

## Memorandum

**To:** Employment Ontario Service Providers

**From:** David Cronin, A/Director  
Program Delivery and Support Branch

**Date:** November 22, 2019

**Subject:** 2020-21 Employment Ontario Business Plan Templates

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The 2020-21 Employment Ontario business plan templates will be made available to Employment Ontario service providers in the Employment Ontario Information System – Service Provider Connect (EOIS-SP Connect) starting on November 25, 2019. Business plans are due to the Ministry by 11:59PM on Friday, January 3, 2020.

The Ministry views business planning as an opportunity to engage service providers in dialogues on how regional and local labour market conditions may impact demand for services and client outcomes, as well as on other service delivery priorities. As we establish performance commitments for the upcoming fiscal year, these point-in-time dialogues also afford us an opportunity to discuss service providers' continuous improvement priorities building on strategies that have been proven to work.

### Employment Ontario Service Promise

The *Employment Ontario Service Promise* remains a critical component of our commitment to delivering the highest quality employment and training services to Ontarians and is used to inform business planning. You are encouraged to have regular discussions in your organizations about the *Employment Ontario Service Promise* and its impact on service.

### Service Providers Located in the Three Catchment Areas

In February 2019, the government [announced its plan](#) to transform the province's employment services. As part of this transformation, three prototype catchment areas were selected:

- Hamilton-Niagara Peninsula

- Muskoka-Kawarthas
- Peel Region

Service providers delivering Employment Service (ES), Ontario Employment Assistance Services (OEAS), Youth Job Connection (YJC), and Youth Job Connection Summer (YJCS) in these catchment areas will receive 2020-21 business plans and negotiate targets and allocations with the Ministry, but will enter into six-month agreements for the transition period of April 1, 2020 through September 30, 2020 that will be managed by the Service System Managers (SSMs), not the Ministry. SSMs will not be able to make any changes to the network or service targets during the transition period. Information on who the SSM will be for each respective catchment area will be announced by Q4.

### **Updated Priorities for Literacy and Basic Skills – Support Organizations**

Every year, as part of the business planning cycle, the Ministry reviews and sets the Literacy and Basic Skills (LBS) support organization business priorities. This review ensures support organization activities within the broader LBS objectives are consistent with labour market trends, responsive to emerging needs, and in alignment with other Ministry initiatives. For 2020-21, the business priorities have been updated as follows:

1. Strengthen learner pathways through learner-centered literacy planning and service coordination between LBS and the broader adult education system;
2. Support high quality delivery of workforce and workplace literacy;
3. Support high quality delivery to learners employed in or seeking to enter the skilled trades; and
4. Support innovative approaches to digital literacy training.

Please ensure that deliverables support these updated business priorities.

### **Client and Employer Information**

For 2020-21, the Ministry is continuing to focus on outcomes and making sure that EO programs are serving those who most need assistance. As such, the Ministry would like to emphasize to the EO service providers the importance of keeping client and employer information managed in EOIS-Case Management System (EOIS-CaMS) up-to-date and having Q3 results recorded by **December 31<sup>st</sup>, 2019**. The information in EOIS-CaMS is instrumental in supporting evidence-based decisions about future service delivery targets and funding allocations. The Ministry understands that there may be some concerns around meeting these commitments from within the LBS community; the Ministry is working on a solution to ensure LBS providers receive credit for the activity and outcomes they achieved.

If your organization has any questions about the business planning process, please contact your Employment and Training Consultant.

Thank you,

David Cronin  
A/Director  
Program Delivery Support Branch

cc: Tariq Ismati, Central Region - Regional Director  
Jennifer Barton, Eastern Region – Regional Director  
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