

MEMORANDUM

TO: Employment Ontario Service Providers

FROM: Jacqueline Cureton,
Director, Program Delivery Support Branch

DATE: September 6th 2018

SUBJECT: 2018-19 Employment Ontario Program Monitoring Questionnaires

I am writing to let you know that the ministry continues to take steps to improve the administration of Employment Ontario by enabling additional automation of reporting arrangements.

Building on the automation of the Quarterly Status and Adjustment Reports in 2017-18, Employment Ontario program monitoring questionnaires will be generated by the EOIS-Service Provider Connect later this summer. Once this new functionality is operational, program monitoring questionnaires will appear on the service delivery site manager's dashboard. This enhancement is part of an overall direction to enable reporting through an easy to use single channel.

This change will apply only to those programs currently managed in EOIS-Service Provider Connect. Over the coming weeks, Employment and Training Consultants will be contacting service delivery sites to discuss the timelines for the release of the program monitoring questionnaires.

Service providers will now have 15 business days from receipt of program monitoring questionnaires to submit their response via the system. Similarly, the ministry will commit to providing a response, including whether any follow-up will be required within 15 business days of receiving the site's completed program monitoring questionnaire(s).

Monitoring questionnaires for Employment Service/Youth Job Link and Literacy and Basic Skills-Service Delivery have been streamlined to reflect the ministry's continued shift towards a risk-based approach to managing transfer payments. As in previous years, Ministry staff will continue to work with you to assess the level of required support. All other programs managed in EOIS-Service Provider Connect will receive one standard questionnaire, per site.

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

Thank you,

Jacqueline Cureton