

**Ministry of Advanced
Education and Skills
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Appendix F - Youth Job Connection: Summer (YJC: Summer) 2016-17 - Feedback Report

Memorandum

To: Donna Stewart
Director of Integrated Social Services
MANITOULIN-SUDBURY DISTRICT SERVICES
BOARD, 4087A

From: Joel Richard
Employment and Training Consultant
Employment and Training Division
Ministry of Advanced Education and Skills
Development 122 Government Road West
Kapuskasing, ON P5N 2X8

Date: January 23, 2017

Subject: Youth Job Connection (YJC) Site Visit Feedback
Report December 7th and 8th, 2016

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 December 7th and 8th, I appreciated your responsiveness in completing the site compliance process for your organization.

First I would like to compliment you on the electronic filing system you have implemented over the last year. This tool enabled us to easily navigate through your files in order for us to effectively complete the review. All the staff present was extremely cooperative and helpful in helping us during our stay.

As part of the review, I randomly selected five (5) 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.

File Documentation and Service Quality

- No consistency exists between files to determine age of registered participants. In order to avoid registering ineligible participants it is recommended that a consistent approach between all employees be developed to obtain and confirm proof of age on file.
- The late closure of files is also an issue; when a file is complete the service provider should make every effort to close the file accordingly and updates the statistics in SP connect.
- It was noted that three clients were listed as 14 years of age when signed up to the program. The guidelines clearly state that participants must be 15 to 18 years old at time of registration.

Service Co-ordination

It was impossible to review all required per-employment training (60 hours) with the files provided during our visit. Although the Learning center is sub-contracted by Manitoulin-Sudbury District Services Board to deliver 40 hours of the pre-employment training the two organizations have to develop a system to ensure all files related to YJC are appropriately filed within the Manitoulin-Sudbury District Services Board and accessible by the Ministry when required.

Summary of Key Observations and Recommendations

Key Observations	Recommendations	Timeline
Missing information on pre-employment training.	Establish protocol between Manitoulin-Sudbury and Chapleau Learning Centre to centralise information	Fiscal year 2017-2018
Ineligible clients for YJC-S program	Remove all ineligible clients from SP connect (CASE ID's 4694153, 4695149, 4932135). All these cases to be closed using the option <i>"opened in error"</i>	March 20, 2017

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.

If you have any questions or concerns please contact me at 705-337-4380.

Sincerely,

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