

TARGETED INITIATIVE FOR OLDER WORKERS

2011-2012 Business Plan Guidelines

Ministry of Training, Colleges, and Universities

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Introduction

Purpose

The Targeted Initiative for Older Workers (TIOW) Business Planning process is designed to help TIOW service providers plan and articulate how they will achieve their commitments in the TIOW agreement with MTCU within budget and within an annual business management cycle that starts of April 1 of each year and ends on March 31 of the following year.

2011-2012 TIOW Business Plan

MTCU operates on a fiscal-year based business management cycle (April 1 to March 31). The 2011-2012 Business Plan will adhere to the regular business management cycle and encompass milestones and deliverables up to March 31st, 2012.

TIOW Service Providers must submit an annual business plan that will be attached as Schedule E to their agreement with the Ministry. Once signed by the TIOW Service Provider and the Ministry, the TIOW Business Plan will spell out:

- The Service Provider's funding allocation to be reflected in Schedule "B"
- Intake levels
- Commitments to efficiency, effectiveness and customer service results

In addition, the Business Plan will provide MTCU with the proposed project activity plan milestones that will be monitored through discussions with the MTCU Employment and Training Consultant as well as through the Quarterly Status and Adjustment Report (QSAR) outlined in Schedule D of the TIOW legal agreement.

The TIOW Business Plan consists of two parts:

- Template 1, which details your proposed services and activities and expected results
- Template 2, which details your funding allocation, performance targets, intake activity and commitments for 2011-12

Business Plan Submission, Review and Approval

TIOW Service Providers will receive the 2011-12 TIOW Business Plan package in early December 2010 and can start working on their draft Business Plan upon reception. However, Template 2 of the Business Plan (i.e., intake levels, budget and performance commitments) will be only reviewed and approved in late January following the receipt of the 3rd Quarter Estimate of Expenditure Report (due to the Ministry on January 14, 2011) and the December Monthly Participant Data Report.

Step One - Submission

1. Using the Service Provider program guidelines, the Service Provider will submit a Business Plan (one hard copy and one electronic copy via email or disk) describing:
 - the target audience of their proposal as well as the nature and scope of their proposed activities (Template 1), and;
 - proposed intake, outcomes, and funding request that will form the basis of your agreement's Schedule B (Template 2).
2. Once a Business Plan is received, notification will be sent to the contact person identified in your proposal to confirm receipt.

Step Two – Review and Negotiation

1. MTCU staff will review the Service Provider's 2011-12 Business Plan. MTCU approves the following elements of the Schedule B:
 - Operational Costs, Incentives for Employers, and Training & Employment Costs and Supports for Participants
 - Program Intake (i.e., number of participants)
 - Performance commitments based on performance measures of employed, employability, program completion rate and customer service.
2. A letter will be sent within 10 business days of receiving the Business Plan to notify you of your proposal's status with the province. If required, an Employment and Training Consultant from the Ministry will contact you to negotiate until an agreement in principle is reached.

Step Three - Approval

Once the Business Plan has received final approval by the Regional Director, a letter will be sent to you and an agreement will be drafted based on your proposal's Template 2 (Schedule B commitments).

TEMPLATE 1: Project Description

Template 1 outlines your organization's activities, timeframes; employability improvement activities expected results and partnerships which will form the project plan for your organization's funded TIOW project.

Project Name and Description

Please provide the name and high level description of your proposed project.

Information about the Service Provider

This section should briefly describe your organization and your expertise with respect to the project activities and the target group.

Proposed Activities and Timeframe

Proposals should clearly indicate the activities you intend to carry out as well as the rationale for the combination of activities.

Please provide a complete outline (in point Form) of the proposed activities and the associated timelines and duration to be offered, including the number of intakes (if not continuous), the number of weeks per intake, the number of hours per week of programming to be offered, and the type of income support to be provided to participants. If on-the-job training placements are part of your planned activities, please provide the estimated number of placements and average duration. If specific skills training is to be provided, the labour market demand for these skills should be described.

Employment Assistance and Employability Improvement Activities

According to the program guidelines, all projects must provide all of the identified employment assistance activities and at a minimum, two other employability improvement activities. Please identify employability improvement activities that will be provided, *Refer to the TIOW Service Provider Guidelines for descriptions of some of the eligible activities that can be offered.*

Where appropriate, TIOW activities should support community economic development strategies and activities. As an example, skills development and training activities may prepare TIOW participants for emerging employment opportunities in your community/region.

Partnership and Support

Please detail the types of partnership that will support the achievement of desired outcomes for the clients.

TEMPLATE 2: Funding and Performance Commitments

Template 2 outlines your funding allocation to be reflected in Schedule B of the TIOW legal agreement, as well as your organization's intake activity and performance and commitments.

DESCRIPTION OF TIOW PERFORMANCE TARGETS:

Customer Service: Participant Satisfaction (Target 85%)

The Participant Satisfaction indicator recognizes the value attributed to the TIOW by its customers, i.e., the individual participants.

TIOW service providers are expected to follow up with all participants at exit.

The following question is to be asked:

On a 1-5 scale, how likely are you to recommend TIOW to an older worker looking for employment?

1 – Very unlikely 2 – Unlikely 3 – No opinion 4 – Likely 5 – Very likely

Participants who respond to the satisfaction question with a 4 or 5 rating, are considered satisfied (numerator). Satisfaction is defined as the percentage of respondents who responded 4 or 5 out of the total number of possible ratings from 1 to 5. (denominator).

Effectiveness: Service Impact

Service impact measures the outcome or impact of the TIOW and is measured with multiple indicators identified below:

Employed (Target 50% employed at three month follow-up)

Include participants who:

- are employed (paid employment with an employer) full-time or part-time
- are employed (paid employment with an employer) part-time
- are self-employed

This interim target is based on the pan-canadian average employed rate at three month follow up from all provinces and territories offering the Targeted Initiative for Older Workers.

Employability (Target 84%)

Employability is described as the number and percentage of participants who have completed the entire TIOW program.

This target is based on the pan-canadian average completion rate from all provinces and territories offering the Targeted Initiative for Older Workers.

Efficiency: Intake Target (Target 100%)

Total Intake

The number of participants expected to participate in employment assistance activities and at least two other employability improvement activities referenced in the program guidelines. For funding purposes, participants receiving these services or activities are

referred to as TIOW Service Units. Based on discussions with MTCU your organization will have come to an agreement on the level of activity (number of participants. Please note that a minimum of 10 participants is required for a Business Plan to be approved.) In this section of the template, input the 2011-2012 period total intake (service units) number.

It is expected that your organization will provide services to 100% of the targeted number of participants.

Funding Allocation:

Operating Costs

Input the agreed-upon operating funding. Please refer to the TIOW Service Provider guidelines for information on the funding model.

Placement Incentives for Employers

Input the agreed-upon funding for placement incentives for employers. Please refer to the TIOW Service Provider guidelines for information on this funding category.

Employment and Training Costs and Supports for Individuals

Input the agreed-upon funding for employment and training support for individuals. Please refer to the TIOW Service Provider guidelines for information on this funding category.