

**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 5<sup>th</sup>, 2018

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

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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,



Dominique Morin  
Service Delivery Manager  
Timmins – North Region Branch

Copy: Amy Breault, Employment and Training Consultant

**Ministry of Advanced Education  
and Skills Development**

Employment and Training Division  
5520 Hwy 101 East, PO Bag 3095  
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**Ministère de l'Enseignement supérieur  
et de la Formation professionnelle**

Division de l'emploi et de la formation  
5520 Est Route 101, SAC Postal 3095  
South Porcupine, ON, P0N 1H0  
Téléphone: 705-235-1950  
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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:** 20/10/2017

**RE:** Monitoring Feedback for Employment Service and Youth Job Link 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 your responsiveness in completing the targeted strategic monitoring process.

As part of the monitor for ES and YJL, Employment Ontario Information System data was validated against your paper/electronic files.

Based on the monitoring activities completed, I have included my observations along with items for action and their timelines.

**General Observations**

I would like to acknowledge your demonstrated ability to quickly access the EOPG site as well as your knowledge and effective interpretation of the resources in order to confirm the most accurate information within a moment's notice.

It was observed that clients are provided the opportunity to explore their employment and training options with the assistance of the helpful staff within your organization.

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.	
Resource & Information aggregate data not entered in CaMS.	R&I workshop information needs to be captured in CaMS in order to reflect in DSQ.	
No activity in YJL	Service Provider should utilize YJL for clients who have fewer barriers and require less support.	

Please respond to this report by 03/11/2017.

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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