

Work Activity Program

Procedures & Guidelines

Department of Community Services
Employment Support Services

Effective: April 1st, 2020 to March 31st, 2023

Work Activity Program Overview

The current mission of the Work Activity Program (WAC) is to help prepare and integrate Nova Scotians with barriers to employment into the workforce and community. This is achieved by providing pre-employment and employment services, focused on personal, social and work-related skills development. The WAC supports participants who have multiple employment-related barriers and, although on the path to sustainable employment, often requires more intensive services than those offered elsewhere.

As part of the WAC Program renewal, a new program design was created based on the following criteria:

- The WAC participant should be at the centre of the program design
- WACs should aim to serve Nova Scotians who are more barriered with a holistic/wrap around approach
- WACs should not duplicate other services and meet a unique need within the community
- Program design should be flexible to meet participant needs and allow portability and responsiveness
- Pathways should be simple for participants and community partners to understand.

Program Design

The new WAC Program design is built based upon a 26-week program with two defined, and participant recognized components: Assessment (4 weeks) and Intervention (22 weeks – 12 weeks classroom, 10 weeks work placement). There may be some flexibility applied to the duration of the components but in total, they are not to exceed a 26-week model. Adjustments to component durations that exceed one week will be approved at the discretion of the department.

This design is anticipated to support targeted intakes to recruit for a planned delivery of a modular program while also allowing WAC staff to incorporate industry specific material in the delivery of the assessment and intervention components.

Assessment

Participants are referred to the program by government agencies, such as the Department of Community Services (DCS), NS Works Centres, Mental Health and Addiction Services or the Department of Justice, as well as community groups, service providers, and through self-referrals.

When initially referred to the program, participants will take part in a 4-week Assessment component, which draws on existing programming and introduces career exploration and the longer-term WAC interventions. This assessment will inform participant understanding of their skills/abilities/interests, begin goal setting and employment planning, and will subsequently align them with programming options to best meet their needs. Case consultations with referring agencies following the assessment component will ensure the participants' action plan is fully supported and provide a more seamless transition to next steps.

Intervention

Following the delivery of each assessment component, case consultations with each participant and their referring agencies/departments will occur to review assessment outcomes, proposed action plan and required supports going forward.

Depending on the outcomes of the Assessment component, participants determined to require the intervention phase, will continue in the WAC Program, while others will be referred back to DCS/referring agency through the case consultation process for further supports and programming based on their assessed needs.

The Intervention component itself is made up of all the core programming that is essential for achieving the intended outcomes of the WAC Program. Participants will complete modular-based programming tailored to their specific needs and will receive continued case consultation throughout the duration of the intervention component as well. Programming will include customized:

- Life Skills
- Essential Skills: While academic improvements may occur for some participants, academic upgrading is provided through other programs and services, and is therefore not an intended or measurable outcome of WAC programming.
- Employment Preparation
- Resume Writing
- Interview Preparation
- Employment Training: Modular based programming must not require further post-secondary level training in order to result in employment.
- Work Placement (10 weeks)
- Post-employment Supports

If a participant requires additional support at the end of their 26 weeks, then there is an option for an additional 4 weeks of support, on an exception basis for a maximum of 30 weeks, when necessary to the individual's employment plan. Case consultation with the referring agency to advise of additional need and areas of focus is a recommended best practice.

Program Administration

WAC is administered by the Nova Scotia Department of Community Services, Employment Support Services, through the Labour Market Programs Support System (LaMPSS). LaMPSS is a common method for administering Labour Market Programs in Nova Scotia, which focuses on providing consistency in processes and improving services to labour market program agreement holders.

Funding is provided through a contract for activities and corresponding eligible expenses to enable organizations to offer the Work Activity Program to persons legally entitled to work in Canada.

The program is limited to six existing program sites across the province:

- Horizon Achievement Work Activity Program
- Glenwood Work Centre – Futureworx
- Solutions Learning Centre – The Dartmouth Work Activity
- Options Work Activity Program
- Annapolis Valley Work Activity Program
- South Shore Work Activity Program

The Service Provider must comply with the requirements listed in these Guidelines.

Program Delivery Guiding Principles

The following principles will guide the delivery of the programming and will be used by DCS to evaluate the project's appropriateness and potential for success:

Accessibility

Agreement Holders are responsible to ensure that unemployed participants of the Work Activity Program are provided with clear information to help them access the services outlined in the agreement, and will ensure that individuals from specialized populations are served in a manner that suits their specific needs.

Participant-Centric

Services and delivery are tailored to meet the needs of individuals to assist them to access services to overcome employment obstacles to improve their employment opportunities. This delivery provides a positive participant experience while maintaining confidentiality and ensuring privacy.

Quality

Quality service standards ensure that participants receive consistent services from well-trained staff. Centres focus on the needs of unemployed Nova Scotians and generate solutions to get Nova Scotians working.

Accountability

The Agreement Holder is expected to maintain the highest standards of management and accountability both in service delivery and in project management, fostering an environment of continuous improvement and cost-effective delivery.

Funding Review Factors

In addition to adherence to the guiding principles, the following requirements are used to evaluate applications received by DCS.

| FACTORS | REQUIREMENTS |
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| Organization's Eligibility | The WAC program is limited to the six existing Work Activity Programs in the province: Horizon Achievement Work Activity Program; Glenwood Work Centre - Futureworx; Solutions Learning Centre – The Dartmouth Work Activity; Options Work Activity Program; Annapolis Valley Work Activity Program and the South Shore Community Service Association – South Shore Work Activity Program. |
| Organization's Appropriateness | The application includes the following information in a separate required document entitled "Organization Overview" and demonstrates that: <ul style="list-style-type: none"> • The organization's mission, vision, mandate and overall objectives and goals are relevant to the proposed project to be delivered. It will also include a description of the Board make-up and Management structure (org chart); describe financial controls and internal decision-making processes. • The organization is in good standing with the local registrar of societies or other governing body. |
| Compliance with Program | The application contains the required information and documentation indicated in the Program Guidelines and includes: |

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| Guidelines | <ul style="list-style-type: none"> All required documents are provided in compliance with program guidelines Information, documents, and financial information that demonstrate that the applicant understands the program requirements contained in these guidelines. <p>Incomplete applications are returned to the applicant through LaMPSS and will not be processed until they are deemed complete by the Dept. of Community Services.</p> |
| Organization's Capacity | <p>In order to ensure that the applicant has the capacity to deliver the proposed project, DCS will assess the organization's financial capacity, management structure, history and results, appropriateness of staff for the activities, partnerships, in-kind contributions, and activities of co-located organizations. Performance on previously funded projects, including the risks and benefits associated with the agreement, will also be considered.</p> |
| Demonstration of Need | <p>Organization can demonstrate the need in their community for the Work Activity Program.</p> |
| Relevance to DCS Priorities | <p>The application must demonstrate that the activities and results being proposed are relevant to priorities identified by DCS. The application and the likelihood of success will be assessed with the following to be considered:</p> <ul style="list-style-type: none"> That project activities and service standards are clearly indicated along with expected results That the proposed activities and track record support that the organization has had a history of success in assisting Nova Scotians overcoming employment barriers |
| Financial Accountability | <p>Project budgets will be assessed based on the following principles:</p> <ul style="list-style-type: none"> Costs are reasonable and the project is supplying best value for dollar The level of funding requested is for the services offered and results to be achieved Costs relate specifically to the project activities Costs requested are necessary for the Service Provider to carry out the project activities and meet the outcomes Previous project management demonstrates good financial management of funds including value for funds expended related to results achieved on past projects. |
| Availability of Funding | <p>Applications are approved based on the availability of funding.</p> |

Roles and Responsibilities

Dept. of Community Services (DCS)

DCS Employment Support Services will define and fund the program along with Employment Nova Scotia (ENS) and set baseline standards for service delivery and quality. Specifically, these responsibilities include:

- Designing the program and setting program guidelines
- Negotiating and entering into agreements with organizations to manage and operate Work Activity Centres

- Ensuring that agreements are consistent with the criteria established for the program
- Monitoring the terms of the agreement including administrative and financial activities and review of participant activities ensuring transparency and accountability
- Ensuring the agreement holder is compliant with privacy requirements as outlined in the terms of the contract regarding personal information, and ensuring they obtain the appropriate releases from participants for information sharing purposes
- Designing and maintain service delivery standards, holding the Agreement Holder accountable to a continuous improvement approach to delivery
- Providing advice and guidance to clarify the funders' expectations
- Defining reporting requirements and tools
- Providing opportunities for continuous improvement of program design and guidelines in consultation with the Community of Practice
- Setting out explicit objectives and results to be achieved in each contract
- Conducting a thorough risk assessment to determine appropriate monitoring requirements
- Making appropriate payments and advances and calculating and administering any holdback amounts
- Approving Transition Plan for each WAC

Agreement Holders/Service Providers

The Agreement Holder will deliver the management of services in accordance with the Agreement and the Program Guidelines ensuring a high standard of services, performance and accountability are delivered. Specifically, these responsibilities include:

- Implementing the project as set out in the agreement
- Promoting its particular project activities in the community and making them known to potential participants
- Planning, implementing and evaluating service delivery strategies and operational plans including procedures to enable the timely identification of risk to achieve contract commitments, and implementing strategies to mitigate those risks
- Implementing processes and procedures to maintain the service standards as set out in these guidelines
- Providing service approaches to accommodate the varied needs of participants and labour market characteristics
- Providing information and referral to other programs, as appropriate, and/or also to other programs and services offered in the community
- Providing employability-related support to participants
- Adhering to the standards and requirements of the agreement contract including submitting scheduled reports, providing supporting information for decisions made that affect the service delivery and the contract
- Collaborating with DCS to ensure a high level of service delivery and results
- Managing business systems and resources including:
 - Allocating funds and resources to meet contract commitments
 - Implementing effective financial and data reporting systems
 - Providing budget and financial oversight and assuming full responsibility in accounting for funds associated with this agreement
 - Making all payments and deductions required by law with respect to the staff employed to administer and deliver the services of project. This includes but may not be limited to

the following:

- CPP premiums
- EI premiums
- CRA (Federal and Provincial Tax)
- Works Compensation Benefits and Premiums
- Developing, implement and evaluating systems to effectively manage 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 participant information and referral requirements
- Participating in the Community of Practice with the other WACs to leverage the strengths and best practices amongst the network through information sharing. This will play a key role in ensuring both the WACS and DCS have the foundational and core programming standards on which to build the WAC.
- Providing a Transition Plan for implementing the renewed WAC programming and milestone dates

Shared Responsibilities

- Ongoing review and evaluation of management and service design and participant service expectations
- Identify leading edge and innovative practices in service design, delivery and performance management
- Foster a culture of continuous improvement in service design and delivery

Service Standards

DCS has defined Service Standards for Work Activity Centres. The applicant must satisfy these standards, as well as their own internal service standards. These must be monitored by the service provider and provided to the Dept. of Community Services upon request.

| ORGANIZATIONAL SERVICE STANDARDS | HOW WILL THE STANDARD BE MEASURED |
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| Hours of operation for Work Activity reflect participant needs, and are consistently adhered to | Project description identifies public hours of operation and organizational policy supports commitment to the hours identified. Program Officer may ask for staff schedules as part of monitoring which demonstrates coverage for the business operation. |
| Staff can demonstrate competencies associated with position held | HR policies demonstrate consideration of competencies, including effective use of technology, when hiring staff. The organization has a performance management system in place which will be used to identify and address competency gaps. |
| HR policies and operational procedures are in place and communicated to staff | HR policy documents and operational procedures are available and there is evidence they are understood by staff. |
| Service standards are internally monitored | Organization can demonstrate that service times are reviewed and can demonstrate they understand patterns in participant service levels and can adjust to participant needs. There is evidence that tools (e.g., |

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| | LaMPSS Workload Management Report) are used to manage activities with participants. |
| Good record keeping is in place | Financial records are in order (GAAP) and tools (e.g., activity and financial reports from LaMPSS) are used to manage the project |
| Plans are in place for participant follow-up and support | LaMPSS Activity Report demonstrates that follow-ups are being managed in a timely fashion. |
| Participant satisfaction is measured | Process documented, implemented and monitored by Work Activity management. |
| Participant complaint and redress mechanism is in place | Process documented, implemented and monitored by Work Activity management. |
| Participant confidentiality and information is protected | Organization has privacy policies and procedures in place, including signed confidentiality agreements with staff. |
| Organization is engaged with community partners and employers. | Organization can demonstrate effective use of LaMPSS business partners and knowledge of local employment needs as it relates to employment (e.g., matching participants, understanding hiring practices, using other employer programs) |
| Services are accessible | Organization can demonstrate that services are accessible (e.g., wheelchair accessible) and conveniently located. |
| Ensure that services and resources are current, relevant and available through a variety of mediums | Organization can demonstrate that they are keeping up to date with the most current employment-related information provided in workshops, etc. Service delivery and the provision of employment resources are available in a variety of methods and modes of delivery as required by the participant (e.g., in-person, hard copy, on-line etc.). |

| PARTICIPANT FACING SERVICE STANDARD | HOW WILL THE STANDARD BE MEASURED? |
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| Hours of operation are posted | Hours are visible and reflect the needs of participants. |
| Participants are informed about services available to them | Service listing is visible at the site/ participants are provided an orientation to services. |
| Knowledgeable and competent staff | Service delivery staff exhibit or have the capability to develop the core competencies outlined in the Canadian Standards and Guidelines for Career Practitioners. |
| Access and /or wait times for services are specified | Organization has established time frames for service and they are communicated to participants as appropriate. |
| The organization’s mission or vision is posted | The organization (agreement holder) mission / vision are available to participants and staff. |
| Premises are welcoming, comfortable and easy to access for all participants | Centre is in an area that is accessible to the public. It is organized and the lay out accommodates good traffic flow and provides wheelchair accessibility for PWD participants. |

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| Participants have options for receiving services through a variety of mediums | Service options are clearly defined and posted, evidence of appropriate service delivery modes based on participant needs. |
| A system for dealing with complaints is in place | Process documented, implemented and monitored by Work Activity Management. |
| Adequate privacy is available for individual interviews | Interview space is separated from the public area in such a way as to maximize participant privacy within existing space. |
| Participant confidentiality and information is protected | Organization has privacy policies and procedures in place, and these are understood by staff. |
| Equipment is safe, well-functioning, and sufficient to meet needs | Equipment is in good working order and organization has a method to regularly assess whether it supports the project activity. |
| Labour Market Information being used is relevant and current | Staff understand use of LMI and participants are referred to the Careers Nova Scotia web-site and demonstrate good use of LMI consideration of work opportunities |

Applying for Program Funding

Applying Online Using LaMPSS Self-Serve

Once you are a registered LaMPSS user, you can apply for funding online using the self-serve capability. To apply on-line go to: www.gov.ns.ca/lampss.

Completing an Application Form

This section provides supporting information that you will need to complete the application form, and explains the appropriate content required on applications for the WAC Program.

Organization Information

Enter the name and complete mailing address for your organization. If you are applying online, this information will be pre-populated from the information you provided with your LaMPSS registration. If your organization name or mailing address has changed, please contact your provincial contact to obtain a LaMPSS Registration Change form to update your information.

Project Details

Please provide the following:

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| Project Title | Provide a title specific to this project. For Example, (Organization’s Name – Work Activity – Location) |
| Agreement Start Date | Provide a proposed start date for the project |
| Agreement End Date | Provide the proposed end date for the project |

Past Agreements

Please provide agreement numbers of previous agreements.

Project Description

For this application, you should include such details as: a brief summary of the activities, intended duration of agreement (in weeks), etc. Please note that this section in LaMPSS has a limit of 300 words.

Attach a detailed project description / proposal to the application. This proposal should include, but is not limited to a description of the following:

- Program delivery approach, overview of content (particularly assessment component), and proposed ongoing intervention modules
- Transition considerations, plans, milestones
- Proposed approach to incorporate targeted intakes/industry specific modules when labour market opportunities present
- Additional supporting information for budget items, activities, etc as required
- Job Descriptions for all positions associated with the agreement.

Agreement Contact

Provide the appropriate primary contact for your organization including the title, contact number and e-mail address. Please note that this contact should be an individual empowered to negotiate all or some portions of the agreement.

Project Location(s)

Please provide the address information for the location of the activities. If you have not yet secured a location, please enter your main organization address and advise DCS at a later date of the project address.

Participants

Enter the total number of Project Participants expected to be served.

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).

Participant Groups:

- * Income Assistance Recipients
- * Persons with Disabilities
- * Youth
- * Services for Persons with Disabilities (i.e., the Disability Support Program)
- * Older Workers
- * LMDA eligible
- * Immigrants

The actual number of participants served will be required for activity reporting.

Agreement Activities

The table below outlines the required information for each eligible activity for the WAC Program.

This is the complete set of eligible activities.

| Assessment | |
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| Brief Description | <p><WAC name> will complete intakes from individuals interested in attending the program, either by referral from government agencies, such as the Department of Community Services (DCS), NS Works Centres, Mental Health and Addiction Services, the Department of Justice, or by referrals from community groups, service providers, or self-referrals.</p> <p>Referred participants will take part in a 4-week Assessment component which will draw on existing programming and introduce them to the longer-term intervention. It is intended to provide participants with career exploration, an understanding of their strengths/skills/abilities and subsequently, align with programming options to address their barriers through the WACs, as well as a network of other programs, services and employers.</p> <p>During Assessment, WACs will administer the Employability Skills Assessment Tool (ESAT). This assessment tool will be the common tool used across each of the WACs. This tool provides a framework and quantitative assessment methodology for the development of nine employability skills: motivation, attitude, accountability, time management, stress management, presentation, teamwork, adaptability and confidence.</p> <p>Each WAC will be required to administer the ESAT near the beginning of a participant’s entry to the program and when a participant is preparing to exit the program. The results of the assessments should be recorded and may be required to be reported back to DCS for evaluation purposes.</p> |
| Expected Results | <p>It is expected that <number> participants will be referred for Assessment in the Work Activity Program each year. It is expected that <number> will be referrals from DCS, <number> will be referrals from a Nova Scotia Works Centre, and <number> will be from another Government Agency.</p> |
| Where does the Activity take place? | Select all applicable locations |

| Assessment – Employment Readiness | |
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| Brief Description | <p>Following the assessment, <WAC name> will provide case consultations with the participant and referring agencies/department to review the outcomes, proposed action plan, and required supports going forward. <WAC name> will recognize that not all participants who complete the Assessment component will continue to the Intervention component. Case consultation will continue to be provided to those participants who</p> |

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| | do move on to the WAC Intervention component. |
| Expected Results | It is expected that <number> participants will require Assessment – Employment Readiness support each year. |
| Where does the Activity take place? | Select all applicable locations |

| Skills Enhancement – Essential Skills | |
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| Brief Description | <p>Essential skills provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. <WAC name> will provide learning experiences on one or more of the Essential Skills:</p> <ul style="list-style-type: none"> * Reading Text * Document Use * Numeracy * Writing * Oral Communication * Working with Others * Continuous Learning * Thinking Skills * Computer Use <p>Through the assessment process, it should be identified which of the Essential Skills would be recommended for each participant.</p> <p>Please note: While academic improvements may occur for some participants, academic upgrading is provided through other programs and services, and is therefore not an intended or measurable outcome of WAC programming.</p> |
| Expected Results | It is expected that <number> participants will require Skill Enhancement – Essential Skills support each year. |
| Where does the Activity take place? | Select all applicable locations |

| Skills Enhancement – Pre-Employment | |
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| Brief Description | <p><WAC name> will provide learning experiences to enhance pre-employment skills, which includes the life skills training related to the more basic competencies a person needs to function effectively within society and join the work force.</p> <p>Through the assessment process, it should be identified which of these soft skills would be recommended for each participant:</p> <ul style="list-style-type: none"> * Conflict management/challenging interactions |

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| | <ul style="list-style-type: none"> * Workplace communications * Time management * Stress management * Routine building * Support in finding stable housing * Learning coping mechanisms * Self-reflection * Literacy and numeracy skills |
| Expected Results | It is expected that <u><number></u> participants will receive pre-employment skills support per year. |
| Where does the Activity take place? | Select all applicable locations |

| Skill Enhancement – Job Specific | |
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| Brief Description | <p><u><WAC name></u> will provide learning opportunities, in which participants will gain specific workplace skills that are needed for a specific occupation or field.</p> <p>Each WAC will offer different vocational streams for participants to choose from, should they require this portion of the WAC experience. Participants can select a vocational stream based on interest and suitability (e.g. Food Service, Shop, Janitorial, Retail, etc.).</p> <p>Vocational streams offered at each WAC are not required to be consistent across the province, however any new streams should be based on labour market need and curriculum should be based on and shared with the WAC Community of Practice. WACs are encouraged to add/replace vocational streams to align with LMI data and local need.</p> <p>Job specific vocational training must meet an entry level labour market need and must not be perceived as post-secondary skills training.</p> <p>Each employability training stream should help support participants to achieve employment in that field should opportunities be available, however the employment training stream should also focus on employment related skills that are transferable to all employment.</p> |
| Expected Results | It is expected that <u><number></u> participants will receive job specific employment training per year. Please list all the job specific employment training offered. |
| Where does the Activity take place? | Select all applicable locations |

| Skill Enhancement – Job Specific – Workshops | |
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| Brief Description | <u><WAC name></u> will provide short term workshops to obtain certifications for a specific job, such as First Aid, CPR, WHIMIS, etc. |

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| | Please Note: this is not to be mistaken for workshops more suited for the Assessment Component e.g. interest, work value, etc. |
| Expected Results | It is expected that <u><number></u> participants will receive certification training each year. |
| Where does the Activity take place? | Select all applicable locations |

| Job Search | |
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| Brief Description | <p><u><WAC name></u> will provide supports that assist participants with the job search process. Job search skills include applying job search techniques such as resume writing, use of labour market information, networking, and employer contact skills including interview skills, writing cover letters, initiating follow-up etc. Key components of this activity will include:</p> <ul style="list-style-type: none"> * Group setting resume/cover letter workshops * Job search strategies/accessing the hidden job market * Networking * Labour market research * Use of internet to access job opportunities * Self-marketing * Interview techniques * Preparing to start a job * Individual mock interviews in low-risk settings |
| Expected Results | It is expected that <u><number></u> participants will receive Job Search support per year. |
| Where does the Activity take place? | Select all applicable locations |

| Work Experience Volunteer | |
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| Brief Description | <p><u><WAC name></u> will help facilitate unpaid work experience placements for participants to support Career Decision Making and/or Skill Enhancement. Work placement experiences for participants must include a formalized training plan for each individual placement intended to support their transition to ongoing paid employment</p> <p>During the placement, WAC staff have the responsibility to connect with each participant weekly and with employers to support both parties, and to contribute to the success of the placement. The duration of the placement should be approximately 10 weeks.</p> |

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| Expected Results | It is expected that <u><number></u> participants will participate in a volunteer work placement each year. |
| Where does the Activity take place? | Select all applicable locations |

| Post-Employment Supports | |
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| Brief Description | <p><u><WAC name></u> will provide job maintenance supports to improve retention in the competitive labour market. For some participants, the transition to working is most significant once employment is obtained, which is why post-employment support is also a key component moving forward.</p> <p>Post-employment support should include check-ins with the participant outside of working hours. This support should be WAC staff initiated at regular intervals (one month and six months) however, participants are also encouraged to reach out to staff whenever needed.</p> |
| Expected Results | It is expected that <u><number></u> participants will participate in post-employment supports each year. |
| Where does the Activity take place? | Select all applicable locations |

Additional Reporting Requirements

Service Registration reports on client outcomes, but there are broader program outcomes of which measurement will support recruitment and retention endeavors, as well as promote an understanding of other performance indicators. This additional reporting will also broaden departmental and service provider understanding of how the WAC Program is achieving its intended goals. Additional reporting on the following outcomes is therefore required:

- Increased/sustainable recruitment
- Increased delivery of industry specific modular based programming
- Improved evidence of progress in employability skills as measured by ESAT
- Improved participant attachment to the labour market and/or another intervention
- Improved evidence of progress in Essential Skills development
- Improved employment retention
- Decreased program withdrawals

The nature of this additional reporting will be reviewed annually with Service Providers/Community of Practice to re-evaluate ongoing needs.

Project Budget

You will be required to submit an itemized budget breakdown. Include details, calculations, and rationale for funds requested. HST should be calculated and included in each category.

The following Project Budget Guidelines section outlines the eligible cost categories and items along with a brief description. When you complete the Itemized Budget Breakdown, please include sufficient details to support the financial request for each cost and identify any significant changes from the previous contract.

Project Budget Guidelines

Financial assistance is provided to agreement holders for costs directly related to carrying out the activities of the agreement and administering the activities of this agreement only.

The maximum amount of funding provided to the agreement holder is stipulated in the contribution agreement. Agreement holders must manage the delivery and administration of services within the dollar value of their agreement for the duration of the agreement within the parameters presented below.

Each cost incurred as part of the agreement and applied to the agreement must be a legitimate, necessary, and reasonable expense that is required to carry out the activities of the project and to administer the project. In addition, ineligible costs have been defined and must be applied to the management of the budget and are noted in the Ineligible Costs Section of this document. The repercussions of failing to adhere to the Project Budget Section of this document are outlined in the Penalties for Inappropriate Use of Funds Section of this document.

Agreement holders are required to maintain financial records and follow Generally Accepted Accounting Principles (GAAP).

Agreement holders will receive funding assigned to the cost categories based on the following criteria:

Program Delivery – Salaries & Benefits Costs

| BUDGET CATEGORY | ELIGIBLE COSTS |
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| Salaries of Program Related Staff | <ul style="list-style-type: none"> • Please provide a breakdown by position to reflect rate per hour, number of hours per week, and number of weeks per year over 3 years. • Positions included should only be those directly linked to the activities and direct delivery of the project. • If requesting a change to staff complement or compensation from previous agreement, please provide rationale • Please include a job description for each position as per guidelines. • Include a 1% cost of living allowance increase per year |
| MERC Mandatory-employment related costs | <ul style="list-style-type: none"> • Includes benefits; CPP, EI, Vacation Pay. • Please provide breakdown by position for all staff involved in the project, per Labour Standards Code & Canada Revenue Agency. |

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| Health & Dental Benefits | <ul style="list-style-type: none"> • 100% of the employer costs but no more than 50% of the employee costs. • Please provide a breakdown by position. |
| Pension Benefits | <ul style="list-style-type: none"> • 100% of the employer costs but no more than 50% of the employee costs. • Please provide a breakdown by position. |
| Other HR Related Benefits | <ul style="list-style-type: none"> • Workers compensation coverage is the only eligible item in this category. |
| Professional Development | <ul style="list-style-type: none"> • Can include conferences and short-term training courses/programs for staff • Must be relevant and reasonable according to the duration of the project. • Includes associated registration, mileage, meal allowances & accommodation |
| Travel | <ul style="list-style-type: none"> • Includes travel for staff for purposes of service delivery. Must be supported by HR/Travel Policy. • Include mileage rate & reason for travel. • Mileage and meal allowances must not exceed provincial rates. |

Participant Program Delivery Costs

| BUDGET CATEGORY | ELIGIBLE COSTS |
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| Incremental Supports (Training Allowance) | <ul style="list-style-type: none"> • Incremental supports include participants' daily stipend / personal allowance • Indicate the number of individuals that will be participating in the program and the rate paid to them per week • Training allowance up to a maximum of \$150 per month per participant. Participant related special needs for non-ESIA program participants up to a maximum of ESIA special needs rate • Please provide a breakdown. |
| Participant Related Special Needs | <ul style="list-style-type: none"> • Participant related special needs for ESIA Program participants should be provided through the ESIA Program. Approval outside of above is at the discretion of the Department and must not exceed ESIA special needs rates. • Disability supports (includes interpreter, adaptive technology) includes disability supports required to enable clients' participation in their job search. (e.g. sign language interpreters, adaptive technologies, etc.) where other alternate funding is not available. |

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| Program Materials | <ul style="list-style-type: none"> Materials for clients, program materials. Resource material includes, tools, testing materials and periodicals necessary to deliver services to clients, also costs for graduation ceremonies. |
| Program Professional fees | <ul style="list-style-type: none"> Purchase of professional services for specialized workshops/service offerings such as assessments & workshops. Includes fees and contracts for professionally designated/accredited individuals or organizations who provide professional client assessment services. Includes costs of specialized workshops (e.g. WHMIS/First Aid). |
| Travel | <ul style="list-style-type: none"> Bus passes & taxies – will only be supported for non-DCS participants and when alternate sources of funding are not available. Group travel for project field trips (e.g. employer site visit) |
| Other Participant Costs | <ul style="list-style-type: none"> Approval is at the discretion of the Department. |

Operational Costs

| BUDGET CATEGORY | ELIGIBLE COSTS |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recurring | <ul style="list-style-type: none"> Banking, utilities, telephone, fax, internet, postage, courier, printing, copy costs, membership fees, as they relate to program delivery. Please provide a breakdown. |
| Professional Fees | <ul style="list-style-type: none"> IT/Web maintenance; janitorial, auditing fees, etc., that are relevant to the project. Please provide a breakdown. |
| Equipment | <ul style="list-style-type: none"> Includes purchase/lease of computers, fax, photocopiers, etc. Purchases include items that are less than \$1,000 and not considered a capital asset. A plan for the disposal of purchased equipment must be provided. Please provide a breakdown. |
| Equipment Repairs | <ul style="list-style-type: none"> Approval is at the discretion of the department. Please provide a breakdown. |
| Facility Lease/Rent | <ul style="list-style-type: none"> Within market value – please specify square footage and rate; |

| | |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> Applicant Owned Assets -Costs associated with owned premises will be calculated based on 85% of fair market value. (More details may be required if the facility is owned by the organization.) |
| Advertising/Promotions | <ul style="list-style-type: none"> Approval is at the discretion of the Department. Please provide a breakdown. |
| Office Supplies | <ul style="list-style-type: none"> Must be specific to the project and utilized for the day to day operations of the project. Please provide a breakdown. |
| Insurance | <ul style="list-style-type: none"> Participant liability insurance - incremental. Commercial insurance must be incremental to the project in correlation to approved rent costs. (i.e., fire/theft/building/tenant's/contents insurance). Please provide a breakdown. |
| Capital | <ul style="list-style-type: none"> Capital asset purchases over \$1,000 per item (disposition clause required) Approval is at the discretion of the Department |
| Other Operational Costs | <ul style="list-style-type: none"> Approval is at the discretion of the Department. Please provide a breakdown. |
| HST | <ul style="list-style-type: none"> 50% of eligible costs. Please provide a breakdown. |

Administrative Costs

| BUDGET CATEGORY | ELIGIBLE COSTS |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Salaries of Administrative- Related Staff | <ul style="list-style-type: none"> Please provide a breakdown by position to reflect rate per hour, number of hours per week, and number of weeks per year over 3 years. Positions include those that are directly linked to the administration of this program, which could include: Executive Director, Financial Officer, etc. Please attach a job description for each position as outlined in guidelines. |
| Admin -MERC Mandatory-employment related costs | <ul style="list-style-type: none"> Includes benefits; CPP, EI, Vacation Pay. Please provide breakdown by position for all staff involved in the project, per Labour Standards Code & Canada Revenue Agency. |

| | |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Health & Dental Benefits | <ul style="list-style-type: none"> • 100% of the employer costs but no more than 50% of the employee costs correlates to approved salary contribution. • Please provide a breakdown by position. |
| Pension Benefits | <ul style="list-style-type: none"> • 100% of the employer costs but no more than 50% of the employee costs. • Please provide a breakdown by position. |
| Other HR Related Benefits | <ul style="list-style-type: none"> • Workers compensation coverage is the only eligible item in this category. |
| Professional Development | <ul style="list-style-type: none"> • Must be relevant to the position as it relates to the role associated with this program. • Includes associated registration, mileage, meal allowances & accommodations. |
| Travel | <ul style="list-style-type: none"> • Includes travel for admin staff and board Include mileage rate & reason for travel. Mileage and meal allowances must not exceed provincial rates. Must be supported by HR/Travel Policy. |
| Admin- Other | <ul style="list-style-type: none"> • Costs may include but are not limited to: audit fees, bank fees, basic telephone fees, insurance (general, fire, theft), materials and office supplies, legal fees, information technology maintenance, postage and other costs associated with the administration of the organization, and/or costs related to participation in community of practice sessions |
| HST | <ul style="list-style-type: none"> • 50% of eligible costs. • Please provide a breakdown. |

Submitting Your Application

Once your organization has finalized the application including the attachment of all the mandatory documents, the application may be submitted to the Department using the LaMPSS self-serve system.

In this section of the application enter your organization’s LaMPSS ID, username and password that you received when you registered as a LaMPSS user and then select “submit”. This will connect you with the LaMPSS system to submit the application.

Please note: There is a 120-calendar timeline to open, complete and submit an application. After 120 days you must begin the process again to ensure the application information is current. Once submitted applicants should ensure that a copy of the submitted application is saved electronically on your computer network. If edits are required, this application will be resubmitted.

Service Registration for the Work Activity Program

The Department of Community Services has implemented a mandatory tracking/reporting system which includes a format and process for the collection of the data and outcomes reporting prior to the end of the fiscal year.

LaMPSS includes a set of functions to help your organization manage the services to be delivered under your agreement; register participants in those services; and facilitate reporting requirements.

LaMPSS Service Registration enables provincial accountability, program evaluation and transformational initiatives by:

- Providing a means for organizations to configure and maintain services.
- Providing a means to register uniquely identified participants, indicate what services they received and capture participant characteristics.
- Providing automated reports and analysis tools that reduce the complexity and effort required to compile program participation data and track overall outcomes.

It is **mandatory** for organizations approved for funding to complete Service Registration on LaMPSS and collect the following participant profile indicators for each participant involved in a project:

Participant Profile Indicators

- # of participants by service type
- Pre-intervention employment status
- Pre-intervention employment details
- Pre-intervention hours worked per week
- Pre-intervention average weekly earnings
- Pre-intervention education
- Gender
- Age
- Designated group
- Disability descriptors for project participants

Upon completion of the program, organizations are required to report on the following participant outcomes:

Participant outcomes

- Immediate Outcomes

Note: Approved projects must comply with the requirement to collect participant profile information and immediate outcomes through Service Registration in order to meet the contractual terms of the agreement.

Service Registration (SR) Reporting Deadlines

| SR Reporting Requirement | Deadline for completion |
|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Setup | 1 week after project start date |
| Service Format | 1 week after project start date |
| Service Naming Convention | 1 week after project start date |
| Service Types | At point of application |
| Intake Form and Notice of Collection, Use and Disclosure | 1 week after project start date |
| Service Status Update | Completion status must be entered within 1 week of service end date. |
| Participant Data | <p>All participants must be registered in the service(s) within 1 week of project start date.</p> <p>All mandatory pre-intervention fields must be completed for each participant within 1 week of project start date.</p> <p>Any changes to registration status must be made within 1 week of change.</p> <p>Project completion for funding period must be documented for all participants within 1 week of project completion.</p> |

Service Setup

Your service offerings are outlined below. The Service Registration functions of LaMPSS define each of the services you will be offering over the course of your funding agreement.

- Service Format (Group Fixed, Group Continuous, or Individual)
- Service Type (select service types that align with activities in your agreement)
- Service Name

Service Format

There are three formats available: group fixed, group continuous, individual.

A group fixed format

- A group fixed service has a defined start and end date, so all the participants start and end together. This could be for a day, week, month, semester, etc.
- For example, the group fixed format was chosen for services that have more than one participant starting at the same time, such as training workshops.

A group continuous format

- A group continuous format is used for group services that have a continuous intake.

- The group continuous service has different start and end dates for each participant enrolled in the same service. The group continuous format can also be used for services where participants may enter a service, leave and then return to the service at a later date.

An individual format

- Individual service is one-on-one service, such as assessment, post-employment supports, etc.
- An Individual service has no start and end date – it is ongoing, and participation is recorded each time the participant attends.
- After a participant has been added to an individual service, the session count can be incremented without re-registering the participant in that service.

Service Types

The service types available under the Work Activity program include:

- Assessment
- Assessment – Employment Readiness
- Skill Enhancement – Essential Skills
- Skill Enhancement- Pre-Employment
- Skill Enhancement – Job Specific
- Skill Enhancement – Job Specific – Workshops
- Job Search
- Work Experience – Volunteer
- Post-Employment Supports

Service types and service formats for your organization are outlined in the tables below. The services you deliver are aligned with the activities that have been specified in your contract.

| Service Type | Service Format |
|-----------------------------------------------------|--------------------|
| Assessment | Group – Fixed |
| Assessment – Employment Readiness | Individual |
| Skill Enhancement- Essential Skills | Group – Continuous |
| Skill Enhancement- Pre-Employment | Group – Continuous |
| Skill Enhancement – Job Specific | Group-Continuous |
| Skill Enhancement – Job Specific – Workshops | Group-Continuous |
| Job Search | Group-Continuous |
| Work Experience – Volunteer | Group - Continuous |
| Post-Employment Supports | Individual |

Service naming convention

All WACs follow the same naming convention for the services that they offer, for data analysis purposes. The naming convention is as follows:

| Service Type | Service Format | Service Name |
|-----------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------|
| Assessment | Group - Fixed | Assessment |
| Assessment – Employment Readiness | Individual | Assessment - Case Consultation |
| Skills Enhancement – Essential Skills | Group – Continuous | Essential Skills |
| Skill Enhancement-Pre-Employment | Group – Continuous | Life Skills & Employment Preparation |
| Skill Enhancement – Job Specific | Group-Continuous | Employment Training – Vocational Stream e.g. Employment Training – Food Service, Employment Training – Janitorial, etc. |
| Skill Enhancement – Job Specific – Workshops | Group-Continuous | Employment Training – Certificate Offering e.g. Employment Training – First Aid, Employment Training – CPR |
| Job Search | Group-Continuous | Resume Writing & Interview Preparation |
| Work Experience – Volunteer | Group-Continuous | Work Placement - Volunteer |
| Post-Employment Supports | Individual | Post-Employment Support |

Registering Participants in Services

Intake form and Notice of Collection, Use, and Disclosure

A Service Registration intake form will be available to your organization in LaMPSS. You will be able to generate and customize this form in LaMPSS. The form will include an intake section which contains the “core” Person characteristics (name, address, gender, date of birth) plus the generated list of “additional” participant characteristics enabled in Program Process Control for the WAC Program. The form also has a consent section containing an approved form to acknowledge the participant’s understanding of Collection, Use and Disclosure.

Service providers are required to collect personal information from individuals in order to verify their eligibility as participants, as well as to enable the Department of Community Services to evaluate the effectiveness of services being delivered.

Service 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 participants of their rights under the Freedom of Information and Protection of 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.

Service 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.

Participant Data

Organizations are required to enter participants into each of their service offerings. Information that the service provider will collect from participants for the WAC Program includes:

Required:

- SIN
- Name, Date of Birth, Gender, Education, Number of Dependent Children
- Designated Group – Persons with Disabilities, Youth, Employment Support & Income Assistance (ESIA) Recipient, Disability Support Program Recipient, Immigrants, Immigrant Year, Visible Minority
- Pre-Intervention – Employment Status, Hours Worked/Week, Average Weekly Earnings, Education Level
- Immediate Outcome – Credential/Certification Earned, Employment Status, Hours Worked, Average Weekly Earnings

Optional:

- Designated Group – Aboriginal Peoples, African Canadians, Francophone/Acadian
- Disability Type – Visual impairment/Blind, Hearing Impairment/Deaf, Attention Deficit (ADD/ADHD), Dexterity Impairment, Learning Impairment, Mobility, Developmental, Cognitive, Emotional/Mental Health, Other
- Disability – Episodic, Level of Daily Difficulty, Frequency of Limited Daily Activity, Impact on Daily Activity

Organizations will have the ability to copy the following participant information into another service offering:

- Designated Group – Persons with Disabilities, Youth, Employment Support & Income Assistance (ESIA) Recipient, Disability Support Program Recipient, Immigrants

Service Registration Reporting Requirements

Programs that utilize DCS funding require Service Registration to enable tracking of the characteristics/statistics required for accountability reporting.

For data collection on participant profile indicators, the completion of Service Registration Intake form & Notice of Collection of Use & Disclosure is required. Service Providers may use collection methods that fit best for their participants:

- In person interviews
- Telephone interviews
- Self-administered Intake form

For data collection on participant outcomes and impact indicators (immediate outcomes only), Service Providers may use collection methods that fit best for their participants:

- In person interviews
- Telephone interviews

Work Activity Program – Reporting Requirements

Project Activities

Please refer to main activities section for complete reporting requirements. Tables have been provided in the section below outlining the Activity Reporting details and Service Registration requirements for each activity.

Please provide this information for each activity of your agreement. You will only be required to report on the activities approved in your agreement.

| Assessment | |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expected number of participants | Complete the “number of participants” box using the total number of UNIQUE participants (NEW this period) who were registered in this activity during this reporting period. |
| Reporting Requirements | Provide details outlining the number of participants whose status is registered, complete or incomplete for the Assessment (during this reporting period). Provide details on the number of Assessments that resulted from referrals from DCS, Nova Scotia Works, and Other Government Agencies (during this reporting period). |
| Service Registration | Set up Group-Fixed Service Format for this activity. |

| Assessment – Employment Readiness | |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expected number of participants | Complete the “number of participants” box using the total number of UNIQUE participants (NEW this period) who were registered in this activity during this reporting period. |
| Reporting Requirements | Provide details outlining the number of participants whose status is registered, complete or incomplete for the Assessment-Employment Readiness activity (during this reporting period). |

| | |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Provide details on the number of Assessment - Case Consultations that resulted from referrals from DCS, Nova Scotia Works, and Other Government Agencies (during this reporting period). |
| Service Registration | Set up Individual Service Format for this activity. |

Skills Enhancement – Essential Skills

| | |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expected number of participants | Complete the “number of participants” box using the total number of UNIQUE participants (NEW this period) who were registered in this activity during this reporting period. |
| Reporting Requirements | Provide details outlining the number of participants whose status is registered, complete or incomplete for the Assessment-Employment Readiness activity (during this reporting period). |
| Service Registration | Set up Group-Continuous Service Format for this activity |

Skill Enhancement – Pre-Employment

| | |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expected number of participants | Complete the “number of participants” box using the total number of UNIQUE participants (NEW this period) who were registered in this activity during this reporting period. |
| Reporting Requirements | Provide details outlining the number participants whose status is registered, complete or incomplete for Life Skills & Employment Preparation offered under the Skill Enhancement – Pre-Employment activity (during this reporting period) |
| Service Registration | Set up Group-Continuous Service Format for this activity. |

Skill Enhancement – Job Specific

| | |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expected number of participants | Complete the “number of participants” box using the total number of UNIQUE participants (NEW this period) who were registered in this activity during this reporting period. |
| Reporting Requirements | Provide details outlining the number participants whose status is registered, complete or incomplete for each vocational stream offered under the Skill Enhancement – Job Specific activity (during this reporting period) |
| Service Registration | Set up Group-Continuous Service Format for program offerings (vocational streams). |

Skill Enhancement – Job Specific - Workshops

| | |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expected number of participants | Complete the “number of participants” box using the total number of UNIQUE participants (NEW this period) who were registered in in this activity during this reporting period. |
| Reporting Requirements | Provide details outlining the number participants whose status is registered, complete or incomplete for each certificate offering under the Skill Enhancement – Job Specific – Workshop activity (during this reporting period). |
| Service Registration | Set up Group-Continuous Service Format for certificate offerings. |

| Job Search | |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expected number of participants | Complete the “number of participants” box using the total number of UNIQUE participants (NEW this period) who were registered in this activity during this reporting period. |
| Reporting Requirements | Provide details outlining the number participants whose status is registered, complete or incomplete for Job Search under the Job Search activity (during this reporting period) |
| Service Registration | Set up Group-Continuous Service Format for this activity. |

| Work Experience - Volunteer | |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expected number of participants | Complete the “number of participants” box using the total number of UNIQUE participants (NEW this period) who were registered in a volunteer work placement during this reporting period. |
| Reporting Requirements | Provide details outlining the number of participants who whose status is registered, complete or incomplete for the Work Placement offered under the Work-Experience – Volunteer activity (during this reporting period). Provide details about the location of each work placement including: Employer name, community name, number of participants on placement at this location during the reporting period and the job titles occupied by the number of participants in each during this reporting period. |
| Service Registration | Set up Group-Continuous Service Format for this activity. |

Post-Employment Supports

| | |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expected number of participants | Complete the “number of participants” box using the total number of UNIQUE participants (NEW this period) who were registered in a paid work placement during this reporting period. |
| Reporting Requirements | Provide details outlining the number of participants who whose status is registered, complete or incomplete for Post-Employment Supports offered under the Post-Employment Supports activity (during this reporting period). |
| Service Registration | Set up Individual Service Format for this activity. |

Participants

Enter the actual number of participants served during this reporting period for each target group. Include participants in all relevant participant groups (e.g., a participant may be part of more than one participant group). Participant groups are individuals who are:

- Income Assistance Recipients
- Persons with Disabilities
- Youth
- Services for Persons with Disabilities (participants of the Disability Support Program)
- Older workers
- LMDA eligible
- Immigrants

Supporting Documentation

You can attach any supporting documents with your activity report.

Reporting Notes

When reports are completed, please use this section to describe any issues, concerns, positive feedback or information, staff changes etc.

Completing a Financial Report

This section provides supporting information required to complete the financial report.

Project Costs

Provide the actual costs for each eligible expense for this reporting period.

Project Cash Flow

Provide an updated cash flow estimate for the remainder of the agreement.

Supporting Documentation

You can attach any relevant supporting documents with your financial report. There are no required attachments when submitting financial reports. If you wish to attach supporting documents, you may attach these when you submit your reports.

Reporting Notes

Provide any additional information related to finances in this reporting period.

Submitting Your Reports

Once your organization has finalized the report including any attachments, the report may be submitted to the Department using the LaMPSS self-serve system.

In this section of the report enter the following information that would have been received when your organization was registered as in LaMPSS:

Enter your organization's ID, username and password and click the "submit" button. This will connect you with the LaMPSS system to submit the report.

Additional Terms & Conditions

The following terms and conditions form part of WORK ACTIVITY agreement in addition to the "General Terms and Conditions" outlined in the agreement.

The objective of the Work Activity is to assist individuals to prepare for and gain entry to the labour market. In doing so, a return on investment will be achieved through a reduction in dependency on employment Insurance and Income Assistance and additional tax revenues through increased employment.

Work Activity providers cannot charge fees for services.

The Work Activity site must be available and accessible to participants during established business hours.

Privacy Considerations

In order to minimize the risk of an employer-employee relationship between the WAC Program provider and the province, the province cannot be overly prescriptive in how the 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.

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

WAC Program 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 participants 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.

WAC Program 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
 - Surname, given name and initial
 - Date of birth
 - Street address, including apartment number, city, province, postal code

Contact Information

Provincial Contact Information: To apply to become a LaMPSS user contact 1-877-404-7074 or for other program information contact 1-877-223-0888.