

## Memorandum

**TO:** Ontario Bridge Training Program, Integrated Employment Services, and  
Employment Services Service Providers

**FROM:** Annette Huton, Director, Program Delivery Support Branch  
Robert Coleman, Director, Employment Services Transformation  
Yvonne Ferrer, Director, Settlement Services Branch

**DATE:** March 11, 2024

**SUBJECT:** Concurrent Service Plans in Effect for Ontario Bridge Training Program  
Participants

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### OBJECTIVE

The purpose of this memorandum is to inform service providers that the recent system update enabling concurrent service plans for Ontario Bridge Training Program (OBTP) participants to access complementary services and supports under Bridge Training and Employment Service (ES)/Integrated Employment Services (IES) is effective as of **March 11, 2024**.

### WHAT IS HAPPENING

The Ministry is introducing a program policy and system change to ensure skilled newcomers can fully benefit from the provincial employment supports they need to resume their careers in Ontario and secure commensurate employment.

With these changes, OBTP clients will be able to access both OBTP and ES/IES programming or complementary services between two OBTP service providers at the same time.

Updates to the Employment Ontario Information System – Case Management System (EOIS-CaMS) have been implemented. This update will be effective until new Program Guidelines are in place and the new funding cycle is launched.

### WHO IS AFFECTED

All current OBTP service providers and ES/IES service providers who serve skilled newcomers.

## **WHAT IS HAPPENING NOW**

OBTP, ES and IES service providers can now open a new service plan on EOIS-CaMS for clients with one already existing OBTP, ES or IES service plan. The existing service plan will not need to be closed for referral of clients between the above mentioned EO programs.

Service providers are expected to refer out clients for activities that are not already captured under their umbrella of services, as outlined in their transfer payment agreement with the ministry. Service providers record accurate service plan interventions on EOIS-CaMS and limit the risk of service duplication for clients with concurrent service plans.

## **CONTACT INFORMATION**

For further clarification and additional support, please contact your Ministry representative.

Thank you for your ongoing support in helping newcomers join the labour market by resuming careers that align with their previous education and experience.

Sincerely,

Annette Huton  
Director, Program Delivery Services Branch

Robert Coleman  
Director, Employment Services Transformation

Yvonne Ferrer  
Director, Settlement Services Branch

cc: Gloria Lee, Assistant Deputy Minister, Global Talent and Settlement Services Division

Ken Nakahara, Assistant Deputy Minister, Employment Training Division

Robert MacVicar, Director, Finance, Analysis and Systems Support Branch

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