

**New Reporting Requirements for Labour Market Transfer Agreement-funded
Employment Ontario Programs/
Employing Young Talent Incentive and Youth Job Link Update**

Questions and Answers for Service Providers

(April 25, 2019)

**New Reporting Requirements for Labour Market Transfer Agreement-funded
Employment Ontario Programs**

1. What new client-level data will be collected for Employment Ontario programs starting in April 2019?

- Effective April 1, 2019, the following client-level data will be collected on Employment Ontario Participant Registration forms and in the EOIS-Case Management System:
 1. **Number of Dependants:** This new data point will be the count of dependent individuals in a household. This field will be mandatory for all participants.
 2. **Immigrated to Canada?:** This new data point will provide information about immigrants served and is to be reported as 'Yes', 'No', 'Not applicable' or 'Prefer not to disclose'. This field will be mandatory for all participants.
 3. **Social Insurance Number:** This data point will be mandatory for all participants, including those individuals participating in the Literacy and Basic Skills program.

2. When can I begin to enter the new information into the EOIS-Case Management System?

- Service Providers are asked to refrain from entering new client information for the period between April 1 and April 12, 2019. Entry of new client information can resume on April 15, 2019.
- If during this period it is necessary to enter clients into the EOIS-Case Management System, Service Providers will be required to go back and update those clients in the system after April 15, 2019.

3. What does the “Number of Dependants” data field on the Employment Ontario Participant Registration form mean?

- The “Number of Dependants” is the count of dependent individuals in a household. A dependant is defined as an individual who lives in the same household as the participant and for whom they have caregiving responsibilities.

A dependant may be a child by birth, marriage or adoption, may be a foster child, or an adult dependant (e.g., an adult offspring or sibling with a disability).

4. What are the differences between the options ‘Not applicable’ and ‘Prefer not to disclose’ for the “Immigrated to Canada?” data field on the Employment Ontario Participant Registration form?

- For the “Immigrated to Canada?” data field, a participant may select the option ‘Not applicable’ if they feel that this question does not apply to their circumstance. For example, a participant who chooses this option may have been born abroad to Canadian parents, does not agree with national borders, or identifies as a member of an Indigenous nation rather than a country.
- The option ‘Prefer not to disclose’ may be used by participants who do not wish to self-identify as either an immigrant or a non-immigrant to Canada.

5. Is the “Immigrated to Canada?” data field mandatory in the EOIS-Case Management System?

- The “Immigrated to Canada?” field is a conditional mandatory field in the EOIS-Case Management System. It is available for entry only if the value entered for the “Status in Canada” data field is ‘Canadian Citizen’ or ‘Other’. In all other cases, the “Immigrated to Canada?” data field is not available for entry in the EOIS-Case Management System and is greyed out.

6. The “Number of Dependants” and “Immigrated to Canada?” data fields are now mandatory on the Employment Ontario Participant Registration form. Do I need to collect this information from carryover clients from April 1, 2019?

- No, you will not be required to collect information from carryover clients to complete the “Number of Dependants” or the “Immigrated to Canada?” data fields on the Employment Ontario Participant Registration form.

7. The collection of the Social Insurance Number for prospective Literacy and Basic Skills learners is new. Is it a mandatory requirement? How do I collect it?

- Yes, effective April 1, 2019, the Social Insurance Number will be a mandatory requirement for all Literacy and Basic Skills learners. The Social Insurance Number will be required at Service Plan activation in the EOIS-Case Management System.
- Employment Ontario Service Providers can collect a learner’s Social Insurance Number by following the [Social Insurance Number Code of Practice](#) located on the Government of Canada website.

8. Will the EOIS-Case Management System be changed to accommodate the collection of the Social Insurance Number for Literacy and Basic Skills learners?

- Yes, the EOIS-Case Management System will be updated to include a Social Insurance Number data field for the Literacy and Basic Skills program. Social Insurance Number will be a fillable data field.

9. Why is the Social Insurance Number mandatory for the Literacy and Basic Skills program?

- The Literacy and Basic Skills program is partially funded under the federal-provincial Labour Market Transfer Agreements. The collection of Social Insurance Numbers is a requirement for all clients participating in programs funded under the Labour Market Transfer Agreements.
- This information will be reported to the federal government to allow Canada to track the progress of clients participating in programs and services funded under these agreements.

10. What can I do if I cannot get a Social Insurance Number from a new Literacy and Basic Skills learner?

- If a new learner does not have a Social Insurance Number, the Service Provider may assist the client with a referral to Service Canada. The Service Provider can continue to offer Literacy and Basic Skills services to the learner while they obtain their Social Insurance Number.
- From April 1, 2019, it will be important for Service Providers to collect new learners' Social Insurance Numbers and input this information into the EOIS-Case Management System for funding purposes.

11. What happens if a new Literacy and Basic Skills learner wishes not to disclose their Social Insurance Number?

- Service Providers can offer Literacy and Basic Skills services to a learner that does not provide their Social Insurance Number. However, Service Providers will not be able to activate Service Plans or report on learners that do not disclose this information.
- Please note it is imperative to enter the Social Insurance Number for all clients in the EOIS-Case Management System for funding purposes.

12. Will Literacy and Basic Skills Service Providers be required to collect the Social Insurance Number for learners with Service Plans activated prior to April 1, 2019, and still in active status in 2019-20 (i.e., carryover learners)?

- Yes, effective April 1, 2019, Service Providers will be required to collect the Social Insurance Number for carryover Literacy and Basic Skills learners with active Service Plans. Service Providers will receive a warning message on the EOIS-Case Management System when attempting to close a Service Plan activated prior to April 1, 2019, without a Social Insurance Number.

- In instances where a carryover learner is unable to provide a Social Insurance Number at the time of case closure, Service Providers will still be able to close the case in the EOIS-Case Management System without a number.
- The Ministry encourages Literacy and Basic Skills Service Providers to continue managing their inactive cases in the EOIS-Case Management System. Service Providers are asked to review and close inactive cases in the system, where possible, before March 31, 2019. Report #20 is available on the EOIS-Case Management System for Service Providers to retrieve information about inactive learner cases.

13. Can open status Literacy and Basic Skills Service Plans from the 2018-19 fiscal year be activated after April 1, 2019, without a learner's Social Insurance Number?

- No, from April 1, 2019, Service Providers will not be able to activate a Service Plan that is in open status without entering a learner's Social Insurance Number into the EOIS-Case Management System.

14. When a carryover learner provides their Social Insurance Number, do they need to complete a new Employment Ontario Participant Registration form?

- No, carryover learners are not required to complete a new Employment Ontario Participant Registration form when they provide their Social Insurance Number. However, effective April 1, 2019, Service Providers will be required to inform carryover learners of changes to the Notice of Collection and Consent statements that speaks to the Labour Market Transfer Agreements and collection of the Social Insurance Number.
- Once a carryover learner provides their consent to the updated Notice of Collection and Consent, the Service Provider can add this part of the new Employment Ontario Participant Registration form to the learner file.

15. How will this affect the Literacy and Basic Skills e-Channel program?

- The Ministry will be working with Literacy and Basic Skills e-Channel Service Providers to determine the most appropriate approach in implementing the new data fields and the Notice of Collection and Consent. A supplementary Questions and Answers document will follow for Literacy and Basic Skills e-Channel Service Providers.

16. What is the federal government doing with this information?

- As specified in the Labour Market Transfer Agreements, Canadian provinces and territories agree to collect and compile the requested data elements for the federal government. Federal, provincial, and territorial governments are committed to ongoing improvements in measuring results, including the use of relevant data indicators. These data support the ongoing monitoring and assessment of programs and services funded under the Labour Market Transfer

Agreements and is also used to inform longer-term evaluations of program effectiveness.

17. Are there additional changes Employment Ontario Service Providers need to be aware of?

- Yes, the Notice of Collection and Consent has been updated on Employment Ontario Participant Registration forms to include references to the Labour Market Transfer Agreements. The Notice of Collection and Consent explains that these agreements require the Ministry to collect specific data elements for Employment Ontario program participants.
- The updated Notice of Collection and Consent also includes contact details for participants who want more information about the collection and use of their personal information in a language other than English or French or by TTY (telephone service for the hearing impaired).
- For the Literacy and Basic Skills program, the updated Notice of Collection and Consent also refers to funding provided by Canada under the Part II of the Employment Insurance Act and the Ministry's requirement to help facilitate Canada's monitoring and assessment of the Employment Insurance Program.

18. I noticed that "Precarious Employment" is a new data field in the EOIS-Case Management System under the Client Summary. Am I required to enter this information into the system?

- No, Service Providers are not required to enter "Precarious Employment" data into the EOIS-Case Management System at this time. This data field will be populated with the default option "Unknown".
- Until further notice, Employment Ontario Participant Registration forms will not include the "Precarious Employment" data point.

19. Is the "Highest Level of Education/Qualification?" data field now mandatory in the EOIS-Case Management system for the Canada-Ontario Job Grant Service Plan?

- Yes, the "Highest Level of Education/Qualification" data field is now mandatory in the Client Summary of the EOIS-Case Management System for the Canada-Ontario Job Grant Service Plan.
- This data field was previously captured on the Canada-Ontario Job Grant Participant Registration form.

Employing Young Talent Incentive and Youth Job Link Update

20. My contract has no allocation for Youth Job Link. Is the program being wound down?

- The Youth Job Link program is being discontinued as part of the government's commitment to streamline services and focus on outcomes. Service Providers

can continue to serve youth, who would be suitable for Youth Job Link, through the relevant service components under Employment Service.

21. Is the Employing Young Talent Incentive being continued?

- No, the Employing Young Talent Incentive is being discontinued as part of the government's commitment to streamline services and focus on outcomes.
- Employers may be eligible for various other incentives and supports under the Employment Ontario umbrella, including:
 - **Canada-Ontario Job Grant:** The program provides an opportunity for employers to invest in their workforce, with help from the government. Direct financial support is available to individual employers who wish to purchase training for their employees.
 - **Employment Service:** Assistance is available to employers who operate a business in Ontario to attract and recruit the employees with the skills they need. The program also offers financial incentives for employers to provide on-the-job training for participants in job placements, including youth.
 - **Apprenticeship Employer Signing Bonus (Placement Incentive under Employment Service):** A \$2,000 Apprenticeship Employer Signing Bonus is available to employers who hire, register, and train an apprentice.
 - **Youth Job Connection:** Up to \$7,500 is available per participant. This maximum amount can be used for a combination of incentives for the employer, and employment and training supports for the participant.
 - **Youth Job Connection: Summer:** Up to \$2,500 is available per participant. This maximum amount can be used for a combination of incentives for the employer, and employment and training supports for the participant.