

Youth Job Connection Service Provider Questions and Answers

This question and answer document was put together to address operational and program delivery issues that have arisen since the launch of Youth Job Connection (YJC). They were gathered through the service provider training sessions and the regional support model.

1. When should service providers be selecting the N/A field in the Socially Marginalized or Family Household Circumstances in the CaMS Client Summary section?

Service providers should be making every possible effort to obtain information about a client's suitability in order to enter information in CaMS that is accurate. If the service provider is unsure of the definition of these suitability indicators, then they should refer to *Table 2: Participant Suitability Indicators* on page 31 of the YJC Guidelines or contact their ETC for assistance with interpretation.

Service providers should be selecting either YES or NO to these suitability indicators. In some cases, service providers may be unsure of the client's circumstance at the time of entering information into the client summary fields and, therefore, may feel uncomfortable selecting YES or NO. In such cases, the service provider may prefer to select N/A and then later go back and update the response to either YES or NO if in fact they are able to obtain this information from the client in the course of the client's attendance in the program.

2. On the Participant Registration form in the Client Summary section, there is no option to select N/A for Time out of Training/ Timeout of Work if a client has no work or training experience. Ideally, there should be an N/A option available since the other options are not appropriate.

If the participant has never worked or been in training, how should this form be completed? Should the service provider select more than 12 months?

The service provider should be choosing the last activity that the client completed, which would be:

- Out of school;
- Out of work; or,
- Out of training.

Then for the last activity the client completed, the service provider would select:

- Less than 3 months;
- 3 to 6 months;
- 6 months to a 1 year; or,
- More than a year.

If the client has never worked or been in training, then the service provider should select the "out of school" option and the amount of time the client has been out of school.

- 3. Are YJC participants in receipt of Employment Insurance (EI) handled in the same manner as the Youth Employment Fund (YEF) participants in receipt of EI? I.e. completion of the Section 25 form?**

Service Canada informed the Ministry that a section 25 was not required as YJC is not a federally funded program. Participants would need to report any training (including pre-employment workshops) and income to Service Canada.

- 4. If an individual does not complete all three mandatory components of the program but achieves a better status compared to when they started the program (i.e. from unemployed to employed; or from part-time education to employed) is this reflected positively in our service impact measure?**

All YJC performance measures (i.e. Participant Suitability, Service Impact, Customer Satisfaction, Service Coordination and Intake/Activity) are based on closed service plans, but only those closed service plans with a closure reason of "Completed" will filter into the YJC Detailed Service Quality Report. In order to close a service plan with the reason of "completion", all three mandatory program components must be part of the service plan and have an outcome of "attained" and a status of "completed".

- 5. Please see question 38 for clarification on the "completed" status. If an individual does not complete all three mandatory components of the program and is exited from the program, does their registration in the program count towards our participant target?**

A YJC participant is captured as an intake target when all three mandatory program components (i.e. Client Service Planning and Coordination, Pre-Employment Services and Job Matching, Placement and Incentives) are captured in EOIS CaMS as completed and attained with a YJC service plan closure reason of "Completion".

- 6. Can an ES provider who was not selected to deliver YJC act as an employment placement employer?**

Yes.

- 7. For the purposes of delivering YJC, what is the definition of unemployed? Is it less than 20 hours of employment per week like our other programs?**

For YJC, the definition of unemployed is not working but available to work. This program does not define unemployed as less than 20 hours of employment per week. YJC providers have the flexibility to serve up to 10% of individuals who do not meet the unemployed or not in training/education eligibility criteria.

- 8. Can the Customer Satisfaction questions be answered verbally?**

YJC providers can ask the question and receive the answer verbally (i.e. conducting the exit interview on the phone), but there should be documentation in the client file of what the client answered.

- 9. Is YJC going to be a permanently delivered program and will the operating funds remain at the same level or will this program be rolled into Employment Service (ES)?**

Youth Job Connection is a permanent program. In the Budget 2015, the Ontario government announced that it is investing an additional \$250 million over two years to renew the Ontario

Youth Jobs Strategy to provide employment and skills development opportunities. YJC received additional monies for 2015-16 and 2016-17 as part of this investment. Youth Job Connection's inaugural agreements were set for 18 months. The Ministry will be monitoring and assessing program activity prior to business planning in fall 2016.

10. Can job specific technical training be done during and/or count towards pre-employment hours, i.e. sending a client to do smart serve? We request a clear distinction between "pre-employment training" and "skills enhancement or job-related training linked to the job placement".

Pre-employment workshops and activities are designed to help the participant get ready for work (job readiness). Skills enhancement or job related training must be directly linked to the job placement and identified by the employer as necessary for the job (i.e. a four hour Excel course to support a data entry job). Skills enhancement or job related training can only be accessed in the Job Matching, Placement and Incentive component before or during the job placement.

11. Can independent work be considered as pre-employment training; i.e. a client conducts three informational interviews under the guidance of the service provider?

In the YJC guidelines: Appendix 2 details the pre-employment workshop and activities categories. If the service provider feels a participant would benefit from informational interviews to aid their job readiness, it could be considered under the Career Development/Career Exploration category.

12. Because this is a new component, and a central part of the YJC program, can more information be shared in terms of expectations the Ministry has for service provider mentoring?

Mentoring is meant to support the development of "soft skills" and interpersonal and relationship building skills that are the foundation of workplace interactions. Mentoring is not a mandatory component; but needs be available as an option if it's determined a participant would benefit from mentor support.

Service providers can use a variety of mentoring formats, such as one on one, group/team mentoring, in person or e-mentoring. The selection of mentors can come from their own staff, previous YJC participants, connections with employers or community agencies, or aligning with existing mentoring networks/associations. Please see the technical Q&A on the EOPG for additional information on mentorship, including how to document and monitor the mentor relationship.

13. Will the YJC target be measured by the number of service plans closed at the end of the year or by the number of new YJC participants during the year?

The participant target will be measured by the number of closed service plans [with a closure reason of "completed"](#).

14. Many clients are facing issues in their life that prevent them from even attending the pre-employment workshops – issues such as transit costs and lack of warm clothing that interfere with their attending the sessions. What can be done to assist these clients?

From the YJC Guidelines: Section 3.1.1 – The service provider must conduct community outreach, and make necessary linkages with schools, children's aid societies, youth and

other community groups to build awareness of the program; and provide client service planning and coordination, including case management, referrals, service planning, and mentorship.

Service providers should be making the necessary linkages to OW/ODSP and other community supports to enable a potential participant to overcome barriers to their participation in the program. For example, a local Salvation Army may be able to provide free or low cost winter clothing to enable a potential participant to overcome the issue of not having a warm coat to walk to the YJC site.

15. Will financial supports provided by YJC be treated as income for clients on OW/ODSP?

YJC is a program under Ontario's Youth Job Strategy (YJS). Ontario Works and ODSP regulation amendments were made in 2014 to exempt payments made under the Ontario YJS as income and assets.

There are three types of individual employment and training supports that YJC participants may receive. The specific supports provided by YJC and their treatment with respect to Ontario Works and ODSP clients is provided below:

- **Pre-employment service stipend:** A stipend paid to participants for attending pre-employment training. The amount is set at the provincial hourly minimum wage.
 - Stipends paid by MAESD under the YJC program are considered exempt as income and assets under Ontario Works and ODSP.
- **Job placement support:** Payments to remove barriers to participating in a job placement (e.g., work clothing, equipment, childcare, and transportation costs) based on identified and verifiable need.
 - These payments are exempt as income and assets under Ontario Works and ODSP if used within a reasonable period and for the purpose intended.
 - An individual who receives payment/reimbursement for costs related to a job placement under YJC cannot have the same costs covered under Ontario Works or ODSP.
- **Training/skills enhancement supports:** Payments to attend specific job-related or skills enhancement training linked to a job placement and paid from the service provider or employer to the training provider.
 - These payments made on behalf of Ontario Works and ODSP clients are exempt as income and assets under Ontario Works and ODSP.

In order to be exempt, the above payments must have been made, either directly or indirectly (e.g., flowed through an employer or service provider), by MAESD.

16. The YJC Registration/ Placement agreement requires parental signatures for applicants. Who can sign for client if youth is transient/homeless?

If a youth has withdrawn from parental control and has stated such to the service provider, there is no further legal requirement to pursue a parental signature. The conversation must be documented in the service provider's case notes.

17. Can a YJC service provider send a client to another service provider to attend a workshop?

No, they cannot. A service provider cannot assign or sub-contract any part of the Agreement or Funds to another organization without written consent of the Ministry.

18. Where in the YJC agreement is reference made to the issue of sub-contracting?

This situation is describe in Article 23.1 of the YJC agreement and is applicable to a situation where a service providers has “subcontracted” – or in the wording of the agreement, “assigned” – the work or funds to complete the Project. Article 23.1 states that a service provider cannot assign any part of the Agreement or Funds without the written consent of the Ministry.

19. Is it necessary for a service provider to issue a Record of Employment (ROE) for payments of stipends for pre-employment workshop attendance?

As YJC participants are not employees of the service provider, and stipends are not employment income, an ROE would not be issued.

The [Employment Insurance Act, Section 5](#), distinguishes between two types of employment; "insurable" and "excluded". Participating in pre-employment workshops is not insurable employment. The service provider should not be deducting EI premiums from the stipend and an ROE should not be issued after participants have completed their workshops.

For more information please visit: [Service Canada - When do I have to issue an ROE?](#)

20. A Service Provider has requested clarification on the relationship between YJC and LBS services:

- i) **One of the YJC pre-employment services workshops is "Literacy and Numeracy on the job" under the category: "Fundamental Job readiness skills workshops or activities".**
- ii) **Some YJC providers have asked LBS providers to provide essential skills assessments and assist them with the delivery of the literacy and numeracy on the job workshop.**
- iii) **Some LBS providers are reluctant to assist as they state that they won't get "credit". Other LBS providers have agreed to assist with the workshop. Must the workshop occur on-site at the YJC premises in order for the stipend to be paid to the YJC participant?**
- iv) **There is a concern that if the workshop activity is provided at the LBS site and the YJC participant is receiving a stipend, this may not be received well by the other LBS participants.**

Service providers can work with individuals in their community develop pre-employment workshops; however, as per Schedule A of the YJC agreement, YJC service providers are responsible for determining the content of the workshops and how to deliver them.

They cannot arrange for other organizations or service providers in the community to provide any service that they are under contract to provide. This includes sending participants to other organizations in the community to attend a workshop as a part of

the pre-employment portion of YJC. Doing so would constitute sub-contracting, and is not allowed as per Article 23 of the YJC agreement (Assignment of Agreement or Funds). YJC service providers must verify that the participant's attendance in the workshop before the stipend can be paid.

YJC participants that require additional essential skills support, beyond the fundamental job readiness skills workshops, may benefit from receiving LBS services. It is the responsibility of both the LBS and YJC service providers to ensure that there is no duplication of services offered and that their services are complimentary.

21. Can the LBS provider charge a fee for service?

LBS service providers cannot charge a fee to LBS learners. So if the LBS provider is reporting these clients as LBS learners in EOIS-CaMS against their LBS agreement they cannot receive additional money from a YJC service provider for that learner nor are they allowed to charge LBS learners directly.

22. Are there a certain amount of placements that must happen during the summer or during the school year?

No. The intake number for the agreement is an annual allocation, the service provider is responsible for managing the target and ensuring service is available throughout the year.

23. Can the placement overlap from summer into the school year?

A summer placement could extend into the school year, but the \$2500 financial supports maximum would not change. If the youth does not continue working with the employer once the placement and incentive ends, the service provider could assist with part time or seasonal job opportunities during the school year through the Education and Work Transition support component.

24. If clients can only work 10 hours per week does that mean they can only complete a maximum of ten hours per week of workshops as well?

A YJCS participant can only work 10 hours per week for placements occurring during the school year. There is no limitation on participant workshop hours per week, though that will vary by service provider. The service provider is responsible for scheduling the workshops based upon the participant's needs, taking into consideration the participant's school schedule.

25. Can other certifications be provided to support employment during workshops or pre-placement? Certifications like Smart serve etc.?

No, support for certification or skills enhancement must occur during the placement.

Also, a skills enhancement support is not available to YJC: Summer participants. The workshops and activities in the pre-employment component must adhere to the six pre-employment service areas (*Appendix 2, YJC: Summer guidelines*).

26. Under Suitability Indicator #7 (School Factors, YJC Guidelines pg. 28) it mentions evidence based assessment from a Student Success Coordinator. Can this be through an email or does it have to be more formal?

It states that the service provider has evidence based on an assessment or confirmation from a Student Success teacher, school committee or school board representative that the individual experiences any of the following school factors which are known to be linked with a higher risk of not graduating: failing course(s), skipping classes/frequent absences, being bullied/harassed, feeling of not belonging.

This information could be received directly from the youth at intake through discussion, or supplying a report card or school document. It could also be received when discussing the youth with a school representative. As long as there is documentation of the discussion in the case notes that the youth is facing this type of experience, this would suffice.

27. How are our SPs paying the stipend for the pre-employment period? This has been an ongoing conversation that some have identified as a challenge, as some youth are not participating for the duration if paid weekly.

It is the responsibility of the service provider to issue and pay the pre-employment stipend to the program participants. If there is an issue with youth not wanting to participate based upon the stipend payment schedule, perhaps the provider should inform the youth when the stipend will be paid prior to accepting them into the program. There may be other factors driving this need for income, and the youth may need to be referred out to an income support program rather than employment at this time.

28. Is a health card acceptable photographic identification for this client group?

An Ontario photo health card is a government issued identification which supports they live in Ontario and their age, however a client must be able to also demonstrate their eligibility work in Canada, ideally with a SIN number.

29. Initial Site Visit requirements: if a service provider has had a site visit with the same employer for another EO program they administer within the previous 12 months, will that satisfy the initial visit for YJC-Summer?

No. YJC Summer is a targeted program for youth 15 to 18 years old facing challenging life situations. Service providers will need to conduct an initial visit

and should be in constant contact with the youth and employer while on placement, monitoring the progress, providing job coaching to assist in placement issues and helping resolve conflicts.

30. How is intake counted for YJC Summer?

YJCS intake is counted in the same manner as the main component of YJC. A YJCS participant is captured as an intake target when all three mandatory program components (i.e. Client Service Planning and Coordination, Pre-Employment Services and Job Matching, Placement and Incentives) are captured in EOIS CaMS as completed and attained with a YJC service plan closure reason of "Completion".

31. The YJC agreement stipulates payment of up to 90 hrs x \$11.25 = \$1,012.50 for each youth in Individual Employment and Training Supports. This payment does not include 4% vacation pay and applicable deductions employer portion (CPP & EI). Can these additional amounts also be claimed/reimbursed to the service provider under Financial Support & Incentives as part of the stipend payout to youth? Or will the service provider have to include these costs under Operating Funds?

This payment should not be including 4% vacation pay, nor the deductions, as it is not employment income. The participant is not required to be placed on the SP's payroll in order to receive stipends. It is up to the SP to determine how to manage the payment of stipends to the participant.

CRA has advised us that stipends YJC providers will administer to participants would only have to issue a receipt if the participant received more than \$500. Less than \$500 and the participant will not have to claim it. If the participant receives more than \$500, than they will have to claim it to CRA and the service providers will have to issue them a T4A. They would have to claim the income but there wouldn't be any of the original tax deductions.

There's a guide on the CRA website that we can share with SPs:

<http://www.cra-arc.gc.ca/E/pub/tg/rc4157/README.html>

If they have any questions about the guide or specific situations with participants they can contact the CRA or their accountant.

32. If a client finds employment prior to their job placement, why doesn't it count towards intake?

The goal of the program is sustainable long term employment, and appropriate youth participants will require all three components to aid their employment skills development. The ministry will need to review the follow up data for those youth who have found work prior to exit to determine if changes to performance measures could be made in the

future. If youth are exiting the program prior to their job placement, but losing their jobs after 3 months it does not compliment the program goal.

33. Will there be an opportunity to provide feedback on YJC?

Yes, through the monitoring site visits and in ongoing conversations with your ETC. The ministry is reviewing data and analyzing trends on weekly basis. Any future changes will need to be supported by data. **If there are significant delays in data inputs, this skews the ministry's analysis and forecasting. Please ensure all data is input into CaMS in a timely manner.**

34. Is the ministry concerned that service providers may only accept youth who will complete all 3 components to meet their intake targets?

No. If service providers were only accepting youth who would complete all three components, then the participant suitability and service coordination credit would not be obtained, affecting their overall SQS.

35. The Detailed Statistical Quality Report (DSQR) has the provincial service quality standard at 6.31, but the YJC agreement and guidelines state 6.30.

The ministry is aware of the issue. Due to the calculation of the Customer Satisfaction and Service Impact measures to the third decimal, CaMS was unable to accommodate due to a system rule to rounding to the second decimal. The ministry will continue to use the value of 6.30 for the 18 month YJC agreement.

36. What if a high school youth is graduating and wants to participate in a summer job placement, are they eligible?

Yes. As long as the youth is 15 to 18 at the time of registration, and intending to participate in postsecondary education after the job placement.

37. Can the service provider pay 100% of the placement wages?

Yes, the employer incentive could cover 100 percent of the participant wages but could not exceed the financial support maximums per participant.

38. Could you clarify when an YJC service plan could be closed with the closure reason of "completed"?

As mentioned in the March 2nd YJC *Youth Job Connection Performance Management* memo, intake is counted when all three mandatory program components are captured in EOIS CaMS as completed and attained with a closure reason of "completion".

This would mean the participant would have completed Client Service Planning and Coordination, a minimum 60 hours of pre-employment workshops and started a job placement.

Although the intent is to complete the placement duration, if the placement had to end early (i.e. due to moving, seeking other employment or hired permanently) the Job Matching Placement and Incentives component can be captured as completed and attained in EOIS-CaMS and closed to "completion".

For example: Client A goes through the CSPC model, is referred to YJC, completes 70 hours of in class training, provided a 12 week job placement that includes on the job mentoring and monitoring. After week 10, the client relocates to a new city and secures work based on the experience received through YJC program. The service provider would input the actual end date of the job placement (which can differ than the expected end date) and close the plan item as completed and attained.

39. Inputting data for YJC is extremely time consuming, are there plans in place to streamline the data inputting process? What is the rationale for MAESD wanting this level of data?

The ministry is committed to streamlining overall data inputting processes and protocols across all EO program, this would be a longer term exercise and not specific to YJC. However, this is a new, targeted program tied to a major government initiative (the Youth Job Strategy) and as such the ministry requires specific participant data to accurately determine the program's impact.