

Youth Job Connection (YJC) Program Improvement

Questions and Answers for Internal Staff and Service Providers

Over the last year, the Ministry consulted with key service delivery partners, including service providers, through a number of focus groups and interviews about the YJC program. Based on the information received through these consultations, revisions have been made to the YJC Guidelines. In late, January 2018, the Ministry held YJC Program Improvement Service Provider Information Sessions to walk service providers through these changes and offer an opportunity to ask the questions outlined below.

Language Proficiency/Suitability Indicators

1. Why was the Language Proficiency indicator removed?

The Language Proficiency and Essential Skills indicators were intended to measure different skills; however, due the similarities between the two, they were being used interchangeably, leading to data integrity issues.

Given the similarities between the two indicators they have been collapsed into one indicator, Essential Skills. The Employment Ontario Participant Registration form and EOIS-CaMS will be updated to reflect these changes.

2. What are the requirements and/or expectations for service providers with respect to Essential Skills since the Language Proficiency suitability indicator has been removed?

Service providers are expected to determine a client's Essential Skills level as a part of the client assessment process. This includes identifying whether the individual has a low level of proficiency in one or more of the nine essential skills outlined in Table 2 of the Performance Management Framework (located in Section 4.1.1. of the YJC guidelines).

3. Will service providers be able to retroactively update suitability indicators for carryover participants (those service plans that started prior to April 1, 2018)?

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) to reflect the new suitability indicators in the updated 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.

As of April 7 the new suitability indicators appeared 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, they will no longer be used to calculate the client's overall suitability score.

Cases that were opened prior to March 29, 2018 and remain active after April 1, 2018 will fall under the new Guidelines. Therefore, service providers will need to update the response to the new suitability indicators in 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.

A memo detailing [how to update the suitability indicators' in CaMS](#) is available on the EOPG.

Targets and Allocations

1. Will targets and allocations change in 2018-19? Will it remain at status quo funding?

As communicated in an email shared with service providers in February 2018, the 2018-19, Youth Job Connection and Youth Job Connection Summer program allocations remained at status quo.

Targets and allocations were shared with service providers in late February/early March 2018. Due to the program improvements, service providers saw a 50% increase in the ratio of Operating funds compared to Financial Supports and Incentives from the rebalancing of funds.

The ministry will continue to look for opportunities to support evidence-based allocations once more performance and outcomes data becomes available.

2. Will the rebalancing of funds change the maximum Financial Supports and Incentives (FSI) per participant (\$7,500 maximum)?

No. The maximum FSI per participant will not change. It will remain at \$7,500.

3. How will service providers account for the change in FSI for carryover participants?

There are no changes to the maximum FSI per participant so service providers should manage carryover clients as usual. Service providers are required to account for carryover participants in their regular budgeting exercises. Efforts should be made to ensure that all program activities occurring in the 2017-18 fiscal year are paid out with the 2017-18 budget allocation. Program activities occurring in 2018-19 should be paid out with the 2018-19 budget allocation. Service providers cannot carry forward unused funds into the next fiscal year.

Pre-Employment Services

- 1. Up to eight hours of job trials can be included in the 60 Pre-Employment Service (PES) workshop hours. Can participants completing up to 90 hours of PES exceed the eight hour limit for job trials?**

A maximum of eight (8) hours of job trials can be counted towards the mandatory PES components of the YJC program. This maximum remains even if participants complete more than the minimum 60 hours of PES before proceeding to a job match or job placement.

- 2. Do the employers utilized in the Job Trials need to be registered and carry two million dollars of liability insurance and WSIB during PES?**

Yes. As per Section 2.6.2 in the YJC Guidelines, “employers providing job placement and/or job trial opportunities for participants must maintain appropriate Workplace Safety and Insurance Board or private workplace safety insurance coverage and have adequate third party general liability insurance, as advised by its insurance broker”.

- 3. Will a separate placement form be required to participate in a PES Job Trial?**

A separate form for Job Trials will be required to confirm the responsibilities of the participant, service providers and employer during the Job Trial. The form will be similar to the Job Placement form and will include a training plan agreement with the employer.

- 4. In a PES Job Trial, will service providers be expected to track dollars separately from other pre-employment stipend funds?**

Service providers will be expected to track stipend funds paid out for job trials in the same way as they track stipend funds paid out for other PES interventions.

- 5. Can a Job Trial during PES be with an Employment Ontario service provider?**

A Job Trial during PES cannot be with an Employment Ontario service provider. Section 2.6.2. of the YJC Guidelines outlines the employer eligibility requirements.

- 6. Will the new PES data entry fields allow service providers to enter a total amount of hours under the six main levels of PES instead of entering each and every workshop individually?**

Yes. The new PES data entry fields will allow service providers to record the aggregate amounts of PES hours in the six categories outlined in Appendix 2: of the YJC guidelines.

Job Match

1. What is the definition of a Job Match?

As per Section 2.5.3 of the YJC guidelines, job matching involves working with employers to determine their workforce needs and to identify participants with appropriate skills and work interests. For participants, job matching must identify and take into consideration the skills and occupational interests of the participant when identifying potential employment opportunities.

2. What are the requirements of a Job Match, after the PES component must be completed, to count as a positive outcome?

As per Section 2.5.3 of the YJC guidelines, in order to facilitate the job match the service provider must:

- support participants in matching their skills and interests with work opportunities;
- proactively contact local employers to seek out employment opportunities;
- determine an employer's workplace capacity to provide a positive work experience and workplace training;
- negotiate financial incentives and participant supports as appropriate and in accordance with the participant's employment service plan;
- identify clients who are job ready when the work opportunity is available;
- support employers in identifying the skills and competencies required to perform work; and,
- match an employer's workplace/job needs with a client's capabilities.

Service providers should undertake as many as necessary to facilitate the job match with the employer. Further, when service providers are closing cases in CaMS, the **Closure Reason** must be entered as "Completion," and the following criteria must be met in the mandatory Sub-Goals and/or the associated Plan Items with an **Outcome** of "Attained":

- Client Service Planning and Coordination (CSPC), 60 hours PES (incl. Job Trials if applicable); and,
Job Match (within the Job Matching and Placement Incentives component of the program).

3. If a youth completes the PES component of the program and then finds a job on their own, will they be counted as a positive exit, even if they are not counted as a completion?

Clients who find employment on their own would not be considered a completion, and therefore not be included in the service impact measure.

4. Is there a difference between a job match with incentive and job placements?

Employers are eligible for financial incentives whether they are providing a job match or a job placement. Service providers are responsible for negotiating employer incentives and participant supports as appropriate and in accordance with the participant's employment service plan.

Job matching involves working with employers to determine their workforce needs and to identify youth participants with appropriate skills and work interests. For young people, job matching must identify and take into consideration the skills and occupational interests of the participant when identifying potential employment opportunities.

Job placements are experiential learning opportunities that provide the participant with an opportunity to gauge whether the job is a good fit with their employment/career interests and goals. Placements also provide participating employers with an opportunity to gauge and evaluate a participant's skills, readiness for employment, and fit with the business.

5. Is a participant considered to have completed the program if they find employment with an a temporary work agency?

One of the goals of the YJC program is to support young people in securing long term employment and meaningful careers. Individuals retained by an employment agency are not guaranteed work, and work provided through such agencies can often be precarious in nature. As such, employment with a temporary work agency would not be considered employment for the purposes of the YJC program.

Job matches and job placements must be arranged in accordance with the employer eligibility and suitability requirements as outlined in Section 2.6.2 of the YJC guidelines.

6. What documentation will be required for a Job Match?

For a Job Match without incentives, service providers must have employers sign the Employment Ontario Employer Registration form if they are not already registered in EOIS-CaMS. If they are already registered in EOIS-CaMS, this form does not need to be completed and no additional forms are required; however, proof of employment and job developer notes should be kept on the participant's file to confirm the Job Match.

For a Job Match with incentive, the Employer Registration form must be signed by the employer if they are not already registered in EOIS CaMS. As well, the Ministry has developed a Job Match with Incentives form which will also need to be signed by employers to track the incentives paid out.

Mentoring

1. Is there still an expectation for service providers to provide mentoring in YJC? How are mentoring activities entered in EOIS-CaMS?

Service providers must offer mentoring services to participants throughout the program, although not all participants will require them. Mentoring activities support the development of interpersonal and relationship-building skills, “soft” skills that are the foundation of workplace interactions.

Service providers can deliver mentoring activities directly, or they can partner with other community agencies or employer groups to recruit potential mentors or organize activities.

In CaMS, mentoring activities can be entered as a plan item in the CSPC Sub-Goal or as an Education and Work Transitions Support option in the Follow-ups.

Performance Measures

1. Is service impact still measured at three months following service plan closures?

There has been no change to how the service impact core measure is recorded. The purpose of recording the service impact at three months post closure is to assess the impact of the program on the participant’s life circumstances after they have completed the program and moved on to the next stage of employment or career development.

2. Does the 75% completion rate mean that 75% of exits must have all three components to be counted as completed?

As part of the business planning process with the Ministry, service providers are given a Completion Target, which is the total number of service plans the service provider is expected to close in a fiscal year with an outcome of “attained” and a status of “completion”. Participants who complete the PES component and return to education, rather than moving on to job matching and/or placement, will also be counted as a completion.

The Completion Target is 75% of the Participant Target, which is the total number of service plans a service provider is expected to close in a fiscal year.

A service provider would need to achieve 100% of their Completion Target in order to meet their Efficiency score (Completion Score). The Service Quality Standard for Efficiency is 100%.

For example: a service provider with a Participant Target of 100 youth would be expected to achieve a completion target of 75 youth (or 75%).

In this example, a service provider achieving 60 completions in the fiscal year would meet 80% of their target (60 actual completions divided by the Completion Target of 75). The service provider would achieve 1.6 out of 2.0 in their final Service Quality Standard score.

3. What is the new Service Quality Standard?

The new Service Quality Standard for YJC is 6.96. The core measure weighting is available in Appendix 1: Provincial Service Quality Standard (SQS) table in the YJC guidelines.

4. Can you confirm the number of times a participant can take the YJC program? What would the process look like for a participant re-engaging with the YJC program with a different service provider?

In situations where a participant is interested in re-engaging with the YJC program through a different service provider, service providers should work with the client to understand their needs and the relationship with the initial service provider.

The service provider must assess the eligibility and suitability of the client on a case by case basis and determine the best possible intervention for them. Clients who are facing multiple barriers to employment and need help outside of the EO network should be referred to those interventions prior to starting another YJC service plan.

Service Delivery Partners

1. Can you clarify how YJC service providers can effectively partner with other service providers, such as with Literacy and Basic Skills (LBS) providers?

Where a need has been identified, service providers can enlist support from community organizations with specialized knowledge in the delivery of pre-employment workshops. For example, service providers can partner with other community organizations for a workshop on available literacy and essential skills services or, for youth with a criminal record, support with Record Suspensions. Community organizations that support delivery of pre-employment workshops cannot receive remuneration for these activities.

When multiple organizations are engaging with a client, service providers must ensure that interventions offered to participants are complimentary and do not represent a duplication of services.

Outcomes and Exit

1. Will LBS training be considered a positive education outcome and be counted towards completion?

Clients who exit to LBS would not be considered a completion, and therefore not be included in the service impact measure.

In School/Guidelines

1. A participant who completes PES and is exited to school is counted as a positive outcome. Does this mean it will count as a "Completion" as well?

Yes. Participants who exit to K-12, postsecondary education (college, university, or apprenticeship), academic upgrading, or other forms of education are recognized as positive outcomes and counted as completions.

2. If education is one of the positive outcomes, can Financial Support and Incentive dollars be used for items such as an application for education or post-secondary programs?

Yes, to support access to education as a positive outcome, service providers can use Participant Financial Support funds to cover application costs for education or post-secondary programs.

YJC Refresher Training

1. How will the YJC program improvements be rolled out to service providers? Will the content only be on the Employment Ontario Partners' Gateway or will they have training similar to Employing Young Talent Incentive?

The Ministry provided information sessions to regional staff and service providers in late January highlighting the key program improvement changes. In addition to these sessions, the Ministry held refresher training for both staff and service providers in Spring 2018.

Community of Practice

1. Is the YJC Community of Practice a regional group or a local office expectation?

The YJC Community of Practice is an ongoing initiative that the ministry will be developing, in partnership with service delivery partners and the EO network, to better facilitate knowledge sharing and collaboration.

In addition to the YJC Community of Practice, there is the Youth Employment Reference Group (YERG) which is a component of the Community of Practice.

The YERG is a provincial group established and led by MAESD to provide a mechanism for dialogue on policy and operational issues related to the delivery and continuous improvement of employment programs serving youth. Membership is currently closed; however, an application process will be available in the future for interested community partners to apply to participate.