), Youth Job Connection (YJC), and Youth Job Connection Summer (YJCS)

The chart below summarizes the changes made to service coordination performance credits. The X represents positive Referred In service coordination credits. For example, LBS service providers will now receive a service coordination credit against their Referred In indicator if they receive a formalized referral from a YJC provider:

	ES Performance	LBS Performance	YJC Performance	YJC: Summer Performance
EO – YJL		X	X	X
EO – YJC: Summer	X	X	X	
EO – YJC SP	X	X		X
EO – TIOW SP	X	X		

(2) A new **Referred Out** indicator, entitled “Other Employment” has been added to accommodate referrals out to certain EO Employment programs.

**Affected Programs:** ES, LBS, YJC and YJCS

The X represents positive Referred Out service coordination credits. For example, YJC service providers will now receive a service coordination credit against their ‘Referred Out – Other Employment’ indicator if they formally refer a YJC client to an ES provider but not if they refer a client to TIOW:

	ES Performance – Other Employment	LBS Performance - Employment	YJC Performance – Other Employment	YJC: Summer Performance – Other Employment
EO – YJL		X	X	X
EO – YJC: Summer	X	X	X	
EO – YJC SP	X	X		X
EO – TIOW SP	X	X		

(3) Under **Referred Out** -\_LBS will no longer have an “Employment Service - Referral Out” indicator. For alignment purposes, referrals out to ES from LBS will now fall under the “Employment” indicator and referrals out from LBS to an EO-Action Centre will now fall under the “Other Community” indicator.

For YJC, positive credits will be applied to referrals out to Credential Assessments and EO-Action Centres under the “Other Community” indicator.

For YJCS, positive credits will be applied to referrals out to Credential Assessments under the “Other Community” indicator.

The chart below outlines the changes made to the service coordination indicators stated above. The X represents positive Referred Out service coordination credits:

	LBS Performance		YJC Performance		YJC: Summer Performance	
	Employment	Other Community	Other Employment	Other Community	Other Employment	Other Community
<b>Credential Assessment</b>				X		X
<b>EO – Action Centre</b>		X		X		

**WHAT’S NEXT:**

The Service Coordination Indicators Chart in the Performance Management section of the LBS, YJC and YJCS Guidelines will be updated to reflect the changes made.

Positive credits for all programs including YJCS will be available in the next CaMS Release on June 27, 2016 but actual YJCS Detailed Service Quality Reports (DSQR) will be available at a future date.

The ministry encourages continued collaboration and service coordination across the EO Network to ensure the success of employment and training programs for Ontarians.

If your organization has any questions regarding this Service Coordination memo, please contact your Employment and Training Consultant (ETC).