



November 1, 2017

Ministry of Advanced Education and Skills Development
5520 Hwy 101 East
PO Box 3085
South Porcupine ON
P0N 1H0

RE: Monitoring Feedback for Employment Service and Youth Job Link Report conducted on 19/10/2017

Dear Ms. Breault,

Thank you for the feedback letter received October 25, 2017. We also appreciate all of the support and feedback that MAESD has provided us to date in the delivering the Employment Ontario Program in Chapleau.

Please accept this letter as our formal response to your feedback report. As you can see, we have already followed through with implementing most of your recommendations suggested. You can be assured that we will work diligently on all of your observations.

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.	File Checklist has been updated and will be inputted in all client files to ensure consistency between files. ID will be visually verified and question has been added to the Client Service Planning and Coordination / Needs Assessment – Service Provider Form and will be indicated in notes.
Needs Assessment forms vary and some lack required	Use most up to date Client Service Planning and Coordination / Needs Assessment – Service Provider form in all files. Above mentioned	Self-Evaluation assessment from client has been added to the Client Service Planning

information / rational.	form was shown to M-SDSB staff during meeting	Coordination / Needs Assessment – Service Provider Form.
Employment Service Plans	ESP must be signed and dated by clients and included in all files.	Employment Service Plan has been added to File Checklist to ensure signatures and dates.
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 	Training Support form has been updated with a section to indicate why the employment supports as well as a section that indicates if client is unemployed or employed. Any decision made will be indicated in notes. Staff will write a rationale in CAMS notes.
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.	Site visits will be done prior to placement to begin and will be noted in 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.	Closed Service Plan and the screen shot of the exit evaluation from CAMS will be PDF'd and saved in the client's file in Worldox.
Referrals in / out not captured	Ensure all referral activity is documented in the file and captured in CaMS in order to reflect in DSQ.	Staff will enter all referral activity in/out in CAMS.
Resource & Information aggregate data not entered in CaMS.	R&I workshop information needs to be captured in CaMS in order to reflect in DSQ.	Number of participants as well as types of workshops have been sent to supervisor and will be entered in CAMS. Input of data is in progress.

No activity in YJL	Service Provider should utilize YJL for clients who have fewer barriers and require less support.	Staff will continue promoting YJL and access this program with students that have little barriers.
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If you require any other clarifications, please do not hesitate to contact myself at (705) 222-0499, or Ms. Anne Quenneville at (705) 862-7850, extension 105.

Sincerely,



Donna Stewart
Director of Integrated Social Services
Manitoulin-Sudbury District Services Board