

EAS

Employment Assistance Services

PROGRAM GUIDELINES

Yukon Education / Labour Market Programs and Services

For use by those individuals and organizations that provide or intend to provide employment-related services.

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1. Employment Assistance Services – Program Description

Employment Assistance Services is a program administered by Labour Market Programs and Services – Yukon Education as part of the Labour Market Development Agreement with the Government of Canada. Funding for the program is derived from Part II of the Employment Insurance Act. The program meets the second goal of the Comprehensive Skills and Trades Training Strategy under the Labour Market Framework: “To facilitate and improve learning and employment transitions.”

Objective

To assist eligible participants to find and obtain employment, or to develop the skills necessary to maintain employment.

Eligible Recipients

Businesses, (including crown corporations), organizations (formal, ad hoc or partnerships), individuals, municipalities, First Nation organizations, governments and councils, public health and post-secondary educational institutions.

Eligible Participants

Individuals who are unemployed and legally entitled to work in Canada, who are available for and actively seeking employment.

Key Principles

- The program is centred on employment-related services provided to Participants with a strong focus on Case Management and Participant follow up.
- The successful Recipient will have demonstrated a labour market need for the services and activities that it offers.
- Participants will not be charged a fee for services or activities provided under this program.
- Services offered will have measurable outcomes consistent with the program objective. A successful proposal should demonstrate that each activity assists Participant(s) in finding, obtaining or maintaining employment. The Recipient must provide a plan and method for measuring outcomes.
- This program is designed to work with other services offered within the labour market. The successful Recipient will be able to demonstrate solid networks within the community and strong labour market knowledge.

2. Developing an Employment Assistance Services Project

A successful Employment Assistance Services application must clearly identify a labour market need in the target community and propose the provision of services and activities intended to meet that need.

The application must identify how the need was determined and should be able to demonstrate broad community support. This includes previous project outcomes, existing sources of labour market information such as published studies, research instruments and surveys, and specialized expertise including, of course, that of the Applicant. The application should also demonstrate that it is not providing a duplicate service for the same Participants in the same labour market.

Finally and most importantly, the application must contain a proposal for a specific project aiming to

address the identified need. This proposal must include the following:

- A measurable project objective;
- A plan of activities designed to meet that objective;
- The expected and measurable results of these activities;
- A detailed budget to support these activities, including your funding request to Yukon Education plus any other sources of funding or contribution to the project;
- The time frame during which your project will occur; and
- The targeted Participants of your project.

All organizations seeking funding under Employment Assistance Services **MUST** be registered users of the Genie system. If you are not a Genie user at this time, please contact an Officer at Yukon Education prior to submitting an application under this program. Contact us at 1-800-661-0408, local 5131 to obtain more information.

Project Description

The Objective

The application must include a single sentence objective statement which is crafted using the S.M.A.R.T. criteria (**S**pecific, **M**easurable, **A**ttainable, **R**elevant and **T**ime limited) in the following format:

<<YOUR ORGANIZATION>>, will assist a minimum of <<NUMBER>> eligible Participants to find or obtain employment [or to gain skills required to find, obtain or maintain employment], resulting in <<NUMBER>> gaining or returning to employment by <<PROJECT END DATE>>.

Targeted Participants

The application must specify the target Participant(s). While each Participant must meet the program eligibility requirements, the application should also include any demographic or geographic targets or limits to the service offering. The following are the eligible demographic categories for Participants.

<ul style="list-style-type: none">• Aboriginals• Active EI Claimants• Displaced Workers• Females• Francophones• Immigrants• Insured Participants	<ul style="list-style-type: none">• Males• Older Workers• Persons with Disabilities• Social Assistance Recipients• Visible Minorities• Youth• Youth with Employment Barriers
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The application must include projected numbers in each Participant category. Please note that a Participant may be part of more than one group.

The Activities and Expected Results

For each activity or service in your project, you must provide the following information:

- Select an activity type from the list below
- Provide a description detailing the specific nature of your activity
- The location for your activity
- The expected cost for the activity (if requested)
- The number of Participants this activity is expected to serve
- The expected results in terms of Participant outcomes (e.g. number completing, number employed)

Eligible activities for consideration are as follows:

Information Access - Resource Centre

Provide self-serve information access via a Resource Centre. It is expected that the EAS provider will maintain a resource center with the following information available for unemployed Canadians; LMI information, computer access, job postings, newspapers, and resource library.

Information Access - Website

Self-serve information access via the Internet.

Job Search - Workshops

Deliver a workshop style learning experience - short group sessions to enhance the skills needed to conduct a successful job search, such as: resume writing; interviewing; job search strategies; networking.

Case Management - Assessment

Assessment of a Participant within the context of case management - gathering background information, setting an employment goal, documenting the Participant's barriers within employability needs dimensions, and determining appropriate next steps.

Case Management - AP 1_ Development

Development of a mutually agreed upon Participant Action Plan consisting of a series of interventions taking Participant from a situation of unemployment to finding and maintaining employment.

Case Management - AP2_Management

Monitoring and adjusting the Participant Action Plan as the Participant completes the planned interventions to ensure that the plan is being followed and is achieving expected outcomes.

Case Management - AP3_ Follow-up

After completion of a Participant Action Plan, follow-up by the case managing organization at specified time intervals in order to record updated information about the Participant's employment status.

Job Search - Individual

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.

Assessment - Career Counselling

An in-depth evaluation of an individual's career development options by a qualified counsellor who specializes in helping Participants with complex employment barriers.

Assessment - Diagnostic Referral

Referral to professionally qualified diagnosticians to assess physical, social, intellectual and/or psychological traits which may affect a Participant's ability to participate in certain employment. Examples – Neuropsychological Assessment by a registered psychologist to diagnose learning disabilities, or a Functional Assessment by a registered Occupational Therapist.

Job Search - Job Development

Working intensively with multi-barriered Participants to develop appropriate employment opportunities that are reflective of Participant skills as well as employers' human resource needs.

Work Experience - Job Coaching

Orientation to a workplace/ specific duties supporting transition to employment intended to assist the Participant in reaching the maximum level of employment capacity.

Awareness - Employer Engagement

Services that increase employer awareness of labour market issues in the community and enhance employer engagement towards proactive solutions.

The Budget

The application must include a budget to support the activities in your project. The eligible categories for the Employment Assistance Services program and a description for each are in the table on the following pages. The budget should be calculated for the total anticipated expenditure for the project and include other sources of funding or in-kind contributions required or expected at the time of application.

All budgets must include:

- a detailed calculation;
- a description and a rationale for the projected expenditure;
- each eligible expenditure categories should be clearly linked to planned project activities, and
- a monthly forecast of project expenditures.

Goods and Services Tax (GST):

Your organization may not be eligible to claim costs associated with GST unless you are exempt from paying all or a portion of it. Most organizations are only eligible to claim a portion of GST. If your organization is not exempt from paying GST, it should not be included in your eligible costs budget. If you are, only that portion which you are exempted from is eligible. Please consult with Canada Revenue Agency if you are unsure. If you are claiming GST costs due to an exemption, they should be included in the category that contains the taxed expense. For example, GST on “Program Materials” expenditures should be included in the “Program Materials” category.

Eligible Expenditure Categories	Description
Project Delivery	Expenditures in this group are directly consumed by the Project.
Staffing	Expenditures associated with employees hired specifically for the project, or existing staff who are assigned specifically to project activities.
Wages/Salaries	Includes both wage and salary workers. Does NOT include contract workers who are not a part of the organization's normal payroll.
Mandatory Employer Related Costs (MERCs)	Employment Insurance (EI), Canadian Pension Plan (CPP), Mandatory Vacation pay (only if paid out), and Yukon Workers' Compensation Health and Safety Board (normally WCB). Calculated based on percentage of Wages/Salaries.
Employer cost HR Benefits	Employer costs associated with staffing such as additional benefits, group insurance premiums, pension plan contributions, medical & dental plans, fringe benefits, etc. These costs must to be supported by the organization's existing HR policy.
Participant	For projects which provide a service to targeted Participants (e.g. unemployed Yukon residents)
Professional Fees	Third party professionals providing a service to the project directly to project Participants (e.g. guest instructors).
Dependent Care	Payments for professional child care services provided by a certified child care provider, paid either to the Participant or directly to the institution.
Disability Related Supports	Payments to support expenditures associated with a disability, whether the payment is made to the Participant for the purpose, or paid directly to the provider. Includes Participant supports such as note takers, sign interpreters, adaptive technology and applicable staff training.
Transportation	Commuting costs (bus passes, mileage, allowance for local transportation), but <u>not</u> Travel.
Program Materials	Materials which are necessary for the project that will be used or consumed by project Participants such as supplies, books and testing materials.
Special Events	Expenditures associated with planned project events of a public nature (e.g. Participant completion activities, Skills Canada competitions, Participant presentations).
Other Participant Costs	A very seldom used category where there is no possibility of using another existing category
Operating	Operating expenditures are those costs directly consumed by the project, but not for Staffing or Participants.
Recurring	Costs for which a regular bill or invoice is normally received such as banking, phone, Internet, fax, postage, courier, printing, photocopying utilities, annual membership fees and dues.
Professional Fees	Work provided by third party professionals such as: janitorial, bookkeeping, equipment maintenance, security and legal fees. Note: Does not include fees that are already captured in Participant Professional Fees.

Eligible Expenditure Categories	Description
Honoraria	Services provided by third party professionals or non-professionals for whom there is no service contract (e.g. mentoring, elder counseling).
Staff Development	Expenditures associated with project staff development which is necessary and beneficial to the project. Such benefit should be apparent during the project term or during predictable project activity post-project. (e.g. duty to accommodate training, professional conferences). Travel costs associated with this activity are captured in Travel below. Travel outside the Yukon requires specific authorization by Yukon Education.
Equipment	Items necessary for project that do not meet the conditions of a 'Capital Expenditure' as outlined below. Includes purchase, lease, and rent of computers, fax machines, photocopiers, furniture, and software, including renewals, staff accommodations and disability supports.
Facility Lease/Rent	Costs associated with procurement of project facilities such as Office rental, off-site training rooms, etc. Includes applicable lease/rent costs for both Non-Applicant owned and Applicant owned premises. For Applicant owned premises, the following formula will apply: 85 per cent x fair market value.
Leasehold Improvements	Includes applicable renovations/refit/leasehold improvement costs required to a facility (Non-Applicant owned and Applicant owned premises) that are necessary for Project delivery, and only if they are not part of the lease agreement between the Landlord and Recipient.
Maintenance	Costs associated with regular repair and upkeep of project facilities and equipment.
Advertising and Promotion	Includes radio/media ads, posters, signage, brochures, flyer production, and other promotional items.
Office Supplies	Standard consumable costs required to run the day to day operation of the project such as paper, pens, pencils, media discs and USB drives, small devices (staplers, envelope openers) paper clips and staples, provided the items do not meet the conditions of a 'Capital Expenditure'.
Travel	Planned travel costs provided to project staff, boards and volunteers as part of the project. Eligible only where there is a specific, dated travel plan in the project activities. Includes transportation, meals and accommodations, and travel per diems. Limited to most recent maximum rates as per the Government of Yukon Travel-Management Board Directive.
Transportation	As above under Participant costs, but for project staff, boards and volunteers.
Insurance	Most projects that provide services to participants will require the Recipient to carry relevant insurance coverage such as Fire, theft, liability and accidental.
Capital Expenditures	Any item purchased for the project that meets the following criteria: 1) Valued at \$1,000 or more 2) Not consumed by the project 3) Not incorporated into the Recipient's or Project's facility. Capital items must have a disposition plan post project, said disposition at the discretion of Yukon Education.

Eligible Expenditure Categories	Description
Other Operating Costs	A very seldom used category where there is no possibility of using another existing category

Administrative	Expenditures in this group represent a reimbursement to the Recipient for utilization of their EXISTING resources on the project.
Flat Rate	<p>This category is used if the Recipient intends to negotiate a percentage calculation for Administrative expenditures AS AN ALTERNATIVE to tracking individual categories. Maximum eligible is 15 per cent of Project Delivery Expenditures.</p> <p>Note: Categories listed below are similar to those above. The difference is that these are costs that could be expected to be incurred by the organization even in the absence of a funding agreement.</p>
Staffing	
Wages/Salaries	
MERCs	
Employer cost HR Benefits	
Operating	
Recurring	
Professional Fees	
Honoraria	
Staff Development	
Equipment	
Facility Lease/Rent	
Maintenance	
Advertising and Promotion	
Office Supplies	
Transportation	
Insurance	
Banking Charges	
Legal Fees	
Other Operating	

Please note that a project budget is negotiated. The proposed budget submitted with the application represents the organization’s offer and may undergo change prior to being recommended for a Transfer Payment Agreement.

Ineligible Expenditures

The following list presents expenditures that are not admissible under the Employment Assistance Services program. Note that the list is not exhaustive. In addition, costs not negotiated by agreement signing are also not eligible without an amendment. Please contact an Officer at Yukon Education prior to submitting an application if you have specific questions regarding eligible and ineligible expenditures.

- 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 or purchases
- Membership fees for private clubs, i.e. gyms, golf courses, etc.
- Staff salary bonuses
- Salary top ups or increase in hours for individuals in the Staff Wages category under Administration
- Purchase of alcoholic beverages
- Unreasonable gifts for recognition
- Losses and deficits incurred by funded organizations

Mandatory Supporting Documentation

The following documents/information must accompany your Employment Assistance Services application.

Document	Requirements
<i>Letters of support</i>	Please provide three (3) letters demonstrating community support for the project.
<i>Job Descriptions</i>	Applicants must provide job descriptions for all positions, including positions for which funding is not requested. Each job description should include starting and ending dates, hours of work, wage rate, position title, qualifications required for this position and description of duties.

Document	Requirements
Organization Overview	<p>Please provide:</p> <ul style="list-style-type: none"> • Mission, vision or mandate of your organization • Organization type • Structure of your organization (i.e. board of directors) • Date the organization was established • History of agreements with Yukon Education or other funders, including past results • Describe why your organization is the appropriate recipient for this program. (Max two pages) • Staff experience/previous training • Number of employees • Bookkeeping /financial control • Timing of payroll (weekly or bi-weekly)
Itemized Budget Breakdown	Please use the Itemized Budget Breakdown document and provide a detailed budget description and rationale, including calculation for requested costs.
Other Sources of funding	Please provide details on other sources of funding (categories covered and amount).
Human Resource Policy	Human Resources policies. Please submit ONLY sections referring to all types of leave, travel policy, rates and employment benefits.
Service Standards	Provide copy of organizational service standards.
Labour Market Relevance	Demonstrate the needs for the proposed project and how these needs were identified; Labour Market Information (LMI), evaluations, Participant feedback, etc.
Supplementary Information	<p>Please describe case management model:</p> <ul style="list-style-type: none"> • How Participants are served • Internal processes • Intake process

3. Submitting Your Application

Once your organization has finalized the application, including the attachment of all the required templates, the application may be submitted to Yukon Education office. The application can be sent either electronically (online), by mail, by fax, or dropped off at the office.

Electronically: <https://genie.gov.yk.ca>

Fax: (867) 667-8555

Mail: Yukon Education E-1
Box 2703
Whitehorse, Yukon
Canada Y1A 2C6

Drop In: Our main offices are located at 1000 Lewes Blvd in Whitehorse, just before the Whitehorse General Hospital.

Yukon Education will assess each Applicant project according to its compliance with the terms and conditions of the Employment Assistance Services program, proper demonstration of need, relevance and significance of the project, availability of funding, organization appropriateness, and organization capacity.

4. Managing your Employment Assistance Service Project

The successful Applicants will sign a Transfer Payment Agreement with Yukon Education. The Agreement outlines the project details and activities, the budget as negotiated and agreed upon by both parties, the planned reporting periods and payments, the number of expected Participants and the general terms and conditions.

Employment Assistance Services Program Reporting Requirements

The requirements for Activity and Financial reports are outlined in the Transfer Payment Agreement on Schedule C. Normally, EAS Recipients are required to report on both Finance and Activity on a monthly basis. Additional reports may be required by Yukon Education and are due on request.

5. Contact Information

For further information please contact 1-800-661-0408, local 5131.

6. Labour Market Programs and Services Terminology

In order to better understand Employment Assistance Services guidelines, you should be familiar with the following terms.

Terms referring to Participants

Participant

Any individual we are attempting to serve or benefit with our program provision. Also known as: Client, consumer, student or apprentice.

Employed

An individual who is involved in an employer/employee relationship where the individual (the employee) undertakes for a limited or indeterminate period of time to do work for remuneration according to the instructions and under the direction or control of another person or entity (the employer).

Unemployed

For the purpose of Employment Assistance Services, this term applies to individuals who:

- are not working at all (i.e. not in an employer/employee relationship and not Self Employed);
OR
- are working less than an average of 20 hours per week and are seeking full time employment;
OR (in the case of persons with disabilities),
- are unable to work full-time AND are seeking to increase employment;
OR
- are in receipt of notice of imminent lay-off or must leave their current occupation due to medical reasons.

Self Employed

A worker who works independent of the payer, sets their own hours of work with no overseer, normally provides their own tools, equipment and facility and determines independently which jobs or tasks to undertake. There is no employer/employee relationship between the worker and the payer.

NOTE: This status is determined by Canada Revenue Agency when applied to Employment Programming.

Youth

A Youth is an individual who, at the time of application for assistance, is between the ages of 16 and 29 inclusive.

Older Worker

Yukoners legally entitled to work in Canada who, at the time of application, are 55 years of age or older.

Displaced Worker

This term refers to an employee faced with the elimination of their position or shift due to employer closure, relocation or restructuring.

Active EI Claimant

An Active EI Claimant is an individual who, at the time of application for assistance, has an established Employment Insurance Benefit Period.

Disability

A physical or mental condition or health problem that restricts the performance of a person's significant life activities for an extended period of time or on a recurring or intermittent basis.

Employment Insurance Benefit Period

The time an individual may receive Employment Insurance Benefits; normally 52 weeks. The benefit period is determined by Service Canada.

Insured Participant

An individual who, when requesting assistance, is an unemployed person:

who meets the definition of Active EI Claimant

OR

whose EI Benefit Period has ended within the previous 36 months

OR

for whom an EI benefit period has been established in the previous 60 months

AND

who was paid special benefits under EI sections 22 or 23 (maternity/parental) during the benefit period

AND

who subsequently withdrew from active participation in the labour force to care for one or more of their newborn children or one or more children placed with them for the purpose of adoption

AND

who is seeking to re-enter the labour force.

Terms referring to Programs

Eligible

An individual or organization is eligible when they meet the essential criteria ***to be considered*** for a program or project. 'Eligible' does not mean 'approved' or 'entitled', only that the individual or organization may legally apply and be considered for program or project assistance.

Action Plan

(formerly Return to Work Action Plan or RTWAP)

Developed by the Participant in collaboration with a case manager, the Action Plan is the documentation of the steps, events, interventions, timeframes and expected results necessary for the Participant to meet their service goals. In the case of EAS, this is generally gaining employment.

Case Management

Well defined process that consists of:

- 1) assessing Participant circumstances
- 2) developing an Action Plan and managing activities, and
- 3) measuring and evaluating results.

It is a collaborative process of assessment, planning, facilitation and services to meet Participants' needs.

Participant Needs Assessment

A process to determine the employment-related needs of an individual based on the four employability dimensions of career decision making, skills enhancement, job search or job maintenance.

Employment Insurance (EI) Part II

The legislative authority that creates the Labour Market Development Agreement and its associated programs. The purpose of this part is to help maintain a sustainable employment insurance system through the establishment of employment benefits for Insured Participants and the maintenance of a national employment service.

Intervention

A finite activity designed to resolve specific issues faced by an individual which prevent their finding, obtaining or maintaining suitable employment.

Recipient

An individual or organization that has been or is being provided financial assistance from the Government of Yukon as per the terms and conditions of a Transfer Payment Agreement (TPA) or an Individual Financial Agreement (IFA).

Transfer Payment Agreement (TPA) and Individual Assistance Agreement (IFA)

Funding agreement made between the Government of Yukon and the Recipient based on mutual promises and specific conditions contained in the Agreement. These are the legal instruments that will govern your proposed project or an individual's funded activity.