

Memorandum

To: Employment Ontario Service Providers

From: Annette Huton, Director
Program Delivery Support Branch

Date: November 27, 2023

Subject: Employment Ontario 2024-25 Business Plan Template Release in
EOIS-SP Connect

This memo is to inform you that the Employment Ontario (EO) 2024-25 business plan templates will be made available to EO service providers in the Employment Ontario Information System – Service Provider Connect (EOIS-SP Connect) by the dates outlined below.

December 11, 2023:

- Canada-Ontario Job Grant
- Employment Service
- French Language In-Class Enhancement Supplemental Fund
- In-class Enhancement Fund – College
- In-class Enhancement Fund – Non-College
- In-class Enhancement Fund – Non-Funded
- Local Boards
- Ontario Employment Assistance Services
- Supported Employment
- Youth Job Connection/Youth Job Connection: Summer

December 18, 2023:

- Literacy and Basic Skills – Service Delivery
- Literacy and Basic Skills – Service Delivery E-Channel

December 27, 2023:

- Apprenticeship Capital Grant
- Literacy and Basic Skills – Support Organization
- Literacy and Basic Skills – Support Organization E-Channel

The ministry views business planning as an opportunity to engage service providers on how regional and local labour market conditions may impact demand for services and client outcomes, as well as other service delivery priorities. As we establish performance commitments for the upcoming fiscal year, I encourage a continuous dialogue that will afford us opportunities to discuss service provider priorities, building on strategies that have been proven to work.

Overall, the business planning process remains similar to the previous fiscal year. The Employment Ontario Service Promise, which can be found in the [Visual Identity and Communication Guidelines](#), will remain a critical component of our commitment to delivering the highest quality employment and training services to Ontarians and will be used to inform business planning. You are encouraged to have regular discussions with your organizations about the Employment Ontario Service Promise and its impact on service delivery.

Employment Service Transformation – Phase 3

The ministry is proceeding with Phase 3 of the Employment Service Transformation for recipients delivering the following programs under the new catchment areas:

- Employment Service program
- Ontario Employment Assistance Services
- Supported Employment
- Youth Job Connection/Youth Job Connection: Summer

The Phase 3 catchment areas are: Northeast, Northwest, and Toronto.

Service Providers inside these catchment areas will receive Business Plan templates from the Ministry.

The implementation of this phase will follow a staged approach as outlined below:

- **Planning Period (approximately 3 months):** This period is intended to allow Service System Managers (SSMs) to establish themselves within the catchment area.
- **Transition Period (approximately 9 months):** During this period, SSMs will directly manage agreements with service providers however, they will not be able to make changes to the service provider network.
- **Integrated ES Delivery Period:** At this point the transition process is complete, and full responsibility for employment services is transferred to the SSMs.

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

Thank you,

Annette Huton,
Director
Program Delivery Support Branch

cc: Heather Cross, Regional Director, Western Region
Nicole Pereira, A/Regional Director, Northern Region
Jennifer Galloway, A/Regional Director, Eastern Region
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