

**Ministry of Advanced Education
and Skills Development**

Employment and Training Division
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**Ministère de l'Enseignement supérieur
et de la Formation professionnelle**

Division de l'emploi et de la formation
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Memo To: Fern Dominelli, CAO
Manitoulin-Sudbury District Services Board
Cc: Donna Stewart, Director of Integrated Social Services

From: Amy Breault
Employment and Training Consultant
Ministry of Advanced Education and Skills Development

Date: 20/10/2017

RE: Monitoring Feedback for Employment Service and Youth Job Link Report for
Manitoulin-Sudbury District Services Board – 4087A, conducted on 19/10/2017.

On behalf of the Ministry of Advanced Education and Skills Development, I would like to thank you and your staff for your responsiveness in completing the targeted strategic monitoring process.

As part of the monitor for ES and YJL, Employment Ontario Information System data was validated against your paper/electronic files.

Based on the monitoring activities completed, I have included my observations along with items for action and their timelines.

General Observations

I would like to acknowledge your demonstrated ability to quickly access the EOPG site as well as your knowledge and effective interpretation of the resources in order to confirm the most accurate information within a moment's notice.

It was observed that clients are provided the opportunity to explore their employment and training options with the assistance of the helpful staff within your organization.

I would also like to congratulate you on the improvements made within the client files, including the electronic client document files.

Summary of Key Observations and Action Items

<u>Key Observations</u>	<u>Recommendations</u>	<u>Actions completed or in progress</u>
Inconsistencies between client files.	Enhance file checklist so that it can either be used in all programs or develop a checklist for each program and utilize it in all client files. List of required information has been provided to M-SDSB staff.	
Needs Assessment forms vary and some lack required information / rational.	Use most up to date Client Service Planning and Coordination / Needs Assessment – Service Provider form in all files. Above mentioned form was shown to M-SDSB staff during meeting	
Employment Service Plans	ESP must be signed and dated by clients and included in all files.	
Rational for decisions made is not evident in the files.	Rational should be documented in files: <ul style="list-style-type: none"> - when training supports are provided including validation of client's income, - when essential skills are listed as part of suitability, - when placements are selected and describing how they are tailored to meet the client and employer's needs, - when and why there is early termination of a placement, - any other time a decision is made a note to support the decision should be included, 	
Site visits not always conducted in some instances.	Site visits should take place prior to all placements. Repeat employers do not require a visit each time however the date of a previous visit should be noted in the file.	
Exit interviews and follow ups not always evident in files.	Exit interviews should be conducted and documented in all files. Recommend that Service Provider create and utilise a standard Exit / Follow up form for all files and programs. Ensure all required follow ups are completed and documented.	

Referrals in / out not captured	Ensure all referral activity is documented in the file and captured in CaMS in order to reflect in DSQ.	
Resource & Information aggregate data not entered in CaMS.	R&I workshop information needs to be captured in CaMS in order to reflect in DSQ.	
No activity in YJL	Service Provider should utilize YJL for clients who have fewer barriers and require less support.	

Please respond to this report by 03/11/2017.

If you have any questions or concerns please contact me at 705-235-1956

Sincerely,



Amy Breault

*Employment and Training Consultant
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