

**Accessible** - Accessible means compliant with the Accessibility for Ontarians with Disabilities Act and regulations to ensure that a product or service can be used and enjoyed by people with disabilities.

**Accessibility** - Accessibility is a general term which is used to describe the degree of ease that something (for example, device, service and environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and / or effort to ensure it is barrier-free to persons with a disability, and by extension, usable and practical for the general population as well.

**Accountability Framework** - An accountability framework encompasses the expectations of performance and financial accountability for ministry staff and the Service System Manager, as well as the tools and processes used to support evidencebased and defensible decision-making by ministry staff.

**Allocation** - Amount of funds available to a Service System Manager for a specified purpose, within a specified period.

**Annual Planning and Insights Report** - The SP Connect template used as part of the multi-year catchment planning process to enable discussions between the SSM and the ministry to facilitate the negotiation of agreement extensions or renewals by setting priorities and establishing funding and targets.

**Case-managed Services** - Case-managed Services are employment activities and services that involve one-on-one assistance with an employment caseworker and the development of an individualized EAP with services to meet a client's employment goals.

**Case Management** - A collaborative and client-centred process supporting timely access to the right services and supports to help a client achieve their employment goals and monitoring their progress in achieving those goals. It may include identifying further needs and supporting access to community-based services that may affect client participation in employment services and maintaining employment, such as income support, family support, transportation and health care services. The intensity and duration of case management will vary depending on individual client needs, which may extend beyond a job placement to job retention supports and services. Case Management will support Indigenous clients to receive culturally-appropriate services.

**Case Management System (CaMS)** - CaMS is the electronic system used by social assistance delivery partners, Service System Managers and Service Providers (e.g., employment caseworker) to effectively support and manage client activity through data recording, tracking and reporting on the services and the outcomes of those services. It includes the integration of key details from the social assistance and IES systems relevant to employment planning, including client profiles, referral tracking, participation progress and outcomes.

**Catchment Areas** - For the employment services transformation, the province is divided into 15 Catchment Areas that align with Statistics Canada Economic Regions boundaries. Each SSM is responsible for the planning, design and delivery of inscope employment services in a defined Catchment Area.

**Catchment Planning Cycle** - The annual Catchment Planning Cycle typically begins with the release of the Annual Planning and Insights Report template through SP Connect and is finalized when allocations for the upcoming fiscal year have been set.

**Client Segmentation** - The Client Segmentation model assesses each client's relative risk of long-term unemployment, assigning a stream based on each client's unique characteristics. The streams are as follows:

Stream A: Rapid Employment (low risk of long-term unemployment) for clients who may be able to quickly obtain employment with services.

Stream B: Employability and Employment (medium risk of long-term unemployment) for clients who may need to focus on improving employability in addition to obtaining employment.

Stream C: Employability Focused (high risk of long-term unemployment) for clients who may need to focus primarily on improving employability prior to exploring employment opportunities.

**Client Volume** - Client Volume is the total number of clients in streams A, B and C that have an EAP started in a given fiscal year from April 1 to March 31. Client Volume Commitments are outlined in the IES Transfer Payment Agreement.

**Client Served** - Completion of pre-employment services mutually agreed to by the service provider and client in the EAP that will lead to employment. Note: SSMs are expected to provide clients with the services they need at any time (pre- and post-employment).

**Common Assessment (CA)** - A consistent approach and digital intake tool used by both the IES and Social Assistance systems to support caseworker identification of client life stabilization needs, strengths, barriers to employment and employment service needs. It also supports appropriate referrals/sequencing of services through service planning (also see Client Segmentation above).

**Delivery Agent** - Delivery Agent is a term used in the Ontario Works Act, 1997 and its regulations to describe agents designated by the Minister to administer the Act and provide basic financial and employment assistance in a geographic area. Delivery Agents are mostly comprised of municipalities and First Nations.

**Disability** - Section 10 (1) of the Ontario Human Rights Code defines "Disability" as: • Any degree of physical Disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or

speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or,
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Employment Action Plan (EAP)** - The Employment Action Plan (EAP) captures client employment goals, the implicated parties, integrated case management with social assistance or service coordination and referrals (for life stabilization/wraparound supports), the range and sequence of service activities, and client progress and outcomes based on their employment goals (recognizing they may vary and evolve depending on individual circumstances).

**Employment-Related Financial Supports for Job Seekers and Employers** - Funding available to job seekers and employers to support client employment outcomes. These supports are used to remove temporary barriers to participation in employment and training activities or starting/maintaining a job.

**Francophone** - Persons whose mother tongue is French, plus those whose mother tongue is neither French nor English, but who have a particular knowledge of French as an Official Language and use French at home, including many recent immigrants to Ontario.

**Funded Outcome** - The Funded Outcome is the outcome associated with Performance-based Funding payments for an individual client. The monitoring period is triggered by completion of pre-employment services or when a client starts a job at the Funded Outcome, whichever comes first.

- For a client in case-managed services who enters IES either unemployed or working less than 20 hours on average per week as indicated in the Common Assessment, the Funded Outcome is achieved when the client is working at least an average of 20 hours per week. Hours worked must be based on employment at the general minimum wage rate in Ontario or better and may include earnings from tips and commission.
- For a client in case-managed services who enters IES already employed and working 20 hours or more on average per week, as indicated in the Common Assessment, the Funded Outcome is when the client is working an average of 20 hours or more per week or more with a new employer. If an IES client successfully obtains a Funded Outcome but then loses their job, their Funded Outcome becomes that of the second scenario, i.e., clients who are already employed and working 20 hours or more per week.

**Funding Model** - A Funding Model is a framework for providing stable funding to enable and support organizations to achieve objectives.

**Indigenous** - “Indigenous” encompasses First Nation, Inuit and Métis groups and replaces the collective term “Aboriginal” except in legal or official contexts. “Aboriginal” is used in the Canadian Constitution (the Constitution Act, 1982) to refer to certain constitutionally protected rights and the people who hold those rights. The Constitution recognizes three groups of Aboriginal peoples – Indians (First Nation), Inuit and Métis. These are three separate peoples with unique heritages, languages, cultural practices and spiritual beliefs.

**In-Service** - In-Service refers to the completion of the Common Assessment and the creation of an EAP by the client and service provider. Generally, service ends when the client no longer requires pre-employment or retention services. Note that service provision is different from monitoring for PMF and funding model purposes (i.e., a client could stop participating in IES before, during or after the twelve-month monitoring period).

**Integrated Employment Services (IES)** - IES is intended to support the government’s vision of building an employment services system that is locally responsive and community based, outcomes focused, client-centered and provides simplified and effective pathways to finding sustainable employment for individuals and businesses, based on their needs.

IES objective include:

- Clients find and keep good jobs;
- Diverse clientele get the right supports at the right time;
- Employers find the right workers with the
- right skills;
- Employment ready clients decrease reliance on social assistance; and
- A system that is sustainable, efficient, performance-based and accountable for results.

**Integrated Employment Services Delivery Period** - The beginning of the Integrated Employment Services Delivery Period (IESDP) is specified in the IES Transfer Payment Agreement and occurs when the transition period is complete. Full implementation includes the final step of integrating Ontario Works Employment Assistance into Employment Ontario. During this phase, Service System Managers assume full responsibility of the model, use of the CA tool is mandatory, the Performance Management Framework comes into effect and Performance-Based Funding begins. SSMs can make changes to their third-party Service Provider networks.

**Job Placement** - Paid job placement includes on-the-job training and/or work experience opportunities, up to 6 months in length, with the primary purpose of experiential learning, as formally agreed to by the SSM or service provider, employer and client as part of the EAP.

**Job Stacking** - Within each catchment area, up to 5% of clients at each milestone checkpoint period may now be recorded as achieving a Funded Outcome resulting from job stacking, i.e., having two or more jobs simultaneously to reach an average of 20 hours per week or more of employment.

**Job Start** - Job Start is the point at which a client begins paid employment. Job start is also the point at which the SSM can begin monitoring clients for Performance-based Funding if the Job Start meets the criteria for a Funded Outcome (although completion of pre-employment services can also trigger the monitoring checkpoint period).

**Job Trials** - Short duration work exposure opportunities for participants to test out potential jobs and for employers to evaluate the potential employee with little risk for either party. Job trials can be an important aspect of employability skills activity, as they can provide experiential learning opportunities that reflect the realities of the work a participant has expressed interest in. This feedback can be incorporated into the Employment Action Plan and inform future program activities. Job trails must be paid.

**Key Performance Indicators (KPIs)** - Key Performance Indicators are quantifiable measures used to evaluate the success of an initiative in meeting objectives for performance.

**Life Stabilization** - Supports for individuals in addressing personal, systemic and/or environmental barriers (e.g. addictions, chronic disease, homelessness). Life Stabilization focuses on moving individuals towards greater self-sufficiency and employment by addressing preparatory and/or urgent needs through referrals supports such as health, legal, crisis response, social supports, family support and other human services. These services and supports may precede or be provided concurrently with employment training activities, depending on an individual's circumstances and capacities.

**Long-term Unemployment** - According to the Ontario Labour Market report at the time of CA design, Long-term Unemployment is defined as unemployed for twenty-seven (27) weeks or longer.

**Ministry's Data Sets** - Ministry data sets are publicly available Employment Ontario and Social Assistance data sets to support Call for Proposal applications. Data sets, contextual documentation and technical dictionaries are available on the Employment Ontario Geo Hub.

**Newcomers** - For the purposes of IES, Newcomers are clients that have arrived in Canada within the last five years. International Students and Temporary Foreign Workers with a 900-series Social Insurance Number (SIN) are not included in the definition of "Newcomers" as they are not eligible for case-managed service components. This should be assessed at intake.

**Ontario Bridge Training Program (OBTP)** - The Ontario Bridge Training Program (OBTP) helps highly skilled internationally trained immigrants meet requirements for licensure and employment in regulated and non-regulated professions and trades, without duplicating their previous training and experience. By providing occupationspecific employment and training services, the OBTP assists, highly skilled immigrants to join the workforce quickly in jobs that match their skills, education and experiences.

**Partnerships** - Collaborative and ongoing relationships with stakeholders to plan, design and deliver employment services to achieve positive client employment outcomes and effective

delivery networks. Based on local community needs, partnerships may be formal and/or informal, and may be established with organizations such as local community groups, Indigenous people, people with disabilities and other specialized groups, local Service Providers, social assistance delivery agents, labour market and sector planning boards and employers.

**People with Disabilities** - People with Disabilities have a wide range of abilities, skills and experience with varying needs that can be served through “mainstream” employment services as well as specialized services. They are defined under the Ontario Human Right’s Code, represent a qualified and underused talent pool that can help businesses address talent needs as well as anticipated labour and skills shortages. For ODSP purposes, a person with a disability is defined under section 4 of the Ontario Disability Support Program Act,1997.

**Performance-based Funding** - Performance-based funding is intended to incent SSMs to support clients to achieve outcomes across a range of client needs. Funding is provided to SSMs based on a client reaching the funded outcome at one, three, six and twelve months after job start.

**Performance Outcomes** - Performance Outcomes refers to the explicit definition of desired performance outcomes by the ministry and how these outcomes will be measured to demonstrate results.

**Pre-Employment Services** - For the purposes of funding and administration, Pre-Employment Services are the suite of activities available to a client as part of their EAP that would precede or occur concurrently with obtaining employment. It encapsulates all employment services, including services leading to a potential job placement, but excluding services that may only be provided once a client is employed, such as retention services.

**Provincial/Ministry Systems** - Provincial/Ministry systems refers to any hardware, communications or other technology infrastructure and software used by the province in its operations.

**Racialized** - Persons, other than Indigenous (Aboriginal) peoples, who are non-Caucasian in race or non-white in colour.

**Referral** - Referrals are formalized planned, supported and co-ordinated arrangements to connect individuals to other organizations (community services, education and training institutions, other government resources, etc.). They support appropriate and timely connections on behalf of clients, including follow-up to determine progress or the outcome of referrals.

**Service Providers (SPs)** - Service Providers are subcontracted thirdparty organizations that have a funding arrangement with a Service System Manager to deliver one or more employment and training supports or services. They may be a municipality, college, non-profit or for-profit organization.

**Service System Manager (SSM)** - Service System Manager refers to a body that either delivers or creates funding arrangements with organizations to do local service planning, coordination and delivery of services and programs. May be a municipality, non-profit or for-profit organization or a consortium.

**Services to Indigenous People** - Employment and training services that are responsive to the challenges and strengths of Indigenous clients. This may include but is not limited to the provision of appropriate services in a culturally safe, aware, sensitive and equitable way that recognizes and respects the unique history and experiences of Indigenous people.

**Social Assistance** - Social Assistance refers to the provision of assistance to people in financial need. Social assistance can include financial support related to basic needs, shelter, health and other benefits and employment assistance. In Ontario, social assistance is provided through two programs: Ontario Works and the Ontario Disability Support Program.

**Social Assistance Clients** - Social Assistance clients refers to both Ontario Works (OW) and Ontario Disability Support Program (ODSP) recipients and their family members.

**Social Assistance Delivery Partners** - Social Assistance Delivery Partners refers to the delivery of Ontario Works, where the program is delivered by municipal or First Nation delivery partners. ODSP is delivered directly by the province through local Ministry of Children, Community and Social Services (MCCSS) offices.

**Specialized Services** - Services above and beyond core employment services for inclusion groups designated by the ministry. These services may require additional and / or specific competencies and capacity with respect to serving clients with high, unique or complex employment service needs, including specialized knowledge of cultural appropriateness. It may require additional service capacity for assistance with core services such as job search and job matching support and interdisciplinary / multi-sectoral interventions or expertise.

**Youth with Higher Support Needs** – In order to be defined as youth with higher support needs, a client must:

- be between the ages of 15 and 29;
- have been segmented into Stream B and
- C by the Common Assessment tool; and,
- meet the requirements for Client Served.