

## **Memorandum**

**To:** Service Providers and System Service Managers (SSM) responsible for the delivery of Employment Service (ES), Literacy and Basic Skills (LBS) and Youth Job Connection and Youth Job Connections Summer Programs (YJC/S)

**From:** David Cronin, Director, Program Delivery Support Branch (PDSB), Employment and Training Division

**Date:** May 20, 2020

**Subject:** Supporting EO participant technology needs

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## **Objective**

The purpose of this memorandum is to support EO service providers and SSMs with operational direction on how best to support EO participants with technology needs.

## **What Is Happening?**

The Ministry of Labour, Training and Skills Development is committed to supporting clients and participants. As such, general program direction has been developed for service providers as it relates to the purchase and use of technological devices and services for clients in these times when working in a virtual environment is critical to continuing their job search efforts, attending training and/or attaining sustainable employment.

The Ministry has reviewed program guidelines to assess how funding may be used to provide the technological equipment and/or services for clients. The programs which have been reviewed as part of this exercise are:

- Employment Service
- Literacy and Basic Skills
- Youth Job Connection and Youth Job Connection Summer

### **Who Is Affected?**

- Clients of in-scope programs (ES, LBS and YJC/ YJCS) that are having difficulties accessing, participating or completing EO programs because of lack of access to internet or access to technological products.
- All service providers and SSMs in the administration of the ES, LBS and YJC/YJCS programs.

### **What Should Be Done Now?**

Service providers and SSMs should familiarize themselves with the EO program guidelines.

Service providers and SSMs should have established accounting practices with respect to the purchase of technology products and/or services for participants and these must be observed in all activities relating to this activity

Service providers and SSMs should implement a consistent decision-making process that must be applied to all considerations for technology funding

Decision for disbursements of funds must be in line with the program guidelines, and all participant files must contain the reason for the support, the amount of the support and an authorized recipient signature for the support

Service providers and SSMs must manage within their current budgets and use the same process currently used to assess a client's needs for financial supports

The Ministry's assessments on how the existing guidelines could support expenditures for technology disbursements are as follows:

### **EMPLOYMENT SERVICE (ES)**

- **Employment and Training Supports** are available to assisted service ES clients if they have a family income that falls within the Low Income “Market Basket Measure Thresholds by MBM Region” maintained by the federal government at [www.statcan.gc.ca](http://www.statcan.gc.ca). These flow through funds may be used to address temporary financial barriers to participation in ES. Exceptions over the maximum limit of \$500 are permitted for clients with disabilities.
- Clients should not receive Employment and Training Supports if they are receiving similar supports under another initiative that offers income support. For most clients the lack of an electronic computing device or lack of internet access will not be a barrier as counselling and placement services can be provided via the telephone. In cases where there is a placement it is expected the employer will cover the cost for any equipment required for the job.

## **LITERACY AND BASIC SKILLS (LBS)**

- The **Training Supports** flow-through funds are meant to be used to remove barriers to participation in the Literacy and Basic Skills program and are available to all LBS participants from the point of registration. There is no maximum amount to this support. Service providers should use discretion in deciding how to use training supports for learners and must follow the audit and accountability requirements outlined in the agreement.
- **LBS Operating Funds** are used for direct expenditures related to the day-to-day direct delivery of all components of the Project. Service providers may use these funds to purchase laptops and any other technology to lend to clients based on their discretion.

## **YOUTH JOB CONNECTION AND YOUTH JOB CONNECTION SUMMER (YJC/YJCS)**

- The **Participant Financial Supports** line under the Participant Employment and Training Supports flow-through funding category is available to remove barriers to young people participating in YJC and YJCS. Exceptions over the maximum limit of \$1,000 are permitted for youth with disabilities.

- The **Training/Skills Enhancement Support** line under the Participant Employment and Training Supports flow-through funding category may also be tapped after the above Participant Financial Supports has been depleted. Please note that this can only be used for clients who have completed the pre-employment service requirement and are in a job placement or job match. Also, this is available for YJC participants only, as the YJCS program does not have this funding category.
- The **Employer Incentive** flow-through funding category may be extended to employers to offset costs of expenses resulting from hiring a participant through job matching, or through a job placement.

### **Contact Information**

For enquires or further clarifications service providers can speak directly with their regional Employment and Training Consultants or Service System Managers.

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