

QSAR/QADR Automation in EOIS-SP Connect

April 2017

Program Delivery Support Branch

Employment and Training Division
Ministry of Advanced Education and Skills Development

Purpose

- To provide an update on the Quarterly Status and Adjustment Report (QSAR) and Quarterly Aggregate Data Report (QADR) automation.
- To provide an update on QSAR/QADR reporting frequency and question alignment across programs.

Automation Updates

Since the December 2016 SDAG meeting, the ministry has finalized the EOIS-SP Connect requirements for the automation of QSARs/QADRs. The following are a few key enhancements:

- All programs managed within EOIS-SP Connect with a QSAR/QADR will see an automated template (including instructions) available by the end of Q1 2017-18.
- Service provider corporate details (e.g., name, address, etc.) and ministry contact information will be prepopulated by the system.
- QSAR/QADR functionality will be cumulative, allowing both service provider and ministry staff to view the previous quarters' information.
- Service provider and ministry staff will be notified by the system when the templates are available, received by the Ministry and when the Ministry has responded.

Business Process Enhancements

To streamline the QSAR/QADR process, the ministry has also made enhancements to the associated business processes:

- To align reporting due dates across programs, the Literacy and Basic Skills (LBS) Detailed Quality Service Report (DSQR) will be made available on the first Monday of each month, starting April 2017.
- QSAR/QADR due dates will be identified in both the agreement and EOIS-SP Connect.
- An additional five (5) business days has been allotted to service providers to submit all QSARs/QADRs in EOIS-SP Connect.
- QSAR/QADR questions will be aligned where applicable (i.e., performance and funding questions).

Further Enhancements

Capturing stories of innovation

The ministry will also use the QSAR/QADR to allow service providers to highlight 'innovations' underway in their organization that are having or will have a positive impact on service delivery and the prospects of clients.

Improving the quality of the questions

At this time, ministry staff are reviewing program-specific questions to ensure we are capturing information that meets the needs of both service providers and ministry.

For ministry users

To address specific concerns arising from the Auditor General's Value for Money Audit, the ministry is also considering a few functional enhancements as part of the ministry-user interface to better track service improvement commitments identified in the QSAR/QADR.

Appendix

The following programs are currently managed in EOIS-SP Connect:

- Canada-Ontario Job Grant (COJG),
- Employment Services / Youth Job Link (ES/YJL),
- Local Boards (LB)*,
- Local Employment Planning Councils (LEPC),
- Literacy and Basic Skills - Service Delivery (LBS-SD),
- Literacy and Basic Skills - Support Organization (LBS-SO),
- Ontario Employment Assistance Services (OEAS), and
- Youth Job Connection (incl. Summer) (YJC/S).

**Note Local Boards do not have a QSAR or QADR reporting requirement.*