

MEMORANDUM

TO: Employment Ontario Delivery Partners

FROM: David Cronin, Director
Program Delivery Support Branch
Ministry of Labour, Training and Skills Development

DATE: November 9, 2020

**SUBJECT: 2020-21 Monitoring of Employment Ontario Transfer Payment
Agreements**

I am writing to provide you with information on the ministry's approach to monitoring Employment Ontario (EO) programs for the 2020-21 fiscal year. We acknowledge that these are challenging times that require us to change the way we do things. The ministry is grateful to all service delivery partners for their continued commitment and adaptability in supporting the employment service needs of Ontarians in these times.

In recent months, the ministry has undergone a review of its monitoring approach for 2020-21 and has made several adjustments that will prioritize the health and safety of ministry staff, service delivery partners and clients, and hold transfer payment recipients accountable to their agreements. This fiscal year, the ministry will emphasize virtual monitoring practices to minimize face-to-face contact and optimize physical distancing with service delivery staff and clients. Monitoring activities will leverage digital resources, such as email and videoconferencing, and incorporate alternative methods for communicating with service delivery staff and clients. When using digital resources, service delivery partners must ensure that they are compliant with the privacy requirements outlined in their transfer payment agreements, including the protection and security of information shared through these means.

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The ministry's adjustments to monitoring practices are consistent with the broader approach of the Ontario government to protect public health and safety while continuing to provide quality and accessible services to the public. Again, we appreciate the work that you are doing to provide continuous service delivery to Ontarians that need it most.

If you have any questions regarding these changes, please contact your Employment and Training Consultant. In the meantime, the ministry continues to provide updates through the [Employment Ontario Partners' Gateway](#).

For the latest information on COVID-19, please visit the [Ministry of Health's website](#), which is updated twice daily, seven days a week. The [COVID-19 resource page](#) also contains questions and answers and links to more information. This page is updated as additional information becomes available.

Thank you.

David Cronin
Director

Cc: Daniel Dubois, Eastern Region Director
Heather Cross, Western Region A/Director
Andrew Irvine, Northern Region Director
Tariq Ismati, Central Region Director