

**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**

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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:** 25/10/2017

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

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On behalf of the Ministry of Advanced Education and Skills Development, I would like to thank you and your staff for meeting with me on 19/10/2017, I appreciate your responsiveness in completing the site compliance process for your organization.

As part of the review, I randomly selected 9 participant files along with the corresponding employer files, as applicable. I also validated Employment Ontario Information System data against your paper files.

Based on the site compliance evaluation and file review, I have included my observations and recommendations below. I have also noted a timeline for each recommendation listed. This may require a follow-up visit, if necessary, to ensure that these observations have been remedied.

### **General Observations**

I would like to acknowledge your success with the YJC-S program. In addition, your work in coordinating the French Catholic school student co-op placements with the YJC-S program has demonstrated an innovative way to support at risk students with barriers.

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 <b>Client Service Planning and Coordination / Needs Assessment – Service Provider form</b> 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"> <li>- when training supports are provided including validation of client's income,</li> <li>- when essential skills are listed as part of suitability,</li> <li>- when placements are selected and describing how they are tailored to meet the client and employer's needs,</li> <li>- when and why there is early termination of a placement,</li> <li>- any other time a decision is made a note to support the decision should be included,</li> </ul>	
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.	
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Please respond to this report by 8/11/2017.

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

Sincerely,



**Amy Breault**

*Employment and Training Consultant  
Conseillère en emploi et en formation*

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Ontario

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