



**MEMORANDUM TO:** Service Providers

**FROM:** Director

**DATE:** July 23, 2010

**SUBJECT:** Ongoing support of “carry over” Second Career (SC) participants who are currently served through Ontario Employment Assistance Services (OEAS) or Job Connect (JC) providers and will continue to require assistance through ES after August 1, 2010.

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## OBJECTIVE

The purpose of this bulletin is to provide your organization with additional information regarding the ongoing support of “carry-over” Second Career (SC) participants who are currently served through Ontario Employment Assistance Services (OEAS) or Job Connect (JC) providers and will continue to require assistance through the Employment Service (ES) after August 1, 2010. For the purposes of ongoing SC service support, “carry over” SC participants are defined as any participant with an active SC agreement as of July 31, 2010.

## BACKGROUND

Second Career has been available throughout Ontario since June 1, 2008. The ministry contributes up to \$28,000 towards the cost of tuition, books, transportation and a basic living allowance based on demonstrated individual need. Additional support may be available for disability accommodation, dependent care, living away from home and academic upgrading.

Approximately 14,000 current SC participants, along with any new SC participants prior to July 31, 2010 will remain in-service as of August 1, 2010 when ES delivery is set to begin.

## **SC SERVICE SUPPORT**

### **SC Service Support Summary:**

Assistance to carry-over SC participants includes, but is not limited to:

- SC participant follow-up (during intervention) - follow-up with SC participants at any point during the training intervention as needed
- SC participant follow-up - separate from follow-up for the ES program, SC follow-up will consist of the service provider attempting contact with the participant and determining whether the participant has secured employment. For the purposes of the ongoing service support strategy for SC participants, the Ministry has determined that 100% of SC participants will receive a follow-up contact by the service provider upon exit of training course (both successful completions and non completions) and at three, six, and twelve months.
- Supporting participants in preparing/reviewing any documentation they may be submitting to the Ministry for SC amendment requests
- Assisting participants with accessing ES components based on identified service needs and suitability

### **Information Systems for SC Service Support Data Collection:**

- The Ministry will be responsible for entering all SC participant and agreement data into EOIS-CaMS
- The Ministry will be responsible for assigning all carry-over SC participant follow-up tasks through EOIS-CaMS to service providers
- Service providers will capture all SC follow-up outcomes in EOIS-CaMS

### **Next Steps:**

Additional information on service support for carry-over SC participants will be provided to your organization in subsequent bulletins. Additional information will include:

- Funding support for your organization to provide service to carry-over SC participants
- SC follow-up requirements (including participant data to be captured during follow-up contact)
- Operational timelines for implementation of SC service support strategy
- SC participant data migration to EOIS-CaMS
- Assignment of SC participants to service providers