

MEMORANDUM

TO: Employment Ontario Delivery Partners

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

DATE: June 21, 2021

**SUBJECT: 2021-2022 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 2021-2022 fiscal year. We acknowledge that the past year has continued to present a series of challenges that have changed how we provide services to the public. The ministry continues to be grateful to all service delivery partners for their commitment and adaptability in supporting the employment and training needs of Ontarians during this time.

The ministry is committed to prioritizing the health and safety of ministry staff, service delivery partners and clients. This fiscal year the ministry will maintain its monitoring protocols as per the previous year. This includes an emphasis on virtual monitoring practices to minimize face-to-face contact and optimize physical distancing for service delivery staff and clients. Monitoring activities will leverage digital resources, such as email and videoconferencing, to 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 securing and protecting information shared by these means.

**Ministry of Labour, Training and
Skills Development**

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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.

If you have any questions regarding the ministry's monitoring practices, 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](#) or the [COVID-19 resource page](#).

Thank you.

David Cronin
Director

Cc: Heather Cross, Western Region Director
Andrew Irvine, Northern Region Director
Tariq Ismati, Eastern Region Director
Laura Loveridge, Central Region Director