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MEMORANDUM TO: Youth Job Connection (YJC) and Youth Job Connection Summer (YJCS) Service Providers

FROM: Jacqueline Cureton
Director, Program Delivery Support Branch

DATE: January 26, 2018

RE: Updated Youth Job Connection (YJC) Guidelines

Throughout 2017, the Ministry consulted with key service delivery partners, including service providers and employers, through focus groups, interviews, and meetings about the design and delivery of the YJC Program.

As a result of this engagement, the Ministry gained valuable and insightful feedback on various aspects of the design and delivery of the YJC program. Service delivery partners highlighted opportunities which will provide service providers with the support and flexibility needed to deliver the program in an even more effective way. Increasing the effectiveness of service delivery will in turn support youth facing multiple barriers in obtaining the necessary skills and support they need to gain meaningful employment.

As part of the Ministry's commitment to service quality, continuous improvement, and collaboration with our partners, this feedback has informed changes to the program design which the Ministry is confident will help improve the experiences of clients, employers, and service providers.

Guideline Revisions:

Based on the information received through consultations, revisions have been made to the YJC Guidelines and the updated guidelines are now available on the Employment Ontario Partners' Gateway.

These improvements include:

- Added clarifying details to Section 2.3. Goals, Section 2.5.2. Pre-Employment Services, Section 2.5.3. Job Matching and Placement, Section 2.6.2. Employer Eligibility, Section 3.2.1. Operating Funds, Section 3.2.2. Financial Supports and Incentives, Section 3.3.2. Exit; Section 4.1.1. Performance Measurement Framework (PMF)

- Under Section 4.1.1. Performance Measurement Framework (PMF):
 - Updated Table 2 Participant Suitability Indicators and expanded the Socially Marginalized indicator into separate indicators: Mental Health; Hardship based on life circumstances; Homeless and Housing; Leaving care of child welfare; Discrimination based on social identity, created a new indicator for Lone Parent, removed Age suitability and Language Proficiency, and changed the Educational Attainment indicator to less than Grade 12;
 - Shifted the core measure weighting from the Customer Satisfaction and Service Coordination measure to the Funded Intake measure;
 - Updated Table 5 Funding Decision Matrix to reflect the new ministry name “MAESD”;
 - Replaced the label “Job Placement Support” with “Participant Financial Support” and clarified expanded access to this support at any point of participation in the program;
 - Increased the minimum average number of suitability indicators from 35% to 45%;
 - Updated Appendix 1: Provincial Service Quality Standard (SQS)
- Replaced references to YJC Participant and Employer Registration forms with Employment Ontario Participant and Employer Registration forms under Section 5.6. Documentation Requirements and 5.8 Forms
- Updated all hyperlinks and removed reference to Employment Ontario Information and Referral Resource Guide
- Performance measures have been changed to better capture the work of service providers by taking into consideration outcomes for youth that have not completed the mandatory service components (i.e. placements), but who have successfully transitioned to employment, training or education
 - This includes clients who have exited to further education or training or who have been job matched with an employer by the service provider
- Updated and made adjustments to service provider funding, rebalancing funds to shift funding from Financial Supports and Incentives to Operating Funds
 - These adjustments result in increased operating funds intended to support service providers in delivering the full range and intensity of services that are part of YJC design (e.g., provision of one-on-one support, such as on-the-job coaching)

Next Steps:

- Information sessions regarding the Program Improvements will be provided to service providers from January 24 - 25, 2018. Questions and Answers collected through the sessions will be posted on the Employment Ontario Partners’ Gateway in early February.
- YJC Refresher training regarding the Program Improvements will be provided in March 2018.

We look forward to ongoing collaboration with you, our service delivery partners, as we continue to improve the programs and services we provide to Ontarians.

If your organization has any questions, please contact your Employment and Training Consultant.

Jacqueline Cureton
Director

Cc: Mary Joe Freire, Western Region Director
Andrew Irvine, Northern Region Director
Shelley Unterlander, Central Region Director
Jennifer Barton, Eastern Region Director