

**MEMORANDUM TO:** Employment Ontario (EO) Service Provider Network

**FROM:** Teresa Damaso  
Director, Program Delivery Support Branch

**DATE:** December 17, 2015

**SUBJECT:** Interim Measure for Referring Clients to the Youth Job Connection (YJC) Program

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The purpose of this memo is to provide technical instructions to Employment Ontario (EO) service providers regarding which referral option to select in the Employment Ontario Information System – Case Management System (EOIS-CaMS) when referring clients to the Youth Job Connection (YJC) Program.

**WHAT IS HAPPENING:**

On October 1, 2015, [Youth Job Connection](#) was the first Employment and Training Services Integration (ETSI) program to be added to the suite of current Employment Ontario programs. Delivered by a select group of service providers across the province, the YJC program will provide intensive support and training to young people experiencing multiple barriers to employment. The program offers paid pre-employment training, job opportunities and mentorship to youth aged 15 to 29 who are currently not working, not in school, or not enrolled in a training program.

During the first six months, the program will also be open to high-school students with multiple barriers between the ages of 15-18 who require assistance finding part-time employment. These students will later be served through the YJC: Summer program, to be launched in Spring 2016.

In the spirit of collaboration and to support service coordination across the EO network, EO service providers are encouraged to identify potential YJC candidates and make referrals to service providers that would best meet their needs. When entering formal referrals in from Youth Job Connection service providers, Employment Ontario service providers should select the “EO- Employment Ontario Service Provider-Other” option from the “Referred In” category. Selecting this option will count as a credit towards the service coordination core measure.

Similarly, Employment Ontario service providers referring clients out to YJC service providers should select the “EO-Employment Ontario Service Provider – Other” option in the “Referred Out” category. At this time, this referral out option will not count towards the service coordination core measure.

The use of these referral options is an interim measure. The Ministry is currently investigating longer-term solutions, (such as adding a YJC specific referral option in EOIS-CaMS), recognizing the importance of consistently and accurately capturing service coordination activity within Employment Ontario programs.

The Ministry also recommends that service providers who choose to refer existing ES clients to YJC select, “*Unemployed*” as the most suitable option in the CaMS Outcomes drop down menu. This would apply to youth who were existing ES clients prior to the launch of the YJC program. In future, clients suitable for YJC should be referred out to YJC after their initial assessment to avoid having to exit ES clients to YJC.

In order to assist you with making suitable referrals to the Youth Job Connection Program, a list of YJC service providers is available on the [Youth Job Connection](#) page of the Employment Ontario Partners Gateway. For more detailed information about the program, including client eligibility and suitability, service providers are encouraged to access the Overview Video, In-Depth Guidelines eLearning tool, YJC Program Guidelines and/or Technical Questions and Answers also available on the Youth Job Connection page.

We thank you for your continued support as we work to align the referral processes among all of our programs and ensure the success of this new employment and training program for youth.