



**MEMORANDUM TO:** Service providers delivering the Canada-Ontario Job Grant program

**FROM:** Teresa Damaso, Director, Program Delivery Support Branch

**DATE:** March 13, 2015

**SUBJECT:** 2015-16 Business Planning for the Canada-Ontario Job Grant

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## **OBJECTIVE**

The purpose of this memo is to provide you with information about the Canada-Ontario Job Grant (COJG) 2015-16 business planning process, the introduction of service standards for COJG applications and the changes to the COJG service delivery footprint.

## **CHANGES FOR 2015-16**

### **Introduction of a service standard**

The ministry will be introducing a service standard of twelve business days for both the service provider and ministry streams (i.e. 25 and under trainees and over 25 trainees streams). The service standard applies from the time when an employer submits an application, until the time that the service provider or ministry staff has reached a decision and recorded it on the online application platform. This service standard was informed by discussions at the COJG service provider focus group session (held on February 10, 2015). It was made in consideration of the current processing time and the need to set an expectation for employers when applying to the COJG program.

In the case where an application was not submitted through the online application platform, the ministry is also introducing a two business day service standard to contact the employer to confirm receipt of the application and enter it into the application platform.

This service standard will take effect starting May 1, 2015 and will be communicated to employers through the ministry website.

### **Service delivery footprint for COJG**

The ministry has made adjustments to the service delivery footprint. Service delivery sites that will no longer be offering the COJG program have already been notified by the ministry. In making these decisions, the ministry considered the progress that service providers made in meeting their performance commitments, as well as each community's profile and needs. These changes do not affect the delivery of other Employment Ontario programs such as the Employment Service program.

The ministry will continue to monitor the delivery of the program and will make adjustments as needed to ensure that Ontarians are able to access and participate in the program.

### **TIMELINE**

On March 11, 2015, the ministry notified those service providers who will not be delivering the COJG program in 2015-16. The ministry is working closely with these service delivery sites to support them through this transition.

- **March 20, 2015:** the ministry will send service providers their contracts.
- **March 24, 2015:** service providers are asked to return their signed contract to the ministry.
- **March 27, 2015:** contracts signed by Regional Directors and sent back to service providers.

If you have any questions, please feel free to contact your Employment and Training Consultant.

Thank you for all your efforts in supporting Ontarians to get the skills and training they need to succeed.