

## **Memorandum**

**To:** Employment Ontario (EO) Service Providers

**From:** Jacqueline Cureton, Director, Program Delivery Support Branch

**Date:** June 6, 2017

**Subject:** Quarterly Status Adjustment Reports (QSAR) and Quarterly Aggregate Data Report (QADR) automation in EOIS-SP Connect

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### **WHAT IS HAPPENING:**

All programs managed within EOIS-SP Connect (except Local Boards which do not have a QSAR/QADR reporting requirement) will have automated QSARs/QADRs available in EOIS-SP Connect in time for their first 2017-18 quarterly reporting period, as outlined in Schedule 'F' of the agreement.

The Ministry has taken steps in recent months to consult both internally and externally in preparation for this change. As a result, in addition to being automated, service providers will find that the 2017-18 QSARs/QADRs have been aligned in a number of ways.

As part of automation, service providers and Ministry staff will receive notification from the system when:

- templates are available,
- templates have been received by the Ministry, and
- when the Ministry has responded.

Some of the alignment opportunities include:

- reporting due dates being the same across programs,
- expanded use of the EOIS-SP Connect calendar to highlight QSAR/QADR due dates,
- consistent report instructions, and

- streamlined QSAR/QADR questions.

In order to account for the fact that aligning the report due dates could mean a greater number of reports being due at the same time for multi-agreement holders, all service providers have been allotted an additional five (5) business days (i.e., a total of fifteen (15) business days), to submit their QSARs/QADRs in EOIS-SP Connect, as reflected in the dues dates provided in Schedule “F” of the agreement.

In response to feedback received from the Service Delivery Advisory Group, the Ministry has added an additional (optional) question which will allow service providers to highlight ‘innovations’ underway in their organization that are having or will have a positive impact on service delivery and the prospects of clients. Although specifics are still being finalized, the Ministry intends to share some form of rolled-up summary of the responses received in this area with service providers in the months to come.

It is our hope that this phase of automation will lead to administrative efficiencies for both service providers and Ministry staff. Your continued feedback is helpful in assisting the Ministry to identify system enhancements. Please refer to the feedback option within EOIS-SP Connect to submit your suggestions/feedback.

#### **BACKGROUND:**

The Ministry has been supporting the [Digital Government](#) commitment to improve the online experience for citizens and transform the most important government services by becoming a more IT-enabled organization. In support of this ongoing commitment, the Ministry launched EOIS-SP Connect in 2015-16, which included an electronic copy of the legal agreement, site allocations, site targets and planned payment schedules, and automated financial reports for approximately ten (10) EO programs. In 2016-17 business planning was also added to the system. Since that time the Ministry has been building on the groundwork of the existing functionality to improve agreement and report generation, while putting the pieces in place to support broader EO program management. As part of the next phase of system releases, the Ministry will be focusing on making activity-based reports, such as the QSAR/QADR, available.

The QSAR/QADR provides a consistent approach for reporting and providing feedback against performance commitments and general program management. The QSAR/QADR asks service providers to identify if they are experiencing difficulty meeting performance and/or financial commitments, the cause for this and the actions they will or have undertaken to get back on track to achieve and sustain their agreement commitments by the agreement end date. The intended outcome of the QSAR/QADR is to increase service providers’ organizational capacity as well as to ensure the continuous improvement of program delivery.

Affected programs include: Employment Service (ES), Canada Ontario Job Grant (COJG), Literacy and Basic Skills (LBS), Ontario Employment Assistance Services (OEAS), Youth Job Connection (YJC)/Youth Job connection: Summer (YJC:S), and Youth Job Link (YJL), which will submit their first automated QSARs/QADRs in July 2017. Local Employment Planning Council (LEPC) QSARs will also be automated in time for their first reporting period later this fiscal year.

#### **NEXT STEPS:**

The first scheduled QSAR/QADR due date is: Monday, July 24th, 2017.

Additional information about future system releases will continue to be shared as it becomes available.

If your organization has any questions about the QSAR/QADR, please contact your Employment and Training Consultant (ETC).

Sincerely,

Jacqueline Cureton  
Director  
Program Delivery Support Branch