



Report To:	Manitoulin-Sudbury District Services Board
From:	Donna Stewart, Director of Integrated Social Services and Anne Quenneville, Ontario Works Program Supervisor
Date:	June 25, 2020
Re:	Employment Ontario Audit – Issue Report

Purpose

To provide the Board with an update on the Employment Ontario Audit that was conducted by the Ministry of Labour, Training and Skills Development (MLTSD) in December 2019.

Background

Between 2014 and 2019, the Ministry has conducted eight audits. The first six audit reports were minor in nature and the reports were no more than two pages long. The last two audit reports were more intense in nature and entailed audit reports of thirteen and twenty-one pages long.

April 2019 Audit

The Ministry conducted an audit of all Employment Ontario Programs (Employment Services, Youth Job Connection and Youth Job Connection-Summer) on April 16-18, 2019. Four (4) MLTSD staff persons were present for this audit.

On June 4, 2019, the Manitoulin-Sudbury DSB staff received a feedback letter indicating that the Ministry observed that we deliver a positive client experience while maintaining confidentiality and ensuring privacy. They also observed an improvement in meaningful and detailed case notes in our client files.

As part of the review, they selected participant and corresponding employer files (as applicable) from the Employment Services, Youth Job Connection and Youth Job Connection-Summer programs. They also validated Employment Ontario Information System data against our participant files. In summary, they reviewed the following:

<i>Program</i>	# of Participant Files Reviewed
<i>Employment Services</i>	35
<i>Youth Job Connection</i>	3
<i>Youth Job Connection: Summer</i>	12

Based on the monitoring visit findings and a review of the compliance requirements in our Employment Service agreement, the Ministry identified that our Service Delivery Site **is not meeting key compliance and accountability measures**. Consequently, our site was not in compliance with the Employment Service agreement. As a result of this, the DSB had been placed under Official Review.

In response to that audit, our Service Delivery Site submitted an Action Plan indicating milestones and timelines identifying our strategies to remedy the issues outlined in the audit report.

The Ministry did not inform us of any adjustments required for approval.

They also indicated at that time that if, six months after the implementation of the Official Review process, the Ministry determines that our organization had not completed the approved Action Plan and/or is still not in compliance with the Employment Service agreement, the Ministry could terminate the Employment Service agreement and/or not offer our organization a new agreement upon the expiry of the current agreement.

December 2019 Audit

On December 17 and 18, **a follow up audit** was conducted by three (3) MLTSD staff persons.

Five and a half months later, on June 3, 2020, Manitoulin-Sudbury DSB staff received a letter from MLTSD indicating that they reviewed our progress on your Action Plan by selecting participant and employer files from the Employment Services, Youth Job Connection and Youth Job Connection: Summer programs. They also validated Employment Ontario Information System – Case Management System data against our participant files.

MLTSD staff discussed progress on our 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 our Employment Service agreement, **the Ministry has identified that our 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

Ontario Works Program Supervisor 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 audit report. **Consequently, once again, our site is not in compliance** with the Employment Service, Youth Job Connection and Youth Job Connection: Summer agreements and as a result, the DSB will **remain under Official Review**.

Our Service Delivery Site is required to update our Action Plan indicating milestones and timelines by July 10, 2020. Our action plan has identified strategies to remedy the issues outlined in the report.

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 our 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 our organization new agreements upon the expiry of the current agreements.

Conclusion

The Manitoulin-Sudbury DSB staff is committed to working closely with the Ministry over the coming months to ensure that we are compliant with the Action Plan however staff need to have some conversation with Ministry representatives to understand a few observation items outlined in the Action Plan.