
Employment Assistance Services

Program Guidelines

Immigration, Population Growth and Skills
Government of Newfoundland and Labrador

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1. Employment Assistance Services Introduction

The Employment Assistance Services (EAS) Support Measure provides funding to organizations to enable them to offer employment assistance services to unemployed persons. These services can be provided on an individual basis or in a group setting. The key services funded through EAS are; Self-Serve Employment Resource Centers , Needs Assessment, development of an Employment Plan, case management and or employment counseling, provision of workshops in various employment related topics including, but not limited to: job search, resume writing, etc. and transitional employment support services .

1.1 Eligible Participants

EAS provides employment services for unemployed persons who are legally entitled to work in Canada.

Definition of Unemployed Persons

For purposes of EAS, "unemployed" is defined as individuals who:

- are not working at all and actively seeking employment; or
- are working less than an average of 20 hours per week; and are actively seeking full-time employment or, in the case of persons with disabilities who are unable to work full-time, are actively seeking increased employment; or
- are in receipt of a notice of imminent lay-off; or
- must leave their current occupation due to medical reasons.

1.2 Eligible Sponsors

Eligible sponsors include:

- Businesses, including federal crown corporations found in Schedule 3, Part II of the Financial Administration Act;
- comparable provincial/territorial crown corporations;
- organizations;
- individuals;
- public health and educational institutions;
- municipal governments and band/tribal councils.

EAS sponsors must possess the appropriate qualifications and expertise to develop, implement and manage a project. The sponsor must also indicate a commitment to employ staff who possess the appropriate qualifications and expertise, or staff who will undertake any necessary training.

2. Labour Market Programs Support System (LaMPSS)

The Employment Assistance Services Program is administered by the Immigration, Population Growth and Skills Department using the Labour Market Programs Support System (LaMPSS) application. LaMPSS is a common method for administering Labour Market Programs in Newfoundland and Labrador, focused on providing consistency in processes and improving services to labour market program agreement holders.

All organizations entering into an agreement for delivering Labour Market Programs in Newfoundland and Labrador must first be registered as a LaMPSS organization. This is a one-time registration process. If your organization has not previously registered with LaMPSS, you can obtain a LaMPSS registration form at http://www.IPGS.gov.nl.ca/lmda/forms_and_resources.html.

In the spring of 2014, the functionality of LaMPSS will be expanded to provide organizations with self-serve capability, enabling you to apply for funding online for some labour market programs, as well as submitting required financial and activity reports online. Once available, we will provide you with user access enabling the ability to utilize the LaMPSS self-service capabilities.

Please read this entire Program Guidelines Document. The information contained in this Guide will become part of the contract/agreement with the Province of Newfoundland and Labrador for the delivery of Labour Market Programs.

3. Applying for Employment Assistance Services Program Funding

Applying Online

Once you are a registered LaMPSS user, you can apply for funding online using the self-serve capability. To apply online go to: http://www.IPGS.gov.nl.ca/lampss_public/index.html

Applying Using a Paper Application Form

Please contact 1-800-563-6600 to obtain a paper application form.

Completed paper applications and any required additional documentation should be sent to your local Immigration, Population Growth and Skills office. Office locations can be found at: http://www.IPGS.gov.nl.ca/empservices/IPGS_Employment_Centres.pdf

Completing an Application Form

This section provides supporting information that you will need to complete the application form outlining required content.

Organization Information

Enter the name and complete mailing address for your organization. If you are applying online, this information will be pre-populated.

Project Details

Please provide the following:

Project Title	Provide a title specific to this project. For example: "Your Organization's Name – Employment Assistance Services".
Agreement Start Date	Provide the proposed start date for project.
Agreement End Date	Provide the proposed end date for project.

Past Agreements

Please provide information relating to past agreements. Include previous agreement number, if available.

Project Description

In this section provide a brief summary of the project. You should include such details as: a brief summary of the activities, intended duration of agreement (in weeks) client group and number of clients to be served (including a separate indication of carry-over clients if applicable), area to be served. This section is limited to 300 words.

Attach a detailed project description / proposal to the application

You must include a detailed proposal with your application to provide more detail about each activity, as well as budget detail, policy information, client service, intake, internal service standards etc.

Agreement Contact

Provide the appropriate primary contact for your organization including the title and contact information. Please note that this contact should be an individual empowered to negotiate this agreement on behalf of your organization.

Language Preference

Provide your language preference.

Project Location(s)

Please provide the address information for the location(s) where the project activities will be delivered. If you have not yet secured a location, please enter your main organization address and advise IPGS at a later date of the project address.

Participants

Enter the total number of Project Participants (clients) expected to be served in this project.

Enter the number of participants expected for each participant group. Include participants in all relevant participant groups (i.e. a participant may be part of more than one participant group).

Project Activities

The table below outlines the required information for each eligible activity for the Employment Assistance Services Program. This is the complete set of eligible activities.

On your Application Form provide the required information for the activities that you plan to deliver.

Information Access Resource Center	
Brief Description	Self-serve information access via a Resource Centre. Describe how you plan to deliver this activity as part of your project agreement.
Expected Results	Explain the expected results of this activity.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Please provide the expected total number of clients that will participate in this activity.

Job Search-Workshops

Brief Description	Short group sessions to enhance the skills needed to conduct a successful job search, such as: resume writing; interviewing; job search strategies; networking. Please describe the frequency and method of delivery of workshops.
Expected Results	Please provide the expected workshop topics and number of workshops expected per quarter.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Provide the expected number of participants for this activity for the complete period of the agreement.

Case Management- Assessment	
Brief Description	Assessment of a client within the context of case management - gathering background information, setting an employment goal, documenting the client's barriers within employability needs dimensions, and determining appropriate next steps. Please describe how you plan to deliver this activity, how the assessment is conducted, what tools are used.
Expected Results	Please provide a quarterly projection for the number of new cases created. Please provide a quarterly projection of assessment to be completed.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Provide the expected number of individuals who will complete needs assessments for the complete period of the agreement.

Case Management – EMPLOYMENT PLAN1_ Development	
Brief Description	Development of a mutually agreed upon Employment plan consisting of a series of interventions taking client from unemployment to finding and maintaining employment.
Expected Results	Please provide a quarterly projection of employment plans to be completed.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Provide the expected number of participants who will have completed Employment plan Development for the complete period of the agreement.

Case Management – EMPLOYMENT PLAN2_ Management	
Brief Description	Monitoring and adjusting the employment plan as the participant completes the planned interventions to ensure that the plan is being followed and is achieving expected outcomes. Please describe the support provided to clients as they work through their action plan and frequency of contact.
Expected Results	Please provide a quarterly projection of employment plan management to be completed and a quarterly projection of clients who are expected to become employed at the close of the action plan when all interventions are complete.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Provide the expected number of participants for this activity.
Expected number who achieve employment	Please provide the TOTAL number of Case Managed Clients Employed at the close of the action plan.

Case Management – EMPLOYMENT PLAN3_ Follow-up	
Brief Description	After completion of an Employment Plan, follow-up by the case managing organization at specified time intervals in order to record updated information about the participant's employment status. Please describe how you plan to carry out follow-up with clients after services and interventions in the EMPLOYMENT PLAN have been completed.
Expected Results	Please provide a quarterly projection of clients who are expected to be contacted at the 24 and 52 weeks intervals.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Please provide the expected TOTAL number of Case Managed Clients successfully contacted at the close of the follow-up.

Job Search– Individual	
Brief Description	When group workshops are not available or appropriate, individual sessions to enhance the skills needed to conduct a successful job search, such as: resume writing; interviewing; search strategies; networking. Please describe how you plan to deliver this activity
Expected Results	Please provide a quarterly projection of workshops to

	be held, workshop title and clients engaged in this activity.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Provide the expected number of clients for this activity for the duration of the agreement.

Assessment – Career Counseling (Limited and Exceptional)*	
Brief Description	An in-depth evaluation of an individual's career development options by a qualified counselor who specializes in helping clients with complex employment barriers. Please describe how you plan to deliver this activity and why it is necessary.
Expected Results	Please provide a quarterly projection of clients engaged in this activity.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Provide the expected number of clients for this activity for the duration of the agreement.

Assessment –Diagnostic Referral (Limited and Exceptional)*	
Brief Description	Referral to professionally qualified diagnosticians to assess physical, social, intellectual and/or psychological traits which may affect a client's ability to participate in certain employment. Examples – Psych-Ed by a registered psychologist to diagnose learning disabilities, or a Functional Assessment by a registered Occupational Therapist. Please describe how your referral process works
Expected Results	Describe the type and numbers of diagnostic assessments expected. Please provide a quarterly projection of the number of referrals to assessments.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Provide the expected TOTAL number of clients referred for diagnostic assessments for the duration of the agreement.

Assessment –Employment Readiness (Limited and Exceptional)*	
Brief Description	Assess clients' strengths and challenges, including essential skills, in relation to becoming successfully employed and identify the types of assistance that would be most helpful. Determine if the client is immediately employable; employable with short term interventions/supports; or employable with longer term interventions. Describe how you plan to deliver this activity as part of your project agreement.
Expected Results	Explain the expected results of this activity.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Please provide the expected total number of clients that will participate in this activity.

Assessment –Recognition of Prior Learning (RPL) Limited and Exceptional)*	
Brief Description	Assessment of an adult's skills, knowledge, or competencies that have been acquired through work experience, unrecognized training, independent study, volunteer activities, and hobbies. Describe how you plan to deliver this activity as part of your project agreement.
Expected Results	Explain your requirement for the organization to articulate the expected results of this activity.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Please provide the expected total number of clients that will participate in this activity.

Job Brokering – Job Development (Limited and Exceptional)*	
Brief Description	Working intensively with multiple-barrier clients to develop appropriate employment opportunities that are reflective of participant skills as well as employers' human resource needs. Please describe how you plan to deliver this activity and why it is necessary.
Expected Results	Please provide a quarterly projection of the number of clients engaged in Job development.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Provide the TOTAL expected number of clients for this activity for the duration of the agreement.

Work Experience – Job Coaching (Limited and Exceptional)*	
Brief Description	Orientation to a workplace/ specific duties supporting transition to employment intended to assist the client in reaching the maximum level of employment capacity. Please describe how you plan to deliver this activity and why it is necessary.
Expected Results	Please provide a quarterly projection of clients engaged in Job Coaching.
Where does this activity take place	Identify the location for this activity.
Expected number of participants	Provide the TOTAL expected number of clients for this activity for the duration of the agreement.

***Limited and Exceptional: These activities will only be used in agreements that provide service to individuals with multiple and complex employment barriers. Please contact Immigration, Population Growth and Skills for further inquiries.**

Project Budget

The following table outlines all of the eligible cost categories and items for the Employment Assistance Services program along with a brief description. On your Application Form, enter the total project costs and the amount of funding requested for each category for this project. HST should be calculated and included in each category.

Please include the budget details on the Budget Template Supporting Details **worksheet** located at: http://www.IPGS.gov.nl.ca/lmda/forms_and_resources.html Attach this worksheet with your application providing sufficient details and rationale for requested funds to support the request for each cost item.

The following table outlines the eligible costs and specific instructions for each budget category funded by the EAS Program. Please include your complete project costs and requested amounts by budget category.

Budget Category	Eligible Costs
Program Delivery	
Program	
Salaries and Benefits	
Salaries	Staff Salaries In this section of the application include the total budget for this category. Provide the details about each position in the Budget Template found at: http://www.IPGS.gov.nl.ca/lmda/forms_and_resources.html
MERC	EI, CPP and Vacation Pay -includes benefits; CPP, EI, Vacation Pay based on wages and

	non-locked-in RRSP employer contributions where applicable, considering maximum yearly contributions.
Other HR Related Benefits	Includes health, dental, insurance premiums, pension (RRSP). NOTE: Maximum 50% employer contribution will be supported for such things as pensions and medical plans.
Workers Compensation	Based on the provincial rate charged for your organization.
Participant Program Delivery	
Participant	
Incremental Supports	Living expenses, dependent care, travel (in exceptional circumstances only).
Disability Related Supports	Includes participant supports such as: note takers, sign interpreters, adaptive technology, applicable staff training.
Operational	
Standard	
Professional Fees	Building maintenance, bookkeeping, equipment maintenance, security, required membership fees for staff, business license, permits, IT, snow removal and legal fees.
Honoraria	A payment given for professional services that are rendered nominally without charge.
Staff Training / Dev	Can include conferences and short term training courses/programs for staff; must be relevant and reasonable according to the duration of the project. Diploma and complete degree programs are not applicable. Includes associated registration, mileage, meal allowances & accommodation. Limited to conferences in Newfoundland and Labrador and subject to negotiation.
Equipment	Includes purchase\lease\repairs\rent of computers, fax machines, photocopiers, furniture, software including renewals, staff accommodation disability supports.
Equipment Repairs	Any repairs to equipment used in the delivery of project activities.
Facility Lease / Rent	Includes applicable lease\rent costs for both non-applicant owned and applicant-owned premises. For applicant-owned premises, the following formula will be applied: <i>85% x fair market value</i> Although the applicant may use a variety of calculations to determine an amount to include in the proposal, in all cases the negotiated cost cannot be higher than the value of lost opportunity.
Facility Repairs	Includes applicable repair \ leasehold improvement costs for both non-applicant owned and applicant-owned premises, that are necessary for program delivery.
Advertising and Promotion	Includes advertising, promotion, signage, brochures.
Office Supplies	Includes materials and supplies used to run the day to day

	operations of the project such as paper, pens, pencils, binders, subscriptions. Negotiated based on historical costs or substantiated estimates..
Resource Materials	Magazines books, newspaper subscriptions etc.
Materials and Supplies	Materials required for the delivery of the project
Travel	Travel for staff directly delivering the project, includes transportation costs, taxi, kilometric charges, etc., as per staff travel claims. Due diligence must be demonstrated in reimbursing for overnight accommodations and costs associated with out-of-province travel. These must be negotiated with IPGS in advance. Provide details within the financial submission e.g., mileage rate, reason for travel, number of trips, accommodation and meals, etc. Mileage and meal allowances must not exceed provincial rates.
Insurance	Includes fire, theft, liability and accidental.
Other Operational Costs	
Exceptional	
Capital Costs	Items that exceed \$1000 including HST. Subject to negotiation on disposition of asset at agreement end.
Leasehold improvements	
Memberships	
Postage and Courier	
Banking Charges	
Legal fees	
Telephone / Fax / Internet	
Utilities	
Audit Costs	
Furniture	
Printing	
Conference Attendance Fees	

Project Cash Flow

Provide a monthly cash flow estimate of the requested project expenses.

Legal Signing Officers

Provide the appropriate signing officers for this project as well as the legal signing requirements for your organization.

Supporting Documentation

The table below outlines documents that must be included with the project application. Please attach these documents to your application form.

Document	Content
Itemized Budget Breakdown	Please include the budget details on the Budget Template worksheet located at: http://www.IPGS.gov.nl.ca/lmda/forms_and_resources.html
Letters from Partners confirming financial or in-kind contribution	If other organizations or government departments or agencies are contributing cash or in kind to this project please provide a letter from each stating that this contribution has been approved / confirmed.
Most recent AGM minutes	Please provide a copy of the minutes of your organizations most recent Annual General Meeting.

Submitting Your Application

Once you have completed the application including the attachment of all required documentation, the application may be submitted to IPGS using the LaMPSS Self-Serve system.

In this section of the application enter the information that was provided when your organization was registered in LaMPSS – your Organizations ID, Username and Password. Click the submit box. You will be connected with the LaMPSS System and your application will be submitted.

If you have completed the application form on paper, mail your completed application form and the required attachments to the local IPGS office. Office locations can be found at: http://www.IPGS.gov.nl.ca/empservices/IPGS_Employment_Centres.pdf

4. Employment Assistance Services Reporting Requirements

The requirements for Activity and Financial reports for your Labour Market Agreement for Employment Assistance Services are outlined in your agreement contract. Reports should be completed online using LaMPSS Self-serve functionality. If you require a paper form, contact your Agreement Manager.

Completing an Activity Report

This section provides supporting information that you will need to complete the Activity Report.

Reporting Period Dates

Please enter the start and end date for the period this report covers.

Organization Information

Enter the name and complete mailing address for your organization.

Project Details

Please provide the following:

Project Title	Enter the title of the project you are reporting on.
Agreement ID	Enter the agreement number of the project you are reporting on.

Project Activities

The table below outlines the information reporting requirements for each eligible activity for the Employment Assistance Services Program. Provide this information for each activity in your Project Agreement.

Activity Type	Assessment-Career Counseling
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.

Activity Type	Assessment-Diagnostic Referral
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.

Activity Type	Assessment-Employment Readiness
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.

Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.
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Activity Type	Assessment-Recognition Of Prior Learning (RPL)
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.

Activity Type	Case Management-Assessment
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.
Activity Type	Case Management - EMP Plan 1 - Development
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.

Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.
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Activity Type	Case Management - EMP Plan 2 - Management
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.

Activity Type	Case Management - EMP Plan 3 – Follow Up
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.

Activity Type	Information Access-Resource Centre
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project	Please provide the number of clients that participated in this activity

Participants	during this period, the total participants to date and the number of clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.

Activity Type	Job Search-Individual
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.

Activity Type	Job Brokering-Job Development
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.

Activity Type	Job Search-Group-Workshops
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of

	clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.

Activity Type	Work Experience-Job Coaching
Start Date	Enter the start date of this activity in your project.
End Date	Enter the end date of this activity in your project.
Activity Description	Enter the description of the activity in your project.
Update / Status this Period	Describe if the activity is going as expected and indicate any issues that need to be addressed.
Number of Project Participants	Please provide the number of clients that participated in this activity during this period, the total participants to date and the number of clients expected for the remainder of the project.
Number who achieved employment	Please provide the total number of clients that achieved employment as a result of this activity during this period, the total participants employed to date and the number of clients expected to gain employments as a result of this activity for the remainder of the project.

Participants

Enter the actual number of participants served during this reporting period across all activities, the actual to date and the expected for the remainder of the project.

Provide this information for each participant group. Include participants in all relevant participant groups i.e. a participant may be part of more than one participant group.

Supporting Documentation

There are no mandatory documents required; however if you have supporting documents, or if IPGS requests specific supporting documents, attach them to your Activity Report.

Reporting Notes

Provide any additional information for this reporting period.

Completing a Financial Report

This section provides supporting information required to complete the Financial Report.

Reporting Period Dates

Please enter the start and end date for the period this report covers.

Organization Information

Enter the name and complete mailing address for your organization.

Project Details

Please provide the following:

Project Title	Enter the title of the project you are reporting on.
Agreement ID	Enter the agreement number of the project you are reporting on.

Budget Flexibility

Sponsors may adjust spending within a cost category without prior Advanced Education and Skills (IPGS) discussion or approval as long as the total budget amount for the cost category is not altered. ***The exception is the Salaries and Benefits category.***

Sponsors may adjust the Operational Costs /Standard and Exceptional/Capital Assets categories by up to 10% without IPGS discussion or approval.

Sponsors may move funds from the Operational Cost Categories to increase the Participant Program Delivery Cost categories by up to 10% without prior IPGS discussion or approval. Sponsors must notify the department in writing of any adjustments to the Project Budget under this category.

Any adjustments to the Project Budget other than those noted above must be approved by IPGS prior to the adjustment being made. With prior written consent of Immigration, Population Growth and Skills, sponsors may also exercise budget flexibility beyond 10%, as long as the total agreement value is not affected, and project activities are not impacted. ***The exception is the Salaries and Benefits category***

Sponsors may not make adjustments if those adjustments result in any increase in the amount of total contribution from Immigration, Population Growth and Skills. Any increase to the agreement value requires a request for an amendment.

Project Costs

For each approved cost for your project please provide the approved budget, the amount reported and approved in previous financial reports and the amount being reported for this period.

Project Cash Flow

Along with your Financial Report, please provide an updated cash flow estimate for the remainder of the agreement. The Cash Flow worksheet can be located at <http://www.IPGS.gov.nl.ca/lmda/lmp.html> . Please use this template to provide an updated monthly cash flow estimate for the remainder of the project. Attach the completed worksheet to your Financial Report.

Supporting Documentation

There are no mandatory documents required; however if you have supporting documents, or if IPGS requests specific supporting documents, attach them to your Financial Report.

Reporting Notes

Provide any additional information for this reporting period.

Submitting Your Reports

Once your organization has finalized your reports, submit them using LaMPSS Self-serve.

Once you have completed the Activity and Financial reports they can be submitted to IPGS using the LaMPSS Self-Serve system.

Enter the information that was provided when your organization was registered in LaMPSS – your Organizations ID, Username and Password. Click the submit box. You will be connected with the LaMPSS System and your reports will be submitted.

If you have completed the Activity and Financial reports on paper, mail your completed reports to the local IPGS office. Office locations can be found at:
http://www.IPGS.gov.nl.ca/empservices/IPGS_Employment_Centres.pdf

5. Employment Assistance Services Program - Additional Terms & Conditions

5.1 Incarcerated Individuals

To help incarcerated individuals obtain employment as quickly as possible upon their availability for employment, EAS Sponsors may offer outreach services to them prior to their release. Individuals in need of employment services and about to be released may participate. These would include individuals about to be on Day Parole, Full Parole, Statutory Release and Warrant Expiry.

The services offered by the EAS Sponsor may include, but are not limited to, résumé writing, job finding services, client assessment, case management, and counseling.

EAS Sponsors who have a correctional facility in their area of service may provide outreach services to incarcerated individuals about to be available for work (up to six weeks before their scheduled release date).

Support may only be made available to the individuals outlined above for employment assistance services that are not otherwise being offered or individuals that are not otherwise being supported through other services (e.g. pre-release services offered through the correctional facility or the John Howard Society/Elizabeth Fry Society). Individuals already on conditional release can access EAS through the regular channels.

5.2 Sponsors Experiencing Labour Disputes

No negotiations for a contribution agreement will be conducted with an organization that is experiencing a labour dispute.

5.3 Disposition of Capital Assets

If capital assets are purchased a negotiation should occur to determine how they should be managed when the agreement ends.

5.4 Privacy Considerations

In order to minimize the risk of an employer-employee relationship between the Employment Assistance Services provider and the province, the province cannot be overly prescriptive in how the EAS provider will carry out its activities. It is for this reason that there are special privacy, financial management and accountability considerations involved in funding the activities.

EAS providers are required to collect personal information from individuals in order to verify their qualification as insured participants, as well as to enable the Department to evaluate the activities in assisting individuals to obtain employment.

EAS providers are also responsible for informing individuals of the purposes for which their personal information is being collected, and obtain consent for the sharing of that information with the province. They must also inform clients of their rights under the provincial Privacy Act to view their personal information when it is held by the province as a result of the disclosure. It must be documented also that the individual consents to the use and sharing of that information as it has been explained to them.

EAS providers are required to treat all information about the participants that it collects or compiles as confidential and ensure that all necessary measures have been undertaken to protect the information against unauthorized release or disclosure. This includes appropriate care in their use of electronic forms of information record keeping, information sharing, and the disposition of computers and similar electronic storage devices when being replaced or no longer used for project purposes.

Information the Coordinator will collect from participants:

- a. Make inquiries of the individual to confirm that they are unemployed
- b. Where the individual is confirmed to be unemployed, collect from the individual and provide to the department the following information about the individual
 - SIN
 - Surname, given name and initial
 - Date of birth
 - Street address, including apartment number, city, province, postal code
 - Date that the client requested Employment Plan/Case Management services from the EAS provider
- c. Obtain from the department confirmation of whether or not the individual qualifies as an insured participant.

5.5 Centralized Administration (Organization Infrastructure) Eligible Cost Listing:

- Professional fees to cover centralized administration salaries
- Meeting room rentals

- Board and Volunteer travel (within Newfoundland and Labrador only)
- Director's liability Insurance
- Board expenses for meetings, food expenses in limited circumstances
- Training and Development for Board members
- Audit costs
- Additional leasehold improvements, equipment costs, office supplies, advertising, rent, repairs

5.6 Ineligible costs:

- Costs associated with fundraising activities
- Canada Revenue Agency or payroll penalties
- Parking Tickets
- Parking Passes
- Food (not typically an eligible expense except in cases where there is a modest offer of nourishment at a conference or if a working lunch is required)
- Legal fees and court awards for inappropriate dismissal
- Illegal activities
- Membership fees for private clubs, i.e. gyms, golf courses, etc.
- Staff salary bonuses
- Since there is flexibility to make adjustments to salaries under the new wage policy, no further salary top ups or increase in hours for individuals negotiated in the wage category is allowable under administration.
- Purchase of alcoholic beverages
- Purchase of illegal substances
- Unreasonable gifts for recognition
- Costs incurred before the start date or after the end date of the project
- Losses and deficits incurred by funded organizations

5.7 Roles and Responsibilities

Immigration, Population Growth and Skills (IPGS):

Defining the program sets baseline standards for service delivery and quality.
This includes:

- Designing the program and setting program policy
- Providing service guidelines
- Developing reporting requirements and tools
- Clarifying service delivery and performance expectations
- Providing advice and guidance that clarify Immigration, Population Growth and Skills (IPGS) expectations

- Ensuring transparency and accountability by monitoring and evaluating delivery performance against agreement commitments and guideline compliance
- Providing opportunities to eligible recipients to express an interest in developing proposals through transparent and fair competitive business practices
- Ensuring that agreements are consistent with the criteria established for the specific employment benefits or support measures
- Setting out explicit objectives and results to be achieved in the agreement
- Negotiating and entering into agreements with selected service providers to deliver programming under a specific *employment* benefit or support measure
- Conducting a thorough risk assessment to determine appropriate monitoring requirements;
- Monitoring the terms of the agreement including administrative and financial activities and review client activities
- Ensuring that the service provider is compliant with privacy requirements as outlined in the terms of the agreement regarding personal information and obtains the appropriate releases from clients for information sharing purposes
- Ensuring that the claimant has provided adequate documentation to support the Section 25 referral; and
- Providing the claimant with confirmation of the Section 25 Referral.

Service Providers:

Deliver services in accordance with agreement, service guidelines, performance and accountability requirements and standards.

This includes:

- Implementing the project as set out in the agreement
- Promoting its particular project activities in the community and making them known to clients
- Planning, implementing and evaluating service delivery strategies and operational plans including procedures to enable the timely identification of risks to the employment service and strategies to address the identified risk, to achieve agreement commitments
- Implementing processes and procedures that support client and agency-level service decisions consistent with program design and policy
- Providing service approaches to accommodate the varied needs of clients
- Providing information and referral to programs and services and/or to other programs and services offered in the community
- Providing advice to clients as needed
- Submitting reports as requested by Immigration, Population Growth and Skills
- Managing resources including:
 - Allocating funding to meet agreement commitments
 - Providing budget and financial oversight and assuming full responsibility /accounting for funding
 - Implementing effective financial and data reporting systems
 - Making any and all payments and deductions required by law with respect to the staff employed to administer the project including those required for Canada Pension Plan, Employment Insurance, Worker's Compensation and Income Tax

- Managing business systems including:
 - Developing, implementing and evaluating systems to effectively manage such things as human resources, information, agency and community-level communications and customer service
 - Developing and sustaining organizational capacity to deliver the employment service
 - Maintaining current and relevant information to meet client information and referral requirements.

EAS providers cannot charge fees for services

The EAS site must be available and accessible to clients during established business hours.

5.8 Duration

The maximum duration of an EAS agreement is three years.

An unemployed participant may continue to be provided part-time or intermittent assistance under an EAS agreement for services for as long as the services are required for the participant to achieve the employment objectives laid out in his/her Employment Plan.

5.9 Eligible Activities

EAS projects may include the following eligible activities to help unemployed individuals find and maintain employment. These activities may be accessed by participants as standalone services or in combination.

Needs Determination: is the first step in gathering information on the unemployed individual's employment situation, identifying an employment need(s) and may result in the development of an Employment plan and commitment to it. Needs Determination is usually of short duration and usually occurs only once. Assessments are based on the 4 employability dimensions of:

- Career Decision-Making;
- Skills Enhancement;
- Job Search Skills and;
- Employment Maintenance.

An Employment Plan is a mutually agreed upon plan of action that outlines the steps to take the individual from a situation of unemployment to finding and maintaining employment.

Completing application forms: is assistance to individuals in the completion of application forms for employment interventions. Assistance is given at the individuals' request and on their behalf.

While assisting a participant to apply to the Department of Immigration, Population Growth and Skills for an employment benefit or other program, the sponsor may help the participant in determining his/her financial ability to participate in the employment benefit or other program.

Employment Counseling: is a more in-depth evaluation of an individual's employment needs. Employment counseling may be required when a Needs Determination interview has identified complex employment issues which necessitate further exploration before an employment plan can be developed.

The ultimate goal of Employment Counseling is to have the client develop a realistic employment plan to resolve employment difficulties and achieve and maintain employment. Employment counseling is a participant-centred approach that is characterized by:

- Helping participants to assess their job readiness and to identify their own employment needs;
- Focusing on the required activities that will lead to sustainable employment; and
- Involving the participants in deciding what activities will assist them to achieve and maintain suitable employment in a timely manner.

Employment counseling may involve one or more interactions depending on the participants' needs.

Group Job Search: involves a structured approach designed to help participants develop the skills they require to conduct an independent job search.

Activities may include employment workshops of short duration to assist unemployed individuals to search for and to return to work as quickly as possible. The duration of these sessions is dependent on the needs of the participants. (½ day to several weeks). To be captured for statistical purposes the sessions must be a minimum of 2.5 hours.

These workshops focus on job preparation; job search; career/occupational choices including self-employment; and accepting, starting and maintaining employment. These sessions are conducted in a guided environment (i.e. set format with facilitator) in order to provide the individual participants with an opportunity to practice those job search skills while information is shared.

Life skills may be offered as a component of Job Search Activities. Life skills are defined by the Conference Board of Canada as a range of behaviors and abilities needed for an individual to function effectively within society. Life Skills supported by EAS should be those required to help participants find and maintain employment.

In exceptional circumstances short-term workplace training courses may be included in full-time EAS programming.

Case Management and Follow-up: is the participant follow-up by a case manager that starts with the agreed upon employment plan and ends when the participant secures employment or no longer requires employment support.

A case manager is a person assigned to an individual to help him/her develop an Employment Plan and to assist in carrying it out.

There are 2 components to Case Management and Follow-up:

1. Client Tracking and Data Capture: Tracking of a participant's progress throughout his/her employment plan documented on LaMPSS , Contact IV or a similar case management system.

After completion of the employment plan activities, the action plan is closed. If the status of the participant is "not employed", the participant is followed up 12 weeks after the action plan closure. This follow up will capture employment results and the case manager may offer further employment assistance as appropriate.

2. Enhanced Case Management: To maximize certain participants' chances for success more active support may be provided by the case manager throughout the employment plan process, and perhaps after, to:

- provide support to the participants as required;
- monitor the suitability of the intervention;
- identify and address any concerns; and
- provide post-employment support as needs arise, (even after file closure) if required to ensure successful maintenance of employment.

If no employment need is identified through the Needs Determination or, if the individual is not willing to commit to an employment plan, Case Management will not occur and the individual will be referred to the self-serve resource centre. Case management cannot be funded as a standalone project, i.e. the third party cannot solely perform case management functions as this would be considered a service to IPGS.

5.10 Activities Offered in Limited and Exceptional Circumstances

Job Coaching (transitional employment support)

Job Coaching (transitional employment support) is the provision of job specific technical support by a job coach to assist individuals to develop their knowledge and thought processes with respect to tasks required for their new job.

On-site Job coaching is allowable under EAS for those participants who face serious employment challenges and who need this support to assist them in reaching some level of self-sufficiency in the job for which they have been hired. When offered it must be part of the specific participant's Employment Plan. The individuals must have been unemployed at the time they became EAS participants.

Job Coaches are allowable under EAS for a maximum of 12 weeks full-time support with a part-time, steadily decreasing support of up to a maximum total of 26 weeks of job coaching.

Diagnostic Services

Diagnostic Services are employment related assessments provided by professionally qualified diagnosticians in the public or private sector. These assessments may be provided to specific participants so that they will understand the employment implications of physical, social, intellectual and/or psychological traits which may affect their ability to participate in certain employment.

Diagnostic Services may be provided by an EAS provider directly, or through a third party contracted by the EAS provider. The EAS coordinator must not charge individuals for their assessments.

When an EAS provider purchases diagnostic services from a third party the arrangements must respect directives regarding contracting and subcontracting with a non-arms-length organization.

Marketing Clients to Potential Employers

EAS can provide support to market clients to potential employers for sustainable employment when the participants are unable to successfully market themselves. In such instances, the project would work collaboratively with participants to identify their employment needs and may provide the following supports as required:

- provide prospective employers with information on available and appropriate clients and hiring incentives;
- attend job interviews with the participant;
- follow-up with the employer to find out interview outcomes;
- provide participants with feedback on why they were not hired.

Unpaid/Volunteer Work Placements

Many people in need of work experience are non-insured individuals, such as new entrants into the Canadian labour market, persons with disabilities, or the long-term unemployed returning to the labour market. It is permissible, in certain circumstances, that EAS be used to provide longer-term (up to eight full-time weeks) unpaid/volunteer work placements. For persons with disabilities that prevent them from working full time, a longer placement may be supported to a maximum of (the lesser of) 12 weeks or 320 hours.

Although the provision of unpaid/volunteer work placements is an acceptable EAS activity, it is recognized that the implementation of this option will be entirely determined by participant need as determined in their employment plan, local labour market needs, priorities and other variables such as availability of appropriate employers.

Work experience should normally be provided to insured participants through Wage Subsidies (WS) or Job Creation Partnerships (JCP).

(See Annex A for conditions pertaining to support for unpaid work placements)

Practice Firms

In limited, exceptional cases the practice firm model may be supported through EAS. In addition to job search skills and active job search assistance, practice firms provide participants with a work experience orientation involving a "simulation" of commercial activities similar to real business.

Normally, practice firm participants have skills or accreditations related to a specific occupation but are lacking hands-on experience in an office setting. Occupational opportunities in a practice firm may include, but are not limited to, secretarial work/office automation, accounting, sales, purchasing, information systems, computer graphics, human resources, communications, marketing, translation and records management. Practice firms provide participants with hands-on work experience while they are conducting an active job search.

Participant intake is usually continuous.

Inclusion of Short Orientation or Training Sessions

In exceptional circumstances in which the EAS objective of assisting unemployed individuals with transition into employment is better accomplished with inclusion of short-term training¹, some short orientation or training sessions may be included if all of the following conditions are met:

- They form part of full-time group-based employment assistance programming for participants (such as job finding clubs).
- They constitute a small part of the overall employment assistance activities being offered through the full-time EAS program. A course or courses, included in EAS programming cannot exceed the equivalent of 5 days in total or 1/3 of the full-time EAS programming, whichever is less. If the EAS program includes life skills, the time allotted for orientation or training sessions and life skills cannot exceed this amount.
- The course(s) is not specific to one employer. (It can, however, be specific to one employment sector, such as hospitality).
- The course(s) is not normally offered by employers or free of charge in the community.
- Following participation, the EAS participants intend to immediately look for employment rather than participate in Part II benefits or other labour market programming.

When is it appropriate to include short orientation or training sessions in EAS programming?

- This policy should be applied in response to labour market situations in which there are significant numbers of entry level positions going unfilled (normally in one sector), and there are available unemployed workers who, with supported job search that includes some short, focused training may successfully fill these positions.
- IPGS officials may determine that a particular industry, for example, the hospitality industry, has a high demand for workers who require very little assistance to be considered job ready for work in an occupation in that industry. In such a labour market, EAS projects may be funded

¹ Examples of short orientation or training sessions that could be considered are the 3 hour Smart Serve course; the one day Food Safe course; the 2 hour WHMIS course; and the 7 hour SuperHost Course.

with programming customized to assist individuals who are interested in employment in the targeted industry. An example of a sector targeted EAS could be a four week hospitality job finding club that includes up to five days of short orientation or training sessions that would improve participants' chances of quickly securing employment in that sector.

5.11 Employment Insurance Part I Implications

Individuals collecting EI Part I benefits and participating in a full-time in EAS activity that includes some short-term courses, as funded under the above policy, may be considered available for work because their participation will pose no restrictions on their acceptance of employment or their hours or days of availability.

5.12 Ineligible EAS Activities

- EAS cannot be used for purposes unrelated to employment services for the unemployed (e.g. generic financial counseling; personal counseling; addictions; substance awareness and/or drug and alcohol prevention/information or counseling).
- EAS cannot be used to support EI Part I activities, such as EI claims-taking.
- EAS cannot be used to deliver Group Information Sessions which exclusively consist of IPGS information. The provision of such sessions is a service to IPGS. Group sessions that provide information on community employment programs, including IPGS employment programs, as a resource that EAS participants can access is, however, acceptable.
- EAS must not be used to replicate EI benefits such as Self-Employment Assistance or Skills Development for EI eligible and non-eligible participants. The focus of EAS should be on short-term interventions to assist the unemployed to obtain and maintain employment and it cannot be used to circumvent the intent of Part II of the EI Act with respect to eligibility requirements of Part II benefits.
- EAS must not be used for stand-alone case management, tracking for accountability, follow-up or financial assessment if the counseling or return to work action planning was done by IPGS. Such functions would constitute a service to IPGS.

5.13 Relationship to Employment Benefits and Other Programming

When called for in employment plans developed through the EAS project, EAS may assist eligible clients to access the EI Part II employment benefits or other programming. However, EAS must not be used to assist in the delivery of the employment benefits or other programming. EAS is funded with contribution funds therefore IPGS cannot receive a service in return for its money. Assistance in delivering the employment benefits or other programming would be a service to IPGS.

If a client's employment plan calls for the client to take part in a given employment benefit or other program, EAS can assist the client to apply to IPGS for that employment benefit or other program (e.g., Skills Development or Self-Employment) or help the client to locate an employer that is willing to hire the client (e.g. Wage Subsidies). The EAS could also assist the employer to make an application to IPGS under WS. Assistance in making an application may include making a recommendation to IPGS, but it is important that IPGS assess and make its own decisions on all applications.

If a client's employment plan calls for participation on a Job Creation Partnerships or similar project, the EAS Sponsor can inform the client of existing projects that might be suitable or suggest that the client go to IPGS to obtain such information.

The EAS must not prepare agreements and schedules with clients, employers or other recipients of program funds on behalf of IPGS. It may assist them to prepare applications because that is done on behalf of the client/employer.

When a client's employment plan calls for participation in an employment benefit or other program, it is not appropriate for the EAS to negotiate, on behalf of IPGS, the financial assistance that the client will receive while on the employment benefit or other program. That would be a service to IPGS. However, while assisting a client to apply to IPGS under a given employment benefit or other program, the EAS may work out with the client, in detail, his/her ability to contribute to the costs of participating and what financial assistance the client will need to apply to IPGS for. While the EAS may make a recommendation to IPGS regarding an application, IPGS must come to its own decision. EAS financial discussions with clients must not be done through an agreement that is set up for this purpose only, but in the context of counseling and employment planning with the client.

5.14 Insurance

It is the responsibility of the EAS provider to ensure that there is appropriate insurance coverage for bodily injury and personal injury for their staff and participants, and for property damage. In situations where workers' compensation is not mandatory, it should be recommended to EAS Sponsors that they obtain coverage for their employees. All insurance costs linked to the project are legitimate costs of carrying out the activities of the project.

In the event that insurance coverage is not available or insufficient, IPGS has a Comprehensive Commercial General Liability Insurance (CGLI) policy that provides:

- third party liability insurance, and
- voluntary compensation

The third party liability insurance protects the project, the staff and the participants from the liability of bodily injury, property damage and personal injury claimed by a third party. The third party liability insurance does not compensate the third party for bodily injury, property damage and personal injury – it protects the insured from the liability.

In Newfoundland and Labrador, the Provincial Office has an arrangement with the Workplace Health, Safety and Compensation Commission, thus the voluntary Compensation is not required.

The Comprehensive Commercial General Liability Insurance does not replace or supersede the requirement for an EAS Sponsor to purchase workplace insurance (WCB and Third Party Liability Insurance).

If any participants or participating organizations have existing insurance, the coverage provided by CGLI shall serve, on a contingency basis, to provide indemnity over and above the Sponsor's existing insurance (i.e. "Difference in Conditions" or in excess of the limits of any other existing insurance). CGLI is used only after all other insurance sources have been used.

IMPORTANT NOTE: If an EAS participant is injured doing activities that are not part of the project, CGLI would not apply. In this case, if there is no WCB coverage, the Sponsor might be liable.

5.15 Financial Assistance to Participants

Living Allowance while Participating in EAS

Participants are not eligible for a living allowance while participating in an EAS intervention.

Active EI Part I and Availability for Work

An EAS participant, who is in receipt of EI Part I, is considered to be available for work and will continue to receive his/her benefits during his/her benefit entitlement period.

Financial Assistance through Income Support

Participants receiving Income Support can often continue to draw those benefits while participating in EAS activity. Participants should discuss this with the Income Support Division of IPGS.

Incremental Costs

The EAS provider may provide direct financial assistance for the following incremental costs to participants:

- Dependent care
- Transportation to and from the EAS
- Disability needs costs related to the EAS activities in which they are participating

Interruptions of EAS Activity Due To Strikes, Labour Disputes and/or Uncontrollable Events such as Natural Disasters/Pandemics

In the exceptional circumstances where the participant is receiving other incremental supports such as dependent care, disability needs, and transportation, these supports should be suspended as soon as possible, unless the participant provides a reasonable rationale for these supports to continue.

5.16 Financial Assistance to EAS Sponsors

Financial assistance may only be provided to Sponsors for costs directly related to carrying out the EAS project, up to the maximum amount stipulated in the contribution agreement.

Each cost must be a legitimate, necessary and reasonable expense in order to carry out the activities of the project (for example: entertainment costs, club memberships, bonuses, fines or penalties, depreciation on fixed assets and director's fees or honoraria are not eligible.)

ANNEX A – Unpaid/Volunteer Work Placements

Statement of Policy:

Given that many people in need of work experience are non-insured individuals, such as new entrants into the Canadian labour market and persons with disabilities, or the long-term unemployed returning to the labour market, it is permissible, in certain circumstances, that EAS be used to provide longer-term (up to eight full-time weeks) unpaid/volunteer work placements. For persons with disabilities that prevent them from working full time, a longer placement may be supported to a maximum of (the lesser of) 12 weeks or 320 hours.

Although the provision of unpaid/volunteer work placements is presented as an acceptable EAS activity, it is recognized that the implementation of this option will be entirely determined by participant need as determined in their Employment Plan, local labour market needs, priorities, and other variables such as availability of appropriate employers.

Work experience should normally be provided to insured participants through Wage Subsidies (WS) or Job Creation Partnerships (JCP).

Background:

Unpaid/volunteer placements have been demonstrated to be an effective tool for integration into employment of some target groups without previous or recent labour market attachment. In the case of newcomers for example, this arrangement has benefited individuals by linking them to potential jobs in their field, or failing this, by providing Canadian employment experience that may assist them in their job search.

Funding for activities in support of unpaid work or volunteer placements ended when potential risks to participants and employers were identified. These risks included concerns about workplace insurance protection, employment standards in the workplace and employer/employee relationship.

Definitions:

“Host employer” is defined as the organization where the participant will be placed.

“Placement” is defined as any situation where an EAS participant is to be at a worksite. The worksite could be for-profit or not-for-profit organizations. This term encompasses both volunteer and unpaid work placements.

“Unpaid work placement” is defined as a situation where the individual is placed with a host employer in a position, which would normally be paid, to gain work experience and assist individuals in meeting the objectives set out in their Employment Plan.

“Volunteer work placement” is defined as a situation where the individual is placed with a not-for-profit organization to gain work experience and assist individuals in meeting the objectives set out in their Employment Plan.

Conditions:

- The case manager must establish through the Employment Plan process that the work/volunteer experience is necessary in order for the participant to successfully gain appropriate employment.
- The case manager must identify through the Employment plan process that the participant is relatively job ready, and that an eight week (or 320 hour or 12 week in the case of persons with disabilities) placement should be sufficient for employment success.
- Placements must not replace a non-subsidized employee entitled to the position (i.e., no displacement of existing or potential employees, or replacement of employees on layoff).
- Union concurrence must be obtained where applicable.
- Placements must be selected on the basis of participant background, interests and needs, rather than the host employer or Sponsor needs. Host employers must not consistently staff any one position with placements (i.e., case managers must ensure that host employers are not exploiting the availability of unpaid/volunteer work placements).

ANNEX B – Funding of Practice Firms

The Practice Firm Model

The purpose of the practice firm model is to assist persons in need of different support than that offered by traditional Employment Assistance Services (EAS), to successfully make the transition to employment. In addition to job search skills and active job search assistance, practice firms provide participants with a work experience orientation involving a “simulation” of commercial activities similar to real business.

A practice firm operates exactly as a real company operates, with the exception of the fact that real money and products are not exchanged. Normally, it emulates one or more community businesses that act in an advisory capacity to the operation of the “mock” company. Among other things, these firms make their marketing materials such as catalogues and brochures, available to the practice firm. As well, the realistic office experience is enhanced by participants conducting virtual business transactions with participants of other practice firms throughout the world.

Practice firms are intended for clients who require familiarization and experience with the daily operations of an office in order to gain employment. Normally, practice firm participants have skills or accreditations related to a specific occupation but are lacking hands-on experience in an office setting.

Occupational opportunities in a practice firm may include, but are not limited to, secretarial work/office automation, accounting, sales, purchasing, information systems, computer graphics, human resources, communications, marketing, translation and records management. The practice firm will provide participants with the opportunity to acquire hands-on work experience in their fields while conducting an active job search. Participant intake is usually continuous.

An example of a practice firm would be a “mock” business that buys and sells Canadian crafts. In this instance, the sponsor of the firm would be an actual company that sells Canadian crafts, and provides ongoing guidance to ensure that the operation of the practice firm is realistic. The office might include job opportunities related to human resources and personnel, marketing and sales, accounting, and information technology. The office would network and exchange virtual goods and services with other practice firms such as “virtual” publishers, distributors, and retailers. Most of the office “employees” would be the participants needing employment assistance. Along with the participating “employees”, there is core staff such as a manager and job coach who is paid wages under the EAS agreement.

Issues related to funding Practice Firms through Employment Assistance Services

Where IPGS identifies a gap in service that could be best filled by a practice firm project, it has been determined that EAS is the appropriate NLBM funding mechanism. However, some aspects of the traditional practice firm model must be modified in order to meet EAS criteria. For this reason, the following considerations should be weighed carefully in the development and/or assessment of practice firm proposals to be funded through EAS.

1. **Purchase of Training:** Training cannot occur at a practice firm that is funded through EAS. Because IPGS cannot purchase training, practice firms funded through EAS must be targeted to people who already have the necessary knowledge and skills to work in an office setting. Proposals must be assessed to ensure that our contribution covers the costs of employment assistance activities only. The simulated work experience can be considered an employment assistance activity as long as it is provided as an orientation to office employment and not as an opportunity to provide training in office skills.

2. **Duration:** EAS is meant to be a short-term intervention to assist job-ready individuals to become employed. For example, the Job Finding Club (JFC) model has been an effective EAS intervention, normally of three weeks in duration. In assessing the need for a longer and more costly intervention such as a practice firm, it is important to determine that there are a significant number of unemployed individuals whose labour market needs cannot be effectively met through existing programming, and who would benefit from the practice firm model.

The maximum length of participation for a participant in a full time EAS project is twelve weeks. In assessing a practice firm proposal it is important to negotiate a reasonable average participation duration based upon the employment assistance activities required to achieve positive results for the identified target group.

Participants

Practice firms may help to fill a gap by assisting those people whose work experience needs cannot be met through JobsNL, Job Creation Partnerships or locally available employment services. For example, the work experience orientation offered by a practice firm may be helpful to new entrants into the Canadian labour market or to assist the long-term unemployed in re-entering the labour market. As well, unemployed Canadians who have qualifications but lack hands-on experience may benefit from participating in a practice firm. However, in the case of clients who are not job-ready due to a lack of skills, participation in a practice firm should not replace skills development as a first step in their action plan.

Policy for participants in receipt of Employment Insurance (EI) benefits Because of the significant job search component in practice firm participation, participants in receipt of EI benefits are considered to be available for work and should indicate such on their EI cards.

6. Contact Information

For any clarification or additional information, please contact your Agreement Manager directly or call 1-800-563-6600.