

EMPLOYMENT ONTARIO

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MEMORANDUM TO:

Donna Moroso
Director of Integrated Social Services
Manitoulin-Sudbury District Social Services Admin

Board

4087A

FROM:

Chantal Noel, Employment Training Consultant
Employment and Training Division - Timmins
Ministry of Training, Colleges and Universities

Re:
Report

Site Compliance Evaluation/File Review Visit Feedback
November 6th, & 7th, 2014

On behalf of the Ministry of Training Colleges and Universities, I would like to thank you and your staff for meeting with me during my visit on Nov 6th & 7th, 2014, at your Employment Service site in Chapleau. I appreciated the responsiveness in completing the site compliance process for your organization.

I would like to congratulate you on the work that has been done and the service that is being provided to the clients in the community of Chapleau.

As part of the review, I randomly selected five ES client/participant files, along with the corresponding employer files and 3 YEF client/participant files. I also validated data in the Employment Ontario Information System against your paper files.

Based on the Site Compliance Visit, 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 before the end of the 4th quarter to ensure that these observations have been remedied or some action has been started to remedy the issues.

Summary of Key Observations and Recommendations

Decision Model

In reviewing client files your decision model for clients is not clear.

The decision model supports a consistent and transparent service delivery which pairs the needs of the clients with the services that are most appropriate and tailored to their goals. It also assists you in achieving effective, customer-focused service delivery success. You will enhance your accountability and ensure that the quality of your services meet community needs.

In the spirit of continuous improvement, we suggest you document in your decision model the details that justify the rationale for your choices and decisions which support and inform the relevance of client participation. In other words, you document a justification for all your consistent and equitable decisions regarding ES services. Your current needs assessment has client characteristics (A to H) that assist in identifying a service plan for the client however it is not clear what service will be provided based on the results.

Your decision model should contain all five components of the ES program services (Client Service Planning and Coordination (how you make referrals based on your decisions), Resource and Information, Job Search, Job Matching, Placement and Incentives and Job/Training Retention). For example, you could use a visual tool like a flow chart to illustrate the services a client will receive from the time the client walks-in until the plan is closed. Identify how you determine that an RI client will move to an assisted service and consider what happens with a client after each level of service. (how you make referrals based on your decisions). The guidelines provide examples of key suitability indicators under each component of ES program services.

This decision model is a key tool to support each client file as evidence for decisions made throughout the services rendered to your clients as required by the Ministry in the Service Provider Guidelines. The decision model is also essential to ensure that you do not provide the same services in the same sequence for all clients. It therefore offers proof that your service coordination and referral process is accountable and evidence-based.

As your performance is measured against program outcome and customer service standards, it is important that you train your staff on the proper use and implementation of your decision model.

Please refer to section 2.3 through to 3.1 of the ES Guidelines. It provides possible Employment Service Responses Based on client characteristics.

Service Plans (ES Guidelines 2.5.1)

An effective Employment Service Plan will incorporate concurrent or sequential access to the ES assisted service components and will incorporate required changes as well as new opportunities as they arise.


Multiple service plans are not necessary for each service components. Having multiple Service Plans for 1 client will result in multiple follow ups when not required and will impact your employed/career indicator.

Employment Service Plans must:

- note clear achievable goals
- build on or match skills, interests and needs identified by employer or in relation to labour market information
- identify steps to reach the goals and methods for monitoring progress
- show evidence of personal ownership
- indicate supports are in place for job search or training/education
- indicate ongoing monitoring, and show that supports are in place as needed
- be updated as steps are accomplished, skills or knowledge are acquired, or new information is acquired through such activities as volunteer placements or job test and hire

Client File

Key Observations	Recommendations	Timeline
ES Participant Registration Form	A new ES Participant Registration Form must be fully completed, dated and signed for each Service Plan. The Service Plan Start Date must match the date on the ES participant Registration Form	Must be resolved immediately.
Employer Registration Form	A new Employer Registration Form should be filled out for each position	Must be resolved immediately
Training Incentive Placement Agreement	A separate Training Incentive Placement Agreement must be signed	Must be resolved immediately

	for a placement without incentive.	
Follow Ups/Exit - Client follow ups and Exits	<p>All clients require a 3, 6, 12 month follow up until they have reached a positive outcome. Follow up results must be recorded in the paper file. I have attached a sample LBS follow/exit form that you could use for ES.</p> <p>Please refer to section 10 of Schedule A of your legal agreement and also create tasks or reminders to ensure follow ups are completed as required.</p>  <p>Exit and Follow up.doc</p>	<p>Must be resolved Immediately.</p> <p>This was a key observation during the last 2 visit.</p>
Client and Employer Surveys	<p>Ensure that all clients/employers have a copy of their survey in paper file. Where a survey was completed over the phone, there must be evidence in the file stating it was completed on the phone and the date completed.</p> <p>All surveys must be on a scale from 1-5 as per the ES guidelines (page 41). All results MUST be entered into CAMS based on the survey that is retained in client/employer paper file.</p> <p>If client/employer does not respond to survey please indicate when survey was provided and note that survey did not come back.</p>	<p>Must be resolved immediately.</p> <p>This was a key observation during the last 3 visits</p>

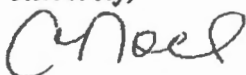
Office Closure	Please ensure to adhere to Sec. 7 (iii) of your legal agreement.	This has been a non-compliance matter since the inception of EO. Immediately
Referred Out	All clients that are referred to other agencies MUST be recorded in CAMS and in paper file. Eg. clients that are placed in an apprenticable trade should be referred to MTCU.	Must be resolved immediately
Close-out	All closed files should have written documentation that the client file is closed and the outcome needs to be documented in paper file.	Must be resolved immediately
Training Support	All clients that have Training Support allowances must have a written rational for the support and receipts must be in paper file	Must be resolved Immediately
Visibility Guidelines Service Promise Poster Screen Savers	As per the Visibility Guidelines (Pg. 4) you must have a Service Promise Poster in your Centre and Computer Screen Savers.	Must be resolved immediately

Section 5.6 of the ES Guidelines outlines the ES Documentation Requirements

I strongly encourage you and your staff to review the updated ES guidelines (April 2014). As discussed, I will require a response to this Feedback Report based on the above summary. The ministry requires your response within 10 business days of receiving this report.

I look forward to our next visit. If you have any questions or concerns please contact me at 705-235-1951

Sincerely,



Chantal Noel, Employment Training Consultant