

Ministry of Advanced
Education and Skills
Development

Program Delivery Support
Branch
33 Bloor Street East, 2nd Floor
Toronto ON M7A 2S3
Tel: (416) 314-4268
Fax: (416) 325-6162

Ministère de l'Enseignement
supérieur et de la Formation
professionnelle

Direction du soutien à la prestation
des programmes
33, rue Bloor Est, 2e étage
Toronto ON M7A 2S3
Tél: (416) 314-4268
Télééc: (416) 325-6162



MEMORANDUM TO: Youth Job Connection (YJC) Service Providers

FROM: Jacqueline Cureton
Director, Program Delivery Support Branch

DATE: March 29, 2018

RE: Updating the YJC Suitability Indicators in the Employment Ontario Information System – Case Management System (EOIS-CaMS)

Objective:

The objective of this memo is to provide YJC service providers guidance on how to manage the changes to the suitability indicators in the client summary section of the YJC EOIS-CaMS service plan.

Background:

Throughout 2017, the ministry conducted consultations with various key stakeholders, including service providers, through a number of focus groups, interviews, and meetings about the design and delivery of the YJC Program.

Through these engagement sessions, the ministry obtained valuable and insightful feedback on various aspects of the design and delivery of the YJC program. As part of the ministry's commitment to service quality and continuous improvement, this feedback has informed changes to the program design to help improve the experiences of clients, employers, and service providers. Part of the upcoming program improvements, will include changes to the suitability indicators to better reflect and serve the clients that are accessing YJC.

What is Happening:

The ministry will be changing the client summary section of the YJC/YJCS Participant Registration Form and in the Employment Ontario Information System-Case Management System (EOIS-CaMS) on April 6, 2018, to reflect the new suitability indicators in the April 2018 version of the Youth Job Connection Guidelines. For service plans that will continue to be active after April 1, 2018, reporting on the new suitability indicators will be reflected as part of the clients' overall suitability score.

Next Steps:

To ensure that data is captured accurately, from April 2 – 6, 2018, the ministry is requesting that service providers hold off on opening and closing cases until April 7, 2018. Afterwards, the

new suitability indicators will appear in the YJC and YJCS Client Summaries in EOIS-CaMS with a default response of Unknown. While the previously used indicators will still appear in EOIS-CaMS, as they are used in other programs, they will no longer be used to calculate the overall suitability score for YJC clients.

What to Do Now:

Suitability scores for cases closed prior to March 31, 2018, will be based on the previous version of the YJC Guidelines. Cases opened on or after April 7, 2018, will have the new indicators and fall under the new April 2018 Guidelines. Cases that were opened prior to March 31, 2018, and remain active after April 1, 2018, will also fall under the new Guidelines. Therefore, service providers will need to update the response to the new suitability indicators in EOIS-CaMS based on the responses to the Client Summary section of the Participant Registration form on file in order for clients' suitability scores to be accurately calculated. [Table 1](#) illustrates how service providers should update the responses from the old suitability indicators in the Client Summary of the Participant Registration form to the new suitability indicators in EOIS-CaMS.

How to Use the Updating Old to New Indicators Chart:

In [Table 1](#) of this memo, a chart has been provided which reflects the old suitability indicators and the new ones being introduced After April 1, 2018.

- The first column of the chart represents the old suitability indicators.
- The middle column of the chart reflects the old suitability indicators included in the Participant Registration form used prior to March 31, 2018.
- The last column, reflects the new indicators that will show in the new Client Summary section of EOIS-CaMS effective April 7, 2018.

The YJC cases that remain open after March 31, 2018, will have their clients' overall suitability scored based on indicators outlined in the April 2018 YJC Guidelines. In order to ensure that clients' suitability are accurately captured in the new suitability scoring matrix, service providers need to update the responses in the Client Summary section of EOIS-CaMS based on the responses to the Client Summary section of the Participant Registration form on file.

For indicators that will remain in use, they will continue to be captured in the new scoring. For indicators that have been removed, they will no longer be included in the scoring calculation. For indicators that have been separated, service providers should look at what was checked off in the Participant Registration form and check off the corresponding box (shown in the New Indicators column) in the new Client Summary section of EOIS-CaMS.

If your organization has any questions, please contact your Employment and Training Consultant.

Jacqueline Cureton

Director, Program Delivery Support Branch

Cc: Daniel Kay, Western Region Director

Andrew Irvine, Northern Region Director

Oxana Golovkina, Central Region Director

Jennifer Barton, Eastern Region Director

Table 1: Updating Old to New Indicators Chart

Old Indicators	Participant Details or Client Summary (in Participant Registration Form)	New Indicators
Indigenous	Indigenous	Indigenous
PWD	PWD	PWD
Age	Age	Removed (no longer included in the scoring calculation)
Recent Immigrant	Recent Immigrant	Recent Immigrant
Educational Attainment (Gr. 12 or less)	Highest Level of Education	Educational Attainment (Less than Gr. 12)
Language Proficiency	Language Skills	Removed (no longer included in the scoring calculation)
Essential Skills	Essential Skills	Essential Skills
Work Experience	Employment Experience	Work Experience
Family Household Circumstance	Family Household Circumstance	Family Household Circumstance
Lives in a low income household	Low income household	Lives in a low income household
Lives alone with no or low income	Lives alone with low or no income	Lives alone with no or low income
Lacks family/parental support	Lacks familial/parental support	Lacks family/parental support
Acts as primary caregiver or lone head of household	Primary caregiver/lone parent	Lone Parent
Socially Marginalized	Socially Marginalized	Removed (now separate indicators)
Homelessness/lack of stable residence	Homeless and Housing	Homeless and Housing
Discrimination based on social identity e.g. Racialized or LGBTTQ	Discrimination based on social identity	Discrimination based on social identity
Hardship based on life circumstances: e.g. Addictions, criminalized, leaving care of child welfare system	Challenges accessing medical services	Mental Health (includes addictions)
	Leaving the care of child welfare	Leaving care of child welfare
	Priority/low income neighbourhood	Hardship based on life circumstances (includes, criminalized or involvement with the justice system)
Source of Income	Source of Income	Source of Income