

## Memorandum

**To:** Employment Ontario Service Providers

**From:** David Cronin, Director  
Program Delivery Support Branch

**Date:** December 13, 2021

**Subject:** 2022-23 Local Boards Business Plan Template in EOIS-SP  
Connect

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The 2022-23 Local Boards business plan template will be made available to EO service providers in the Employment Ontario Information System – Service Provider Connect (EOIS-SP Connect) starting on December 20, 2021.

The ministry views business planning as an opportunity to engage service providers in dialogues on how regional and local labour market conditions may impact demand for services and client outcomes, as well as other service delivery priorities. The ministry recognizes that the COVID-19 pandemic continues to present challenges for our service delivery network and affects labour market conditions in ways that continue to require adjustments and different ways of carrying out business. As we establish performance commitments for the upcoming fiscal year, I encourage a continuous dialogue that will afford us opportunities to discuss service provider priorities, building on strategies that have been proven to work.

Overall, the business planning process remains similar to the previous fiscal year. The *Employment Ontario Service Promise*, which can be found in the [Visual Identity and Communication Guidelines](#), will remain a critical component of our commitment to delivering the highest quality employment and training services to Ontarians and will be used to inform business planning. You are encouraged to have regular discussions in your organizations about the *Employment Ontario Service Promise* and its impact on service delivery.

If your organization has any questions about the business planning process, please contact

your Employment and Training Consultant.

Thank you,

David Cronin  
Director  
Program Delivery Support Branch

cc: Heather Cross, Western - Region Director  
Andrew Irvine, Northern - Region Director  
Tariq Ismati, Eastern - Region Director  
Charles Bongomin - Central Region Director