

**Ministry of Training,
Colleges and Universities**

Employment and Training Division
5520 Hwy 101 East, PO Bag 3095
South Porcupine, ON, P0N 1H0

**Ministère de la Formation, des
Collèges et des Universités**

Division de l'emploi et de la formation
5520 Est Route 101, SAC Postal 3095
South Porcupine, ON, P0N 1H0



To: Fern Dominelli
Chief Administrative Officer, Manitoulin-Sudbury District Services Board

From: Dominique Morin,
Service Delivery Manager, Timmins, North Region Branch

Date: October 5th, 2018

Subject: Directed Improvement – Employment Service Delivery Site - Manitoulin-Sudbury District Services Board (4087A)

Dear Fern,

The Ministry of Training, Colleges and Universities is writing with respect to your transfer payment agreement to deliver the Employment Service program for Service Delivery Site 4087A.

The ministry has reviewed your Service Delivery Site 4087A performance results at the end of the 2017-2018 fiscal year and they did not meet the provincial Service Quality Standard (SQS). Consequently, this site is not in compliance with the Employment Service agreement. As a result of this, Manitoulin-Sudbury District Services Board has been placed on Directed Improvement.

While we recognize that your site is meeting SQS for current fiscal year, your Service Delivery Site 4087A is still required to submit an Action Plan indicating milestones and timelines by October 19, 2018 identifying your strategies to meet the SQS by end of fiscal year. The Action Plan must be signed by the Authorized Signing Officer.


Upon receipt of the Action Plan, the ministry will review the plan and either determine that the Action Plan is sufficient to help your organization achieve the SQS, or inform you that adjustments are required.

If, six months after the Action Plan is approved, the ministry determines that your organization has not completed the approved Action Plan and/or is still not meeting SQS as per your transfer payment agreement, the ministry may terminate the Employment Service agreement and/or not offer your organization a new agreement upon the expiration of the current agreement.

The ministry is committed to working closely with your site over the coming months to provide strategic support as you work towards compliance and implement your Action Plan.

If you have any additional questions or concerns, please do not hesitate to contact your Employment and Training Consultant Amy Breault at 705-235-1956 or via e-mail at amy.breault@ontario.ca.

Sincerely,

A handwritten signature in black ink, appearing to read "Dmorin".

Dominique Morin
Service Delivery Manager
Timmins – North Region Branch

Copy: Amy Breault, Employment and Training Consultant

**Ministry of Training,
Colleges and Universities**
Employment and Training Division
North Region Branch
5520 Hwy 101 East
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**Ministère de la Formation, des
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Direction de la région du Nord
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October 26, 2018

Mr. Fern Dominelli
Chief Administrative Officer
Manitoulin-Sudbury District Services Board
12 Birch Street South
P.O. Box 1299
Chapleau ON P0M1K0

Re: Directed Improvement – Employment Service Delivery Site
Manitoulin-Sudbury District Services Board (4087A)

Dear Mr. Dominelli:

I am writing with respect to your transfer payment agreement to deliver the Employment Service program for Service Delivery Site 4087A and as a follow-up to your recent conversation with Andrew Irvine, Regional Director.

The ministry has reviewed your Service Delivery Site 4087A performance results at the end of the 2017-2018 fiscal year which found it did not meet the provincial Service Quality Standard (SQS). Consequently, this site was not in compliance with their Employment Service agreement and placed on Directed Improvement. Normally, a site that has been placed on Directed Improvement would be asked to develop a corrective Action Plan.

However, since your site is currently meeting the provincial Service Quality Standard no Action Plan is required. Your Employment and Training Consultant will continue to work with you as you articulate through your regular Quarterly Status and Adjustment Report how you will remain on target in order to meet the Service Quality Standard at the end of the 2018-19 fiscal year.

If you have any additional questions concerning your Service Quality Standard and its calculation, please do not hesitate to contact your Employment and Training Consultant, Amy Breault at 705 235-1956 or via e-mail at amy.breault@ontario.ca.

Sincerely,

A handwritten signature in black ink, appearing to read "Dmorin".

Dominique Morin
Service Delivery Manager

Copy: Amy Breault, Employment and Training Consultant