New Reporting Requirements for Labour Market Transfer Agreement-funded Employment Ontario Programs

Qs & As for Literacy and Basic Skills Service Providers

1. The collection of the Social Insurance Number (SIN) for prospective Literacy and Basic Skills learners is new. Is it a mandatory requirement? How do I collect it?

   • Yes, effective April 1, 2019, the SIN will be a mandatory requirement for all Literacy and Basic Skills learners. The SIN will be required at service plan activation in the EOIS-Case Management System.

   • Employment Ontario service providers can collect a learner's SIN by following the SIN Code of Practice located on the Government of Canada website.

2. Why is the SIN mandatory for the Literacy and Basic Skills program?

   • The Literacy and Basic Skills program is partially funded under the federal-provincial Labour Market Transfer Agreements. The collection of SINs is a requirement for all clients participating in programs funded under the Labour Market Transfer Agreements.

   • This information will be reported to the federal government to allow Canada to evaluate programs funded under the Labour Market Transfer Agreements.

   • The information collected will be made anonymous and will not be used by the federal government for any purpose beyond program evaluation and reporting.

3. Will the EOIS-Case Management System be changed to accommodate the collection of the SIN for Literacy and Basic Skills learners?

   • Yes, the EOIS-Case Management System has been updated to include a SIN data field for the Literacy and Basic Skills program. SIN will be a fillable data field.
4. What can I do if the new Literacy and Basic Skills learner does not have a SIN?

- If a new learner does not have a SIN, the service provider may assist the client with a referral to Service Canada. The service provider can continue to offer Literacy and Basic Skills services to the learner while they obtain their SIN.

- It is important for service providers to collect new learners’ SINs and input this information into the EOIS-Case Management System for federal funding and evaluation purposes.

5. What happens if a new Literacy and Basic Skills learner wishes not to disclose their SIN?

- Service providers can offer Literacy and Basic Skills services to a learner that does not provide their SIN. However, service providers will not be able to activate service plans or report on learners that do not disclose this information.

- A service plan can be entered and kept in “open” status and services can be delivered until such a time that the SIN can be obtained.

6. Will Literacy and Basic Skills service providers be required to collect the SIN for learners with service plans activated prior to April 1, 2019, and still in active status in 2019-20 (i.e., carryover learners)?

- No. The collection of SINs from carryover clients is not mandatory. However, as of April 1, 2019, service providers are asked to conduct best efforts to collect this information for carryover learners with active service plans.

- Service providers will receive a warning message on the EOIS-Case Management System when attempting to close a service plan activated prior to April 1, 2019 without a SIN.

- In instances where a carryover learner is unable to provide a SIN at the time of case closure, service providers will still be able to close the case in the EOIS-Case Management System without a number. This will not impact any reports during this transition period nor will service providers be penalized for case closure of carryover clients without a SIN.
7. Will the carryover clients who are closed without a SIN still count towards the targets and other service quality reports?

- Yes. No changes will be made to EOIS-Case Management System report counts or reporting for carryover clients closed without obtaining the SIN.

- However, clients that are new as of April 1, 2019 are required to have a SIN.

8. Can open status Literacy and Basic Skills service plans from the 2018-19 fiscal year be activated after April 1, 2019, without a learner’s SIN?

- No, from April 1, 2019, service providers will not be able to activate a service plan that is in open status without entering a learner’s SIN into the EOIS-Case Management System.

- A service plan can be entered and kept in “open” status and services can be delivered until such a time that the SIN can be obtained.

9. When a carryover learner provides their SIN, do they need to complete a new Employment Ontario Participant Registration form?

- No, carryover learners are not required to complete a new Employment Ontario Participant Registration form when they provide their SIN. However, effective April 1, 2019, service providers will be required to inform carryover learners of changes to the Notice of Collection and Consent statements that speak to the Labour Market Transfer Agreements and the requirement for SIN collection.

- Once a carryover learner provides their consent to the updated Notice of Collection and Consent and the SIN collection requirement, the service provider can add this part of the new Employment Ontario Participant Registration form to the learner file. Learners will not be asked to re-do the full Participant Registrant form.

10. How will the collection of SINs affect the Literacy and Basic Skills e-Channel program?

- e-Channel service providers are required to collect SINs from learners.
• The Ministry will be working with Literacy and Basic Skills e-Channel service providers to resolve specific e-Channel-related challenges with SIN collection.

• e-Channel service plans can be entered and kept in “open” status, and services can be delivered until such a time that the approach to the collection of the new data requirements is resolved by the Ministry.

11. What is the federal government doing with this information?

• As specified in the Labour Market Transfer Agreements, Canadian provinces and territories agree to collect and compile the requested data elements for the federal government. Federal, provincial, and territorial governments are committed to ongoing improvements in measuring results. These data support the ongoing assessment of programs and services funded under the Labour Market Transfer Agreements and is also used to inform longer-term evaluations of program effectiveness.

• The information collected will be anonymous and will not be used by the federal government for any purposes beyond program evaluation and reporting.

12. Clients are concerned that this will impact their Part 1 Employment Insurance benefits or that they may face other penalties from the federal government and Canada Revenue Agency if they provide their SIN. Is this true?

• The federal government will not use the SIN provided by clients for any sort of tax purposes nor will it impact their Employment Insurance claims. The SIN is used by the federal government for program evaluation on a macro scale, not to identify individuals for the Canada Revenue Agency or Employment Insurance claims.

• The information collected is made anonymous and will not be used by the federal government for any purposes beyond program evaluation and reporting.
13. What should be done if Corrections Literacy Initiative clients do not have access to their SIN or don’t have a SIN?

- The Ministry is working with the Ministry of Solicitor General to request clarification on internal procedures to access the participant’s SIN information, as well as about the process to assist participants to obtain a SIN in case they’ve never had one or have lost it.

- Service plans can be entered and kept in “open” status and services can be delivered until the new data requirements can be resolved by the Ministry.

14. Will the collection of SINs be included in any future funding model decisions?

- No. The collection of SINs from clients will not be used for any funding model developments or decision making.

15. Are clients with 900-series SINs eligible for Literacy and Basic Skills services?

- Individuals with a SIN awaiting their official documents for permanent residency are eligible to apply for the Literacy and Basic Skills program. This includes:
  - protected persons (those determined by the Refugee Protection Division of the Immigration and Refugee Board to be either (a) a Convention Refugee or (b) a person in need of protection), and
  - those in Canada on a temporary work permit who have been granted Permanent Resident status.

- Refugee claimants with a 900-series SIN and an open work permit may access Literacy and Basic Skills.

- Individuals with 900-series SINs interested in Literacy and Basic Skills programming should discuss their situation with a service provider to determine program eligibility based on the criteria above.