

**SERVICE DELIVERY ADVISORY GROUP (SDAG)**

April 24, 2017

**RECORD OF DECISION**

<b>Ministry</b>	<b>Stakeholders</b>
<p>Shelley Unterlander, ADM, Employment and Training Division</p> <p>Erin McGinn, ADM, Highly Skilled Workforce Division</p> <p>Sandra DiProspero, Director, Organizational and Business Excellence Branch, ETD</p> <p>Jacque Cureton, Director, Program Delivery and Support Branch, ETD</p> <p>Todd Kilpatrick, Director, Finance, Analysis and Systems Support Branch, ETD</p> <p>Patricia Quattrociocchi, Director, Central Region, ETD</p> <p>Andrew Irvine, Director, Northern Region, ETD</p> <p>Heather Cross for Mary Joe Freire, Director, Western Region, ETD</p> <p>Jen Liptrot, Director, Programs Branch, Strategic Policy &amp; Programs Division</p> <p>Graham Webster, Manager, Postsecondary Education Division</p> <p>Ainsley Matthews, Sr. Policy Advisor, PSED</p> <p>Suzanne Skinner, Manager, SPPD</p> <p>Bridget Au, Manager, PDSB</p> <p>Julie Shepherd, Manager, PDSB</p> <p>Natalia Welniak, Manager, PDSB</p> <p>Suzette McRoberts, Manager, FASSB</p> <p>Angela Schneider, Sr. Advisor, PDSB</p> <p>Christine Hagyard, Manager, Analytics Unit, FASSB</p> <p>Wesley Ferris, Research Analyst, Analytics Unit,</p> <p>Tamara Popovic, Sr. Policy Advisor, OBEB,</p> <p>Julia Hennessey, Communications Advisor, OBEB (Recorder)</p> <p>Danielle Olsen, Minister's Office, MAESD</p>	<p>Daniel Giroux, President, Collège Boréal</p> <p>Wendy Woods-Fontaine, Executive Director, Job Zone d'emploi</p> <p>Matthew Shulman, Executive Director, Peel-Halton-Dufferin Adult Learning Network (PHDALN)</p> <p>Robin Hicks, Dean, Faculty of Applied Science, St. Lawrence College</p> <p>Joe Dale, Executive Director, Ontario Disability Employment Network (ODEN)</p> <p>Denise Davad, Executive Director, Miziwe Biik Aboriginal Employment and Training</p> <p>Tawny Allison, Miziwe Biik Aboriginal Employment and Training (observer)</p> <p>June Muir, CEO, Unemployed Help Centre of Windsor Inc.)</p> <p>Nella Iasci, Executive Director, Job Skills</p> <p>Raluca Lazar, Ontario Association of Adult and Continuing Education School Board (CESBA)</p> <p>Jeff Surrige, CEO, Community Employment Services</p> <p>Jonathan Baum, Executive Director, Sioux Hudson Literacy Council (teleconference)</p>
<p><b>Regrets:</b></p> <p>Jennifer Barton, Director, Eastern Region, ETD</p>	<p><b>Other:</b></p> <p>Trina Foster, Executive Director, Ontario Centre for Workforce Innovation</p> <p>Lise Beland, Chair, Ontario Centre for Workforce Innovation Steering Committee</p>

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### 1. Opening Remarks

- Co-chairs Daniel Giroux and Shelley Unterlander greeted members.
- Shelley Unterlander welcomed Denise Davad as the new Miziwe Biik Aboriginal Employment and Training representative.
- Shelley Unterlander provided brief updates on the Local Employment Planning Councils, the ministry's work on the commitments made in the Auditor General's report and the SkillsAdvance Ontario pilot.

### 2. Ontario Student Assistance Program Promotion

- Graham Webster provided an overview of the new Ontario Student Assistance Program promotions and communications.
- Members raised a concern that promoting the changes as "free tuition" could be misleading, and suggested that "net tuition" is a better description.

**ACTION ITEM:** The ministry will circulate the link to OSAP material ([ontario.ca/OSAPpartners](http://ontario.ca/OSAPpartners)) to SDAG members (link is embedded in the presentation).

### 3. Highly Skilled Workforce (HSW) Update

- Erin McGinn provided an overview and update of the HSW and its work.
- In the discussion following the presentation, members suggested the following considerations:
  - Apprentices could complete their on-the-job training hours via simulation labs, which would increase training completions rates.
  - There is a need for more efficient, current and timely Labour Market Information to ensure people get the right jobs in Ontario.
  - The current federal Employment Insurance can be training-prohibitive; for examples, some clients would benefit from Literacy and Basic Skills training, but would lose their EI if they participate in said training.
  - Guidance counselors need to better promote careers outside of the typical university stream.

**ACTION ITEM:** The ministry will re-circulate the presentation.

**ACTION ITEM:** Highly Skilled Workforce updates will be a standing agenda item

### 4. QSAR/QADR Automation

- The ministry gave an overview of changes to QSAR/QADR taken since December.
- Members voiced the need for more active information-sharing by the ministry.

### 5. Youth Employment Programming

- The ministry gave an overview of Youth Job Connection (YJC) and Youth Job Link.
- The ministry is also establishing an external YJC reference group.
- The ministry is implementing member recommendations and aims to continue consulting with Service Providers across the province.

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#### 6. Canada Ontario Job Grant

- The ministry gave an overview of the recent and upcoming COJG guideline changes and program enhancements.
- An update was given on the April 20 consultation with service providers on key upcoming changes to program. Three areas for changes:
  - Clarification of training ineligible under COJG
  - Clarification of product-vendor training
  - A reasonability checklist
- More information on these changes will be shared with the network shortly.
- Members who participated in the April 20 consultation stated that these changes would help establish more consistency across the network.

**ACTION ITEM:** The ministry encourages members to submit questions following the meeting

#### 7. Open Data Update

- The ministry gave an overview on the ministry's Open Data release.
- Members expressed concerns about employer identifiers and the release of employer data.
- The ministry explained that the employer data will be released in three sets that are not linkable and that the information has been vetted for privacy and legal concerns.

**ACTION ITEM:** The ministry encourages members to review and provide feedback on draft Open Datasets via the [EO Open Data Service Provider Portal](#) prior to their public release.

#### 8. Federal Labour Market Transfer Agreements (LMTA) Update

- The ministry gave an overview of 2017 federal Budget commitments related to the LMTAs, noting the federal proposal to streamline four existing Agreements into two.
- More information on the changes is expected in the coming months.
- Members expressed concerns regarding the federal and provincial duplication of youth programming offerings.

**ACTION ITEM:** ADM Unterlander will raise the duplication of youth programs and programs for people with disabilities at an upcoming meeting with Service Canada.

**ACTION ITEM:** An update on the agreements will be brought to a future meeting.

#### 9. Ontario Centre for Workforce Innovation

- Lise Beland gave a brief overview on the Centre's work and Trina Foster presented on the upcoming activities of the Centre.
- A member asked about OCWI's communication and sharing channels.

**ACTION ITEM:** The ministry will work with OCWI to communicate OCWI's work on the Employment Ontario Partners' Gateway (EOPG).

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**ACTION ITEM:** OCWI will return to future meetings to provide updates and share success stories.

#### **10. Stakeholder Consultation**

- A Senior Policy Advisor in the Minister's Office spoke to the Minister's desire to enhance engagement with stakeholders.
- They stated a key point is to increase the voice of the community.
- Members identified the need for the ministry to better communicate engagement sessions once they're planned and explain how they all fit together so stakeholders can more effectively target their time.

#### **11. Common Assessment**

- The ministry provided an overview of their work on the Common Assessment Tool.
- Members asked questions regarding the tool and raised that client pathways are confusing and that the duplication of data entry is a concern for service providers.

**ACTION ITEM:** The ministry will follow up with SDAG members regarding participation on the new reference group, the Provincial-Municipal Common Assessment Reference Group (PMCARG).

#### **12. Policy Updates**

- The ministry provided a brief update on the:
  - Provincial Employment Strategy for People with Disabilities
  - Apprenticeship Modernization Strategy
  - Literacy and Basic Skills and Second Career evaluation report

#### **13. Service Provider Funding and Target Adjustment Technical Briefing**

- The ministry provided a technical overview of the service provider funding and target adjustments.
- While members appreciated the briefing, they noted that the changes were not well-communicated and was rolled out quickly with little rationale.
- The ministry thanked the members for their comments, noting that many associations have raised the same sentiments and that they remain committed to more open and timely communications.

#### **14. Other Business**

- The ministry signaled that they would like to hear from committee with regard to the membership refresh as well as the Terms of reference review, which is due this year.
- The ministry also gave members a heads up that they are currently planning a call for nominations in the fall of this year for the Employment Ontario (EO) Leadership Awards, with the awards ceremony taking place in early 2018.

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**ACTION ITEM:** The ministry will circulate the SDAG Terms of Reference for review and consideration (this includes members' terms on SDAG); the Terms of Reference will be brought for discussion at the next regular SDAG meeting (summer, date TBD).

#### 15. Adjournment

- Meeting adjourned at 1:00 PM.

#### **ACTION ITEMS LIST**

1. The ministry will circulate the link to OSAP material ([ontario.ca/OSAPpartners](http://ontario.ca/OSAPpartners)) to SDAG members (link is embedded in the presentation).
2. The ministry will re-circulate the HSW presentation.
3. HSW updates will be a standing agenda item.
4. The ministry encourages members to submit questions regarding HSW following the meeting.
5. The ministry encourages members to review and provide feedback on draft Open Datasets via the [EO Open Data Service Provider Portal](#) prior to their public release.
6. ADM Unterlander will raise the duplication of youth programs and programs for people with disabilities at an upcoming meeting with Service Canada.
7. An update on the federal agreement will be brought to a future meeting.
8. The ministry will work with OCWI to communicate OCWI's work on the Employment Ontario Partners' Gateway (EOPG).
9. OCWI will return to future meetings to provide updates and share success stories.
10. The ministry will follow up with SDAG members regarding participation on the new reference group (Common Assessment).
11. The ministry will circulate the SDAG Terms of Reference for review and consideration (this includes members' terms on SDAG); the Terms of Reference will be brought for discussion at the next regular SDAG meeting (summer, date TBD).