

## Memorandum

**To:** Employment Ontario Network Service Providers

**From:** David Cronin (Acting) Director, Program Delivery Support Branch

**Date:** December 31, 2019

**Subject:** Social Insurance Number Data Collection Update for Literacy and Basic Skills Programming

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We wanted to update you on the work that the Ministry has undertaken to address the Social Insurance Number (SIN) collection concerns for the Literacy and Basic Skills LBS program, in particular for e-Channel and Indigenous participants, and adults in correctional facilities.

After a review of these concerns, the Ministry has determined that SIN collection exemptions will be granted for the following specific service delivery sites, in exceptional circumstances only:

- e-Channel, **until March 31, 2020**
- Corrections Literacy Initiative; sites outside of the Corrections Literacy Initiative that serve adults in correctional facilities; Indigenous in-person; Anglophone/Francophone sites serving more than 40% Indigenous clients; and deaf e-Channel, **on an indefinite basis.**

**Please note:** SIN collection is a mandatory requirement. It is the Ministry's expectation that service providers will continue to support clients who do not have a SIN to acquire one, despite the allowed exemptions. The Ministry would also like to reiterate the importance of keeping client information managed in EOIS-CaMS up to date.

To allow for SIN collection exemptions, a system change in Employment Ontario Information System-Case Management (EOIS-CaMS) has been developed. A "SIN Exemption" checkbox will be added at the service delivery site level. When the box is checked, an "Attestation" will

be displayed upon activation of the service plan. If “YES” is selected, the service provider will acknowledge that they are purposefully not entering the SIN. They will then be permitted to activate or close a client’s service plan. Changes to EOIS-CaMS will be implemented in January 2020.

In cases where a learner **will not** disclose their SIN, it is recommended that service providers manually track these learners. Doing so will allow the service provider to receive full credit for their work (and not be penalized); and the learner to be guaranteed full service. Service providers are asked to inform their Employment and Training Consultant in such instances.

We encourage you to refer to the attached Questions and Answers for additional information.

If your organization has any questions, please contact your Employment and Training Consultant.

Thank you for your ongoing support of the Literacy and Basic Skills program.