

**Ministry of Labour, Training  
and Skills Development**

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**Ministère du Travail, de la Formation  
et du Développement des compétences**

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June 3, 2020

**MEMORANDUM TO:** Fern Dominelli, Chief Administrative Officer  
Donna Stewart, Director of Integrated Social Services  
Manitoulin-Sudbury District Services Board  
Site #4087A

**FROM:** Dominique Morin, Service Delivery Manager  
Juli Lefebvre, Employment and Training Consultant  
Employment and Training Division  
Ministry of Labour, Training and Skills Development

**RE:** Employment Services, Youth Job Connection, Youth Job Connection:  
Summer  
Support Visit Feedback Report  
December 17-18, 2019

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On behalf of the Ministry of Labour, Training and Skills Development, we would like to thank you and your staff for providing an updated Action Plan and meeting with us on December 17-18, 2019. We appreciated your responsiveness during the support visit.

We reviewed your progress on your Action Plan by selecting participant and employer files from the Employment Services (ES), Youth Job Connection (YJC) and Youth Job Connection: Summer (YJC:S) programs. We also validated Employment Ontario Information System – Case Management System (EOIS-CaMS) data against your participant files. We discussed progress on your Action Plan by reviewing and discussing each action item during a meeting with the managers and staff. The Ministry also provided an opportunity to identify program and/or system questions.

Based on the support visit findings and a review of the compliance requirements in your Employment Service agreement, the Ministry has identified that your Service Delivery Site 4087A has improved. For example, staff are registered to receive updates from the Ministry website and now provide updates to the manager. In addition, client files now include signed service plan summaries and have detailed notes to file. These notes to file were key in understanding the client intervention from a file review perspective. The manager visits the office on a monthly basis to review program performance and assures quality when files are closed.

Although there is improvement, other key compliance issues remain and are outlined in the attached Appendix. Consequently, this site is not in compliance with the Employment Service, Youth Job Connection and Youth Job Connection: Summer agreements and as a result, Manitoulin-Sudbury District Services Board will remain under Official Review.

Your Service Delivery Site is required to update your Action Plan indicating milestones and timelines by July 10, 2020. It must identify strategies to remedy the issues outlined in the attached appendix. The Action Plan must be signed by the Board Chair.

Upon receipt of the Action Plan, the Ministry will review the plan and either approve it or ask for further clarification.

If, six months after the implementation of the revised Action Plan, the Ministry determines that your organization has not completed the approved Action Plan and/or is still not in compliance with the Employment Services, Youth Job Connection and Youth Job Connection: Summer agreements, the Ministry may terminate, and/or not offer your organization new agreements upon the expiry of the current agreements.

The Ministry is committed to working closely with your site over the coming months to provide strategic support as you work towards compliance and implement your Action Plan.

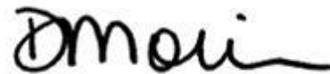
We would also like to take this opportunity to provide you with an update on your Youth Job Connection: Summer request, submitted on May 12, 2020. Your request is being reviewed within the lens of the broader provincial context. Currently, as your request is under review, please continue to deliver the program as per the existing guidelines. It should be noted that your target remains at 23 clients. Any requests to serve additional clients above and beyond the approved target will require Ministry pre-approval. This also includes requests for transfer of funds or increase in funding.

If you have any questions, please do not hesitate to contact Juli at (705) 494-3746.

Sincerely,



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Employment and Training Consultant  
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