

# LMAPD

# Workplace Support Program

## Program Guidelines

Advanced Education - Labour Market Programs and Services

Supported employment program for employers and organizations that wish to assist persons with disabilities to gain or maintain employment.

**Version: November 2014**

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# 1. Workplace Support - Program Description

The **Workplace Support Program (WSP)** is administered by Yukon Education as part of the *Canada – Yukon Labour Market Agreement for Persons with Disabilities (LMAPD)*. The program is intended to improve labour market engagement for persons with disabilities in order to better meet the employment needs of Canadian businesses. An LMI study or a LMI study

This program meets the following goals of the Labour Market Framework for Yukon:

## **From the Comprehensive Skills and Trades Training Strategy:**

- *To facilitate and improve learning and employment transitions.*

## **From the Recruitment and Retention Strategy:**

- *To increase the recruitment of under-represented groups, such as...persons with disabilities;*
- *To increase employers' awareness of the barriers to employee retention.*

The Labour Market Framework is a strategic framework for addressing labour market issues in Yukon. For more information on the Labour Market Framework, visit the website at <http://labourmarketframeworkyukon.com>

## **Key Terms**

### **Disability**

For the purpose of applying for funding under the LMAPD, disability is defined as a physical condition, a mental condition or a health problem that restricts the performance of one or more of a person's significant life activities for an extended period.

### **Objective**

To create an employment situation for eligible participants by providing a variety of supports to employers in order to accommodate a disability demonstrated or declared by the participant.

## **Eligible Recipients**

All private and public sector employers may apply for support under the Workplace Support Program.

## **Eligible Participants**

Individuals legally entitled to work in Canada who seek to gain, maintain or return to employment. Participants may be employed, self-employed or unemployed and demonstrate or declare a disability as defined above. A priority is given to those who cannot qualify for other funding sources.

Participants must be case managed, either by a case management service or Yukon Education, and have an Action Plan demonstrating the need for services offered under this program. For more information, please refer to the section “Participant Case Management”.

## **Key Principles**

- Eligible participants engaged under this program must provide informed consent to address an identified or suspected disability.
- Participants will not be charged a fee for services or activities provided under this program.
- As there is ‘Duty to Accommodate’ legislation in Yukon, this program will not be used to absolve employers of that duty, but rather to support both the employer and the participant in developing solutions to enable effective, long-term engagement in employment.
- The program is centred on employment-related accommodations provided to participants via the employer, with a strong focus on case management and participant follow up.
- Notwithstanding the program intention, a project outcome which determines that the participant is not ready for employment shall not constitute a project failure.

## 2. Participant Case Management

Case management is a collaborative process between a participant and her/his case manager to assess, plan, and facilitate activities and services that will meet the employment needs of the participant. Each step in the case management process is important to develop an action plan that accurately reflects the participant's circumstances, existing skills, employment barriers and the related interventions. An action plan must be developed with the active input and agreement of both the participant and the case manager.

Applications for this program must be submitted or supported by a case management service sanctioned by Yukon Education. This includes:

1. Case managers funded by Yukon Education under Employment Assistance Services:
  - a. Employment Central;
  - b. Yukon Council on disABILITY (YCOD) [Whitehorse and Dawson City];
  - c. AFY Emploi;
  - d. Klondike Outreach (Dawson City);
  - e. Watson Lake Outreach.

Contact information for Yukon Employment Assistance Service providers is available on Yukon Education website at

[http://www.education.gov.yk.ca/continued/employment\\_assistance\\_services.html](http://www.education.gov.yk.ca/continued/employment_assistance_services.html)

2. Organizations that employ a model of case management, such as:
  - a. Organizations providing employment services to persons with disabilities;
  - b. First Nation Employment Training Officers, social service officers, education officers or equivalent;
  - c. Yukon Department of Health and Social Services;
  - d. Yukon Department of Justice;
  - e. Yukon Workers' Compensation Health and Safety Board.

Such organizations must employ a model that is compatible with the purpose and practice of Yukon Education's case management model.

3. Where no case management service is available, interested participants should contact Yukon Education directly. See “Contact Information”.

### 3. Developing the Application

A successful Workplace Support Program application must demonstrate the following:

1. that the participant has or suspects the presence of a disability that impairs her/his ability to gain, maintain or return to employment;
2. that a participant has been identified and is supported by a case manager;
3. there is a documented plan with goals and milestones to implement the required accommodations;
4. that an available position exists within the employer’s place of work;
5. that an employer-employee relationship exists or will be established between the employer and the participant; and
6. that the employer’s intention is to retain the participant in the position as a result of this project.

It is ultimately the employer’s role to determine whether the participant will continue in the position.

Please note: Your application must be approved by Advanced Education before the start of the position.

#### **Project Description: Objective**

The Project Description must begin with a single sentence objective which uses S.M.A.R.T. criteria (**S**pecific, **M**easurable, **A**ttainable, **R**elevant and **T**ime limited) in the following format:

<<Between [start date] and [end date], the Recipient/Employer will provide/implement [proposed employment support/accommodation] for the purpose of accommodating the disability of an existing or potential employee in order to provide or maintain employment as a [job title or placement designation]>>

## **Project Activities and Expected Results**

### **Eligible Activities**

The eligible activities under Workplace Support Program are detailed below.

#### ***Skill Enhancement – Essential Skills – Workshops***

A learning experience to enhance one or more of the essential skills: reading text; document use; numeracy; writing; oral communication; working with others; continuous learning; thinking skills; computer use

#### ***Skill Enhancement – Job Specific***

A learning experience to gain specialized skills and/or credentials that are needed for a specific job or field

#### ***Work Experience –Paid***

Paid work experience (including specific job description and accommodations)

#### ***Work Experience – Job Coaching***

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

### **Activity Description and Expected Results**

Select the eligible activity that is applicable to your proposed project or service and provide the following additional information:

- Any additional, specific description of the activity;
- The expected, measurable deliverables and results of the activity, such as successful implementation of accommodations or retention of employment post project;
- The activity's location;
- The expected cost, if distinctly measurable from other project activity (e.g., professional fees for consultation or instruction);
- The number of expected participants, if applicable; and
- Expected number who will achieve employment (if applicable).

## Project Budget

The application must include a budget to support the activities in your project. The budget should be calculated for the total anticipated project expenditures.

Your budget must be supported by:

- A detailed calculation;
- A rationale for the projected expenditure tied to your proposed activities ;
- A monthly forecast of expenditures; and
- A description of other sources of funding.

While you may use and include any budget tools in creating your budget, the application must reflect the budget categories outlined below.

### Eligible Budget Categories

The eligible costs are shown in the following table.

Eligible Expenditure Categories	Description
<b>Project Delivery</b>	<b>Expenditures in this group are directly consumed by the project.</b>
<b>Participant</b>	<b>For projects that provide a service to targeted participants.</b>
Wages	Used where a recipient has entered into an employer-employee relationship with the project participants (e.g., agreements providing participant wage subsidies).  Note: Stand-alone wage subsidies have been repeatedly demonstrated as ineffective in creating meaningful employment outcomes. It is reasonable, however, for an employer to request wage assistance for the limited period necessary to design, implement and test the accommodations being made to engage the participant.

Eligible Expenditure Categories	Description
<b>Project Delivery</b>	<b>Expenditures in this group are directly consumed by the project.</b>
<b>Participant</b>	<b>For projects that provide a service to targeted participants.</b>
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).
Employer Cost HR Benefits	<p>Employer costs associated with staffing such as additional benefits, group insurance premiums, pension plan contributions, medical and dental plans, fringe benefits, etc. <b>These costs must be supported by the organization's existing HR policy.</b></p> <p>Note: It is a program expectation that the participant is being placed in an existing position, therefore the expectation is that the employer will bear the normal costs associated with the position, including MERCS and HR benefits.</p>
Professional Fees	Third-party professionals providing a service to the project directly to project participants (e.g., guest instructors).
Disability Related Supports	Payments to support expenditures associated with a disability, whether the payment is made to the participant or paid directly to the disability support 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 not travel.
Program Materials	Materials necessary for the project that will be used or consumed by project participants such as supplies, books and testing materials.

Eligible Expenditure Categories	Description
<b>Project Delivery</b>	<b>Expenditures in this group are directly consumed by the project.</b>
<b>Participant</b>	<b>For projects that provide a service to targeted participants.</b>
Other Participant Costs	A seldom-used category where there is no possibility of using another existing category.
Honoraria	Services provided by third-party professionals or non-professionals for whom there is no service contract (e.g., mentoring, elder counselling).
Staff Development	Expenditures associated with project staff development 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.

**Other Sources of Funding**

The application form is designed to include other sources of funding required or expected at the time of application. Other funding sources may be actual funds or in-kind donations of human resources, materials and supplies or facilities.

Subtracting the other funding sources from your total budget will yield your request for funding from this program (total budget minus other funding sources = funding request).

**Recipient Contribution**

It is expected that the employer will bear all the normal costs associated with the normal management of the place of work. This includes mandatory employment related costs (EI, CPP, WCB, vacation pay issued with each cheque and any benefits normally associated with the position), normal equipment and materials purchase and training activity that would be provided to all new employees.

### **Participant Contribution**

A participant will not be charged a fee for services in this project.

### **Eligible Expenditures**

A project budget is negotiated between the recipient and the agreement manager acting on behalf of Advanced Education. The application budget represents your ‘offer’ which may undergo changes prior to being recommended for approval.

Eligible expenditures are ultimately determined by the terms of the resulting Transfer Payment Agreement and subsequent amendments.

### **Supporting Documentation**

The following documents must be included with your application for funding in order to be complete.

#### **Mandatory**

The following documents are mandatory. Note that the application will be returned to the applicant if any are missing.

<b>Document</b>	<b>Description</b>
<b>WSP Application Form</b>	Found at: <a href="http://www.education.gov.yk.ca/continued/lmapd.html">http://www.education.gov.yk.ca/continued/lmapd.html</a>
<b>Action Plan</b>	An Action Plan is a tool used in the Case Management process. Action Plan is a collection of activities, known as interventions, which are generally focused on addressing one or more of the participant's identified barriers to employment.  The Case Managing organization must provide the Action Plan of the participant identified in the Application Form.

*If applicable*

<b>Document</b>	<b>Description</b>
<b>Job Description</b>	Provide a description for all positions if funding is requested under the “staffing” budget category.

	Found at: <a href="http://www.education.gov.yk.ca/pdf/job_description_template.docx">http://www.education.gov.yk.ca/pdf/job_description_template.docx</a>
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## 4. Submitting the Application

There are two ways to apply for the Workplace Support Program:

### Paper/PDF application

E-versions of the necessary documents and all of the tools and templates are available at: <http://www.education.gov.yk.ca/continued/lmapd.html>

If you prefer, you may contact the Advanced Education office to have hard-copy documents mailed to you. These completed and signed forms must be delivered by mail or by fax to Yukon Education. See below for contact information.

### Genie

Genie is a secure, web-based application used by Yukon Government and stakeholders for the delivery of labour market programs. Genie users are able to manage their agreements entirely on line, including completing necessary reports, from any location with internet access.

If you are already a Genie user, you may use the system to apply for the Workplace Support Program.

**Website:** <https://genie.gov.yk.ca>

If you would like more information or wish to become a Genie user, please contact Advanced Education prior to submitting your application.

## 5. Managing the Agreement

The successful applicant 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.

## Reporting Requirements

### Activity Report

Organizations are required to complete an Activity Report detailing the outcome of the project and the employment results plus any narrative you wish to provide, three months after the completion of the project. An Activity Report template will be provided by Advanced Education.

### Follow-up (12-months) Report

Organizations must also provide the results of the project twelve months after completion of the project. A Follow-up Report template will be provided by Advanced Education.

## Payments

As above, payment standards will be determined through negotiations between Yukon Education and the recipient.

## 6. Contact Information

Call: 1-800-661-0408, local 5131.

Email: [Contact.education@gov.yk.ca](mailto:Contact.education@gov.yk.ca)

Fax: (867) 667-8555

Online: <http://www.education.gov.yk.ca/continued/lmapd.html>

Mail: Advanced Education  
Yukon Education  
Government of Yukon  
Box 2703  
Whitehorse, Yukon Y1A 2C6

Visit: Yukon Education  
1000 Lewes Blvd  
Whitehorse YT

## 7. Terminology

### **Accommodation**

For the purpose of the Capability Assessment and Accommodation program, accommodation for employment is defined as those services and supports provided by the recipient organization to the participant and/or his/her employer that enable the participant to gain, maintain or return to employment, such as job coaches or mediators.

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

### **Action Plan**

Action plan is a tool used in the Case Management process. Action plan is a collection of activities, known as interventions, that are generally focused on addressing one or more of the participant's identified barriers to employment. The interventions are agreed to by both Case Manager and Participant but often involve a third party for completion, i.e. occupational training, life skills, job finding club, etc. The Case Manager role is that of a mentor, broker and evaluator.

### **Activity**

Activities are actions taken or work performed through which input, such as funds, are mobilized to achieve a particular result. Each program has its own set of activities that may qualify for funding.

### **Assessment**

For the purpose of the Workplace Support program, assessment includes individual self-assessment tools such as Myers Briggs or Aurora, medical or personal assessments conducted by third party professionals, or limited interventions with an assessment goal such as a temporary employment placement with the participation of an occupational therapist.

## **Case Management**

A well-defined process that consists of:

- 1) Assessing the circumstances of the Participant;
- 2) Developing an Action Plan and managing activities, and;
- 3) Measuring and evaluating results.

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

## **Case Manager**

Case Managers provide an array of services to assist participants coping with complicated situations in the most effective way possible. They assist the participant in the Case Management process.

The Case Manager identifies the needs and the goals of the participant through the assessment of an individual's circumstances. The Case Manager and participant identify the resources required, and together, formulate an action plan to meet the goals identified. The Case Manager will also help the participant to find the resources, facilitate connections with services, and sometimes advocate on its behalf. The Case Manager maintains communication with the participant in order to evaluate whether the action plan is effective in meeting the participant's goals.

## **Criteria of Eligibility**

Factors used to determine whether an individual or an organization are eligible to participate in a program or activity.

## **Disability**

A physical condition, a mental condition or a health problem that restricts the performance of one or more of a person's significant life activities for an extended period of time.

## **Eligible**

Eligible means meeting the essential criteria **to be considered** under a program. 'Eligible' does not mean 'approved' or 'entitled', only that the individual, organization, activity or expense may legally apply and be considered.

## **Employed**

Employed persons are those who work at a job or business, that is, who have paid work in the context of an employer-employee relationship (not including self-employment). This includes those who have a job, but are not at work due to factors such as own illness or disability, personal or family responsibilities, vacation, labour dispute or other reasons (excluding persons on layoff, between casual jobs, and those with a job to start at a future date). Employment may be permanent or temporary (temporary employment comprises work under a fixed-term contract, in contrast to permanent work where there is no end-date), full-time or part time.

**Full-time** (work hours) includes employed persons who usually worked 30 hours or more per week, at their main or only job

**Part-time** (work hours) includes employed persons who usually worked less than 30 hours per week, at their main or only job

## **Employment Training**

Training, whether formally or informally, one-time or on-going, that contributes to an individual's skill set, with the intention of finding, obtaining or maintaining employment.

## **Immigrant**

Persons residing in Canada who were born outside of Canada, excluding temporary foreign workers, Canadian citizens born outside Canada and those with student or working visas.

## **Occupational Skills Training**

Training that is employment or occupation specific and that will enhance skills to find, maintain or obtain employment in a specific occupation. Includes both

vocational education which is designed to provide individuals with the technical skills and information required to perform a specific job or group of jobs, and on-the-job training.

**Older Worker**

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

**Participant**

Any individual who is taking part, i.e. is engaged in an activity/intervention for which funding is requested under this program. Also known as: client, consumer, student or apprentice.

**Professional Development**

Refers to skills and knowledge attained for both personal development and career advancement. Professional development encompasses all types of facilitated learning opportunities, ranging from college degrees to formal coursework, conferences and informal learning opportunities situated in the workplace.

**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 an *Individual Financial Agreement (IFA)* or a *Transfer Payment Agreement (TPA)*.

**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.

**Support**

See above definition of “accommodation”.

### **Transfer Payment Agreement (TPA) and Individual Financial 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 an organization's approved project or an individual's funded activity.

### **Underemployed**

A situation in which a person is employed, but is not in the desired capacity, be it in terms of compensation, hours (under 20 hours per week), skill level, and/or experience.

### **Unemployed**

This category includes those who (a) are on temporary layoff with an expectation of recall and are available for work, or (b) are without work, have actively looked for work in the past four weeks, and are available for work, or (c) have a new job to start within four weeks from reference week, and are available for work.

### **Youth**

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