

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

Qs & As for Literacy and Basic Skills Service Providers

1. Is the collection of the Social Insurance Number (SIN) for prospective Literacy and Basic Skills learners a mandatory requirement? How do I collect it?

- Yes, effective April 1, 2019, the SIN became a mandatory requirement for all Literacy and Basic Skills learners. The SIN is required at service plan activation in the EOIS-Case Management System.
- Employment Ontario service providers can collect learner's SIN by following the [SIN Code of Practice](#) located on the Government of Canada website.

2. Why is the SIN 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 SINs is a requirement for all clients participating in programs funded under the Labour Market Transfer Agreements.
- This information is reported to the federal government to allow Canada to evaluate programs funded under the Labour Market Transfer Agreements.
- The information collected will not be used by the federal government for any purpose beyond program evaluation and reporting.

3. Has the EOIS-Case Management System been changed to accommodate the collection of the SIN for Literacy and Basic Skills learners?

- Yes, the EOIS-Case Management System has been updated to include a SIN data field for the Literacy and Basic Skills program. SIN is a fillable data field.

4. What can I do if the new Literacy and Basic Skills learner does not have a SIN?

- If a new learner does not have a SIN, 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 SIN.
- It is important for service providers to collect new learners' SINs and input this information into the EOIS-Case Management System for federal funding and evaluation purposes.
- In some cases, it may be impossible to collect SIN. Please see Questions 12-14 for details regarding exemptions.

5. What happens if a new Literacy and Basic Skills learner wishes not to disclose their SIN?

- Service providers can offer Literacy and Basic Skills services to a learner that does not provide their SIN. However, service providers will not be able to activate service plans or report on learners that do not disclose this information, unless the learners qualify for exemption (please see Questions 12-14 for more details about exemptions).
- Where an exemption is not applicable, a service plan can be entered and kept in "open" status and services can be delivered until the SIN can be obtained. It is, however, the expectation that the service provider makes every effort to obtain the SIN.
- 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.

6. Are Literacy and Basic Skills service providers required to collect the SIN for learners with service plans activated prior to April 1, 2019, and still in active status in 2019-20 (i.e. carryover learners)?

- No. The collection of SINs from carryover clients from April 1, 2018 to March 31, 2019 is not mandatory. However, as of April 1, 2019, service providers are asked to conduct best efforts to collect this information for carryover 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 SIN.
- In instances where a carryover learner is unable to provide a SIN 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. This will not impact any reports during this transition period nor will service providers be penalized for case closure of carryover clients without a SIN.

7. Will the carryover clients who are closed without a SIN still count towards the targets and other service quality reports for the 2019-20 fiscal year?

- Yes. No changes will be made to EOIS-Case Management System report counts or reporting for carryover clients closed without obtaining the SIN.
- However, clients that are new as of April 1, 2019 are required to have a SIN.

8. 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 SIN?

- 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 SIN into the EOIS-Case Management System.
- A service plan can be entered and kept in "open" status and services can be delivered until such a time that the SIN can be obtained.

9. 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. These data support the ongoing assessment of programs and services funded under the Labour Market Transfer Agreements and is also used to inform longer-term evaluations of program effectiveness.

- The information collected will not be used by the federal government for any purposes beyond program evaluation and reporting.

10. Clients are concerned that this will impact their Part 1 Employment Insurance benefits or that they may face other penalties from the federal government and Canada Revenue Agency if they provide their SIN. Is this true?

- The federal government will not use the SIN provided by clients for any sort of tax purposes nor will it impact their Employment Insurance claims. The SIN is used by the federal government for program evaluation on a macro scale, not to identify individuals for the Canada Revenue Agency or Employment Insurance claims.
- The information collected will not be used by the federal government for any purposes beyond program evaluation and reporting.

11. Will the collection of SINs be included in any future funding model decisions?

- No. The collection of SINs from clients will not be used for any funding model developments or decision making.

SIN COLLECTION EXEMPTIONS FOR EXCEPTIONAL CIRCUMSTANCES

12. Are there any exemptions to the SIN collection requirement?

- Only very few exemptions will be permitted at the service delivery site level, as follows:
 - e-Channel, **until March 31, 2020**
 - Corrections Literacy Initiative and sites outside of the Corrections Literacy Initiative that serve adults in correctional facilities; Indigenous in-person and Anglophone/Francophone sites serving more than 40% Indigenous clients; and deaf e-Channel, **on an indefinite basis.**

13. For the exemptions, how will the LBS client service plan be activated/closed without a SIN in the EOIS-Case Management System?

- 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.
- The “Attestation” will remain displayed until the SIN is entered into the system.
- Changes to Employment Ontario Information System-Case Management will be implemented in January 2020.

14. With new exemptions, are service providers still expected to support clients who do not have a SIN to acquire one?

- The collection of SIN from all LBS learners is mandatory, and service providers are expected, when possible, to support clients to acquire SIN, even if the clients are eligible for exemption.
- 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.