



**Labour and
Workforce Development**

Request for Proposals

**Employment Nova Scotia
Skills & Learning Branch**

**Canada-Nova Scotia
Labour Market Agreement**

July, 2009

Table of Contents

Employment Nova Scotia Request for Proposals 2009-10	Page
1. Administrative Requirements	3
2. Divisional Overview	5
3. Project Requirements – Scope	6
4. Project Requirements – Budget	10
5. Project Results	15
6. Project Reporting	15
7. Communications	17
8. Proposal	18
Appendix A: Proposal Assessment Criteria	19
Appendix B: LMA Eligible Client Definitions	21
Appendix C: LMA Case Management and RTWAP	24
Appendix D: Client Performance Measures	27

Employment Nova Scotia Canada – Nova Scotia Labour Market Agreement Request for Proposals, 2009-10

This request for proposals is targeted toward increasing the labour market participation of unemployed and low-skilled employed Nova Scotians who are not eligible to participate in Employment Insurance-based programming under the Labour Market Development Agreement (LMDA). The objectives of the LMA are to increase the participation of Nova Scotians in the workforce, to enhance the quality of skills development programs available to Nova Scotians, and to help facilitate workforce mobility.

1. Administrative Requirements

1.1 Proposal Submission Process

Regional Submission

LMA project proposals submitted through this RFP can be submitted to one of the following Service Delivery Partnership Committee (SDPC) Coordinators (please submit within the geographic location of the proposed project):

Western Region (Yarmouth, Annapolis, Digby, Hants, Kings, Lunenburg, Queens, and Shelburne Counties):

Attention: Wanda Buchanan, SDPC Coordinator
PO Box 9, Barrington, NS
B0W 1E0
Phone: (902) 637-4057 or (902) 875-6409 (cell)
Fax: (902) 637-2137
E-mail: buchanwl@gov.ns.ca

Central Region (HRM):

Attention: Rob Watkins, SDPC Coordinator
2131 Gottingen Street, 5th Floor
PO Box 2623, Halifax, NS
B3J 3P7
Phone: (902) 424-6072
Fax: (902) 424-5115
E-mail: watkinrg@gov.ns.ca

Northern Region (Cumberland, Colchester, Pictou, Antigonish, and Guysborough Counties):

Attention: Adam Fraser, SDPC Coordinator
Aberdeen Business Centre, Suite 255
610 East River Road, NS
B2H 3S2
Phone: (902) 755-7170
Fax: (902) 752-5088
E-mail: fraseran@gov.ns.ca

Eastern Region (Inverness, Richmond, Victoria, and Cape Breton Counties):
Attention: Donna Anderson, SDPC Coordinator
360 Prince Street, Sydney, NS
B1P 5L1
Phone: (902) 563-5665
Fax: (902) 563-0516
E-mail: andersdm@gov.ns.ca

Pan-provincial project proposals can be submitted to the following location:
Attention: LMA Programs
Employment Nova Scotia, Labour and Workforce Development
5151 George Street
Suite 802, Halifax, NS
B3J 2S9
E-mail: croxenbl@gov.ns.ca

Immigration

If your proposal involves working with or on behalf of immigrants, please forward your proposal directly to the Office of Immigration; this department also offers funding opportunities under the Labour Market Agreement:

John MacDonnell, Settlement Officer
Nova Scotia Office of Immigration
1741 Brunswick Street, Suite 110A
P.O Box 1535, Halifax, NS
B3J 2Y3
Phone: (902) 424-0988
Fax: (902) 424-7936
E-mail: macdojo@gov.ns.ca

Adult Literacy

If your proposal involves adult literacy programming, please forward your proposal directly to the Adult Education division of the Skills and Learning branch, Labour and Workforce Development; this division also offers funding opportunities under the Labour Market Agreement:

Attention: Angela Penney
Grant Coordinator
4th Floor, Brunswick Place
2021 Brunswick Street
PO Box 578
Halifax, NS B3J 2S9
Phone: (902) 424-5162
Fax: (902) 424-1171
E-mail: penneyad@gov.ns.ca

1.2 Proposal Submission Criteria

Proposals and supporting documents must be submitted electronically, formatted to print on 8.5" X 11" paper, and should not exceed 12 letter-sized pages, not including the budget, appendices, proposal template, and letters of support. Please ensure that all required elements are included in your submission to avoid delays in processing. In some cases, documents, such as letters of support, may only be available in hard copy; if this is the case, please make note of this in your e-mail submission and send via mail.

1.3 Notification

Project sponsor applicants will be notified via e-mail that their proposals have been received. Proposals are reviewed by a local review committee (i.e., Action Team) for endorsement, after which they are forwarded to ENS. Applicants will receive notification regarding funding approval from ENS.

Please Note: Endorsement by a local review committee does not equate funding approval. Employment Nova Scotia will make all final decisions regarding funding.

2. Divisional Overview

Employment Nova Scotia (ENS) is a newly-formed division under the Skills and Learning branch of the Department of Labour and Workforce Development (LWD) that is responsible for the delivery of programs funded under the Labour Market Development Agreement (LMDA) (as of July 1, 2009) and the administration of the Labour Market Agreement (LMA) (as of June, 2008) with the Government of Canada. These two agreements are designed to address labour market program needs of Nova Scotians experiencing transitions and challenges in their work life.

LMDA programs are used to provide services to Nova Scotians who are attached to the federal Employment Insurance (EI) system, while LMA programs provide services to Nova Scotians who are not eligible for EI (see precise definition under 'eligible clients'). It is the goal of LWD that LMDA programs and LMA programs will work in tandem to meet the needs of unemployed and low-skilled employed Nova Scotians to build a highly-skilled and competitive workforce.

LWD works in partnership with other government departments, employers, training institutions, and community-based organizations to develop and deliver a wide variety of employment-related and skills development projects and programs. Program providers have the ability to coordinate and develop projects and programs that are tailored to their specific communities and that respond to the needs of their citizens.

Under the LMA, the Government of Canada will provide annual funding to the Province of Nova Scotia over six years for programs and services for low-skilled employed workers and unemployed Nova Scotians who are not eligible to participate in EI-based programming available under the Labour Market Development Agreement. The objectives of the LMA are to increase the participation of Nova Scotians in the workforce, to enhance the quality of skills development programs available to Nova Scotians, and to

help facilitate workforce mobility and provide the information necessary to make informed labour market choices. In particular, the LMA aims to address the needs of those who are currently under-represented in the workforce, who have traditionally not benefitted from supports due to their lack of recent employment. It is important to note that the LMA is a six-year agreement; there is therefore no guarantee of ongoing or long-term funding.

Detailed information regarding the Labour Market Agreement can be found at <http://www.gov.ns.ca/lwd/lmda/>

3. Project Requirements - Scope

3.1 General

The primary intent of LMA funding is to provide support to eligible participants through programming aimed at integrating or reintegrating them into employment. In situations where there is little likelihood of immediate employment, programming may be aimed at increasing the employability of the participants, and ensuring they remain active and productive while they continue along a continuum toward employment. Following project participation, participants should be employed or self-employed, or have moved into further intervention(s) that will facilitate their integration into employment.

It is recognized that employer engagement and awareness may increase the recruitment and retention of LMA targeted client groups; therefore, LMA funding will also be used to support employer engagement and awareness activities.

In order to make the most effective use of LMA funding, priority will be awarded to proposals that demonstrate best practices in, and/or innovative approaches to, employment programming and/or employer engagement. Projects will be designed to meet the specific needs of its targeted participants and to complement (not duplicate) existing programming and activities. Wherever possible, project activities should focus on preparing participants for available employment opportunities, including supporting community economic development strategies and activities.

Funding will be awarded based on a pre-defined list of proposal assessment criteria (**See Appendix A**); however, the Province reserves the right to take into consideration appropriate geographical distribution for employability programs when making the final decision about which proposals are approved for funding.

This RFP invites proposals from eligible project sponsors (**see Section 3.2 below for more detail on eligible sponsors**) for projects commencing in the 2009-10 fiscal year. Two-year projects may be considered.

3.2 Eligible Project Sponsors

For the purposes of this RFP, businesses, organizations (registered non-profit organizations (defined as Cooperatives recognized by Canada Revenue Agency (CRA) as registered charities or non-profit organizations pursuant to paragraph 149 (1) (f) and (l) of the *Income Tax Act* respectively)), and educational institutions are eligible to receive funding and act as project sponsors.

Projects will normally be coordinated by community-based organizations and institutions with:

- demonstrated expertise in the delivery of employment programs;
- adequate client and budget tracking systems; and
- the necessary internal capacity, knowledge, and community partnerships and support to ensure quality and appropriate programming for the residents of their community.

The LMA is limited to six years, and will be evaluated by the federal government in its effectiveness. It is therefore vital that project sponsors are mindful of their roles and responsibilities in relation to the management of the project. These include, but are not limited to:

- Ensuring project activities and measurables are met;
- Adhering to the privacy and communications requirements;
- Submitting quarterly financial and activity reports, as well as year-end and final reports;
- Administration of wage and income supports when applicable; and
- Client tracking and post project follow-up

Project sponsors cannot monetarily profit (making money for the benefit of the owners of the business) from an LMA-funded project.

3.3 Eligible Participants (*See Appendix B for a full listing of eligible clients, target groups, and definitions*).

In order to be eligible to participate in LMA projects, individuals must meet the following criteria:

- Be unemployed and non-EI-eligible; or
- Be employed and low-skilled (low-skilled is defined as having less than grade 12, no certificates (as recognized within NS), and/or low literacy and/or lacking essential skills).

In addition, clients:

- Must have barriers to employment;
- Cannot be eligible for service or support through the Nova Scotia public school system; and
- Must have a Return to Work Action Plan (RTWAP), created through case management (*See Appendix C for a description of case management and*

RTWAP), that clearly demonstrates that the employment intervention offered is the best option to facilitate their integration into employment.

Note: All income assistance recipients that are participating in LMA sponsored programs must be assessed by Employment Support Services through the Employment Support Income Assistance (ESIA) Program and recommended for participation in the program. Any income assistance recipient who is recommended for participation in LMA programs can be assessed by their ESIA Caseworker for any extra supports that will be required in order to participate in the approved program (e.g., child care, travel, etc.).

LMA clients include, but are not limited to, the following:

- social assistance recipients
- immigrants
- people with disabilities
- older workers
- youth
- Aboriginal people
- African Nova Scotians
- new entrants and re-entrants
- unemployed individuals previously self employed
- Acadian and francophone Nova Scotians
- women
- low-skilled employed

3.4 Eligible Activities

LMA funding will focus on projects that align with the LMA's vision, objectives, and guiding principles, and fall under one or more of the following four provincial LMA priorities:

I. Client access and service provision

Objectives:

- To improve equity of access to clients regardless of income attachment.
- To address system and program shortfalls associated with high demand areas.
- To ensure the integration of new programs utilizing a strengthened LMI system.

II. Labour Market Skills Development

Objective

- To increase the essential and occupational skills capacities of individuals and the system to support better transition readiness for clients.

III. Workforce Attachment and Retention

Objective

- To actively facilitate the attachment and retention of that attachment for labour market participants to workforce activity through employer associated engagement programs.

IV. Workforce Development Objective

- To develop the skills of low-skilled workers already in the workforce, and the capacity of the workforce community to support those workers.

Project activities must involve one or more of the following types of activities:

Employment Services:

Services to assist clients prepare to enter or re-enter the labour market, increase their employment prospects and/or ability to sustain employment. Services range from those targeted at job-ready clients to individualized programs for clients with multiple barriers to employment. Activities will also target employers and create awareness among employers and clients on opportunities available. Services could include but are not limited to:

- Résumé writing, interview techniques, informational interviews, networking, and other related job finding activities.
- Client assessments and individualized work or learning action plans of clients with multiple barriers to employment.
- Business development counseling for clients to successfully start businesses.
- Services can be used in conjunction with other interventions such as Skills Development and Work Experience programs.
- Employment services for non-EI-eligible workers who have been or are about to be laid off, to facilitate their adjustment

This grouping includes generic employment information and assistance services that are not related to a specific job.

Note: LMA projects should not duplicate Employment Assistance Services already eligible under the LMDA; the LMDA provides funding for most of the employment services described above for all unemployed Nova Scotians. Therefore, only employment services targeting low-skilled employed Nova Scotians, or employment services which are an integral, but small, piece of a larger project, will be considered.

Skills development and upgrading interventions:

Includes formal training provided by public, private, community, and project-based trainers, usually in a classroom setting, where there is an instructor/pupil relationship and a set curriculum. Interventions may include but are not limited to:

- Customized skill development partnerships with employers
- Bridging experiences between training and sector specific employment
- Adult learning programs
- Literacy and essential skills training

Work experience interventions:

Work experience interventions (e.g. wage subsidies, earnings supplements, job placements, and project-based job creation), for unemployed clients:

- Includes on-the-job employment supports
- The principal focus of this grouping is employment. However, the intervention may also include a short training component, such as Workplace Hazardous Materials Information System training, that is a prerequisite for the job in question.

Combined skill development and work experience interventions:

Interventions that incorporate skill development and work experience. Services may include but are not limited to:

- Work placements or internships
- Mentorships
- Sector specific training programs with work experience components
- Employer-based training programs with job shadowing or work experience components

Workplace-based skill development and training for employed clients:

Interventions that incorporate training and work, and that enable clients who are employed to upgrade their skills while they continue working. On-the-job and formal training opportunities may be offered through the employer. Interventions may include but are not limited to:

- Workplace education and essential skills training
- Short-term occupation-specific program supports to assist vulnerable workers in maintaining their employment

4. Project Requirements – Budget

4.1 Eligible Project Expenditures

Activity-Related Project Costs (Non-Capital Items)	
Category	Description
Project Staff Salaries and Mandatory Employment Related Costs (MERCs)	Staff must be directly involved in the delivery of project activities. Administrative salaries are not covered in this category, as they are reimbursed under the ‘administration costs’ category. MERC are as per the Labour Standards Code.
Benefits	Benefit costs, such as WCB, medical, dental, and company pension plans, are also eligible where warranted by current organizational Human Resources/Personnel Policies.
Professional Fees	For example, equipment maintenance services, IT/web maintenance, janitorial services, security, guest speakers and resource people.

Travel	For direct involvement in project delivery; includes reimbursement for mileage for the use of personal vehicles, taxis, parking, overnight accommodations, meals, airfare, and incidentals. Reimbursements are to be made according to current organizational Human Resources/Personnel policies, not to exceed provincial government rates . Due diligence must be demonstrated in reimbursing for overnight accommodations and airfare, and costs associated with out-of-province travel must be negotiated with your agreement holder in advance.
Rent and Utilities	Project office space, meeting rooms, heat and electricity, etc.
Office Supplies	Supplies used to run the day-to-day operations of the project, such as stationary supplies, postage, etc.
Printing and Communications	Telephone, internet, advertising, photocopy lease, signage, etc.
Resources	Includes books, videos, instructional guides, etc., for both staff and participants.
Professional Development	Courses required by staff to better enable them to perform their duties. Can include conferences and short-term training programs/courses. Diplomas and degree programs are not applicable. PD must be deemed reasonable according to the duration of the project. For example, if a project sponsor is delivering a project that is 12 weeks in length, PD will not be considered.
Other activity-related costs	HST/GST on purchases, insurance (fire, theft, liability), bank charges, and memberships (e.g., professional and organizational) may be reimbursed.

Activity-Related Capital Costs

Capital items are defined as those tangible items that have a lifespan beyond the end of the project and can include office furniture, computers, printers, software, etc. All capital item expenditures must be directly linked to the project activities, negotiated in advance, and tracked separately from activity-related project non-capital costs. Serial numbers must be kept on file for monitoring purposes. A plan for disposal of capital items must be outlined.

Participant-Related Project Costs

Participant-related project costs should only be considered if it is determined that without such supports they would not be able to participate in the intervention (i.e., supports are required to overcome a barrier).

Incremental Costs	
<ul style="list-style-type: none"> <i>Child Care</i> 	<p>Dependent Care Costs are a form of financial support or assistance which is provided to eligible participants if required, while they are participating in a group intervention (an employment intervention delivered in a group format and lasting a minimum of one week, offering a minimum of 25 hours per week of instruction). Dependent care costs are considered to be incremental costs incurred for the care of a child or other person who is dependent upon the participant for care. A dependent must reside with the participant or be under the participant's care; be wholly or partially dependent on the participant for support and either be mentally or physically disabled, or be a child under 14 years of age. Financial assistance should not be provided for dependent care provided by family members unless this arrangement had previously been in place, or there is a rationale to support it.</p> <p>Participants in receipt of financial support from LMA for dependent care will substantiate this cost by submitting regular receipts to the 3rd party or department administering the intervention. The receipt will clearly identify the recipient, the time period for which care was provided and the amount paid.</p> <p>The current rate to be paid for Dependent Care will be based on actual cost up to a maximum of \$400.00 per month.</p> <p>Participants requesting LMA support for dependent care will be required to sign a form advising the 3rd party and/or department whether or not they will be receiving any other sources of income for dependent care (details required) for the duration of their intervention.</p> <p>Note: The participant should be informed about the Universal Child Care Benefit (UCCB).</p>

<ul style="list-style-type: none"> • <i>Travel</i> 	<p>Travel Costs are a form of financial support or assistance which is provided to eligible participants if required, while they are participating in a group intervention. Travel costs are those costs that may be incurred for incremental daily commuting to and from the location of an intervention such as car/bus/taxi/car pool/train. The current rate to be paid for travel costs will be based on actual cost up to a maximum of \$150.00 per month. Participants will be required to submit completed mileage forms that allow for no more than 20 cents per kilometer reimbursement.</p> <p>If a participant is using a reasonable means for travel to and from an intervention and the cost associated with their travel exceeds the monthly maximum, the participant's case manager will have the ability to negotiate for additional funds to help overcome this barrier. These types of situations will be decided on a case-by-case basis.</p> <p>Participants requesting LMA support for travel will be required to sign a form advising the 3rd party and/or department whether or not they will be receiving any other sources of income for travel for the duration of their intervention (details required).</p>
<ul style="list-style-type: none"> • <i>Disability-Related Costs</i> 	<p>Disability-related costs will be reimbursed for eligible participants, if required, while they are participating in a group intervention. These incremental costs may include the cost of a special device, aid or special assistance or special equipment essential to overcome a disability and allow the participant to activity participate in a program intervention. Examples include computers, special transportation costs (excluding modifications to vehicles), the cost of adapting materials and the costs of interpretation or transcription of documents into 26 Braille. Individuals should be encouraged to explore all alternate sources of funding available to assist them to cover these costs. Before a special device/equipment is provided, an assessment (e.g., medical assessment, learning disability assessment, vocational assessment) must take place to demonstrate a need. The cost of required assessments is included in this category.</p>
<ul style="list-style-type: none"> • <i>Incidentals</i> 	<p>It is recognized that participants attending a program inevitably incur costs outside of those described above. A per diem rate of \$7, up to a maximum of \$150/month, may be offered to participants who are actively participating in a group intervention; these amounts are considered taxable, non-insurable, non-pensionable earnings.</p> <p>Note: Incidentals cannot be offered in conjunction with training allowances, as described below.</p>

Training Allowances	<p>A training allowance is a form of income assistance or support which is provided to eligible participants for participating in an approved program intervention; earnings are taxable, non-insurable, and non-pensionable. Training allowances are not normally recommended under LMA. Under extenuating circumstances, however, training allowances may be considered through negotiation with Employment Nova Scotia. Training allowances are set at an hourly rate and are paid directly or indirectly (through 3rd parties) to a participant for each hour they actively participate in a group intervention. Participants should not be paid for hours that they are not actively participating in the group intervention. Training Allowances are not allocated for specific participant expenses (like dependent care) and are at the discretion of participants to spend as they choose.</p> <p>Training allowances are not to exceed an hourly rate of \$8.60.</p> <p>Note: Training allowances cannot be offered in conjunction with incidentals, as described above.</p>
Wage Subsidies	<p>A wage subsidy is funding provided to employers to reimburse them for wages paid to an eligible LMA participant. The purpose of a wage subsidy is to encourage employers to hire someone for a job vacancy that they would not normally hire in the absence of a subsidy. Employers must contribute to the wages at a minimum rate of 50%. Under exceptional circumstances, a contribution of less than 50% will be considered. The percentage of reimbursement should be based on the experience that the participant brings to the position, and may vary as the subsidy progresses and as the individual becomes more adept at performing his/her required duties. Client earnings through a wage subsidy are taxable, insurable and pensionable.</p> <p>Organizations that wish to deliver wage subsidies must demonstrate that they have protocols in place for managing employer-employee matching and monitoring.</p>
Other Participant Supports	<p>Tools of the trade, costs related to exams, and other expenses linked to the process of credential recognition and achieving regulatory body requirements, may be considered.</p>
Project Administration Costs	
<p><i>These are expenses incurred for 'main office', 'head office', or 'administrative office' type costs, which guide and enable effective program delivery and contribute to the success of the project by providing support through overall organization governance, management, planning, finance, communications, human resources and information technology. These costs will be reimbursed at a rate of no more than 15% of project costs, excluding all capital costs.</i></p>	

Examples of Ineligible Costs

- Costs that cannot be directly linked to the project
- Capital Infrastructure (e.g., new construction, land/building purchase)
- Financial losses/deficits incurred by the organization
- Political lobbying activities
- Canada Revenue Agency or payroll penalties
- Parking tickets
- Staff travel to and from work, including parking passes
- Staff salary bonuses
- Legal fees
- Alcoholic beverages
- Recreational membership fees (e.g., gym passes)
- Unreasonable gifts or payment for recognition
- Passive income support for participants (i.e., payment to clients while NOT in a group intervention)
- Costs incurred before or after the start and end dates of the project as per the signed agreement

5. Project Results

Following project participation, participants should be employed, self-employed, or have increased their skills and abilities to allow them to move into further identified intervention(s) that will facilitate their integration into employment. In cases where projects do not involve participants, results should be documented against proposed outcomes.

6. Project Reporting

6.1 Participant Information

Project sponsors will be required to ensure that all project participants complete the online LMA client registration and survey at the time they are accepted into the program, and again when they complete the program. Participants will be asked via e-mail to complete online follow-up surveys three and twelve months after leaving the intervention to measure various facets of participant success (**See Appendix D for client performance measures that are measured via client surveys**). All participants must sign an acknowledgement form regarding the importance of completing the survey (this form, and an LMA survey instruction guide, will be supplied to project sponsors with their Project Agreements).

Participants must be informed that funding for the project has been provided under the Canada-Nova Scotia Labour Market Agreement, and that Canada and Nova Scotia will use information collected solely for the purpose of evaluating the initiative. By

registering on line and completing the initial client survey, the participant provides consent to the collection, use and disclosure of the information provided; this is a condition of their participation in the project.

Participants must be informed that the information, when provided to Canada, will be collected, used and disclosed in accordance with Canada's *Privacy Act* and *Department of Human Resources and Skills Development Act* and that they have a right under the *Privacy Act* to obtain access to and request correction of their personal information held by the federal government.

The participant must be informed that any personal information which is provided to the Project Sponsor or Nova Scotia will be collected, used and disclosed in accordance with the *NS Freedom of Information & Protection of Privacy [FOIPOP] Act* and the *NS Personal Information International Disclosure Protection [PIIDPA] Act*, and that participants have a right to access their personal information, and a right to request correction of their personal information.

Project sponsors must protect the personal information of participants, and are required to only use personal information for the purpose for which it is collected. Any disclosure of the personal information of participants by project sponsors must be in keeping with this agreement and the provisions of the *NS Freedom of Information & Protection of Privacy [FOIPOP] Act* and the *NS Personal Information International Disclosure Protection [PIIDPA] Act*,

Further information about access and privacy processes may be found at www.gov.ca/lwd/dept/info.asp.

Any questions regarding the collection, use, and disclosure of personal information under the LMA may be directed to the Information Access & Privacy Manager by email at LWDaccess@gov.ns.ca or by phone at (902) 424-8472.

6.2 Quarterly Reporting

Project sponsors must collect and report on projected versus actual activities and outcomes on a quarterly basis.

Quarterly cash flows showing projections versus expenditures in each cost category will also be required.

Reporting templates will be provided to project sponsors.

6.3 Fiscal Year-End Reporting

Fiscal year-end financial reports must be received by ENS no later than April 15th, 2010.

Funds committed/issued in 2009-10 cannot be carried forward beyond March 31, 2010. Therefore, any monies that remain unspent in 2009-10 must be returned to ENS within one month of project completion or by April 15th, 2010, whichever comes first.

6.4 End of Project Reporting

At the end of the project, the project sponsor must submit a narrative report on their proposed activities, timelines, and outcomes. Final reports will be due one month post project completion.

A final financial report must be received by ENS within one month of project completion, or by April 15th 2010, whichever comes first.

7. Communications

7.1 Funding Announcements

Project sponsors must contact LWD's Communications Advisor if they are contacted by the media about a funded project or as soon as their organization starts to discuss the following in relation to an LMA-funded project:

- a funding announcement or event
- a news release or feature
- a radio or television spot

7.2 Required Text

The following text shall be used in news releases, features, speeches, announcements, etc.:

<Project Name> is funded through the Canada-Nova Scotia Labour Market Agreement, through which Canada will transfer an estimated \$85 million to Nova Scotia over six years to help low-skilled workers, individuals who are not eligible for Employment Insurance benefits, and groups who are under-represented in the workplace, to find sustainable employment.

The following text shall be used on posters and other pieces that are more graphic and light on text:

Funded under the Canada-Nova Scotia Labour Market Agreement

The Canada and Nova Scotia wordmarks should also appear on posters and other pieces that are more graphic and light on text. Contact LWD's Communications Advisor to obtain the wordmarks.

Communications questions/requests should be directed to:

Department of Labour and Workforce Development

Communications Advisor

Phone: (902) 424-0847

E-mail: finchkh@gov.ns.ca

8. Proposal

8.1 Proposal Content

Proposals should include the following:

- Project name
- Project objectives (objectives should be clear, concise and measurable)
- Proposed community to be served and assessed labour market need (if applicable, include link to community economic development strategies and activities)
- Proposed activities and timelines
- Description of the targeted participants or beneficiaries (if applicable)
- List all partner organizations, identify their roles and responsibilities, and financial contributions (monetary or in-kind)
- Please specify whether these contributions had been confirmed at the time of the submission of this application
- Expected Results
- Means by which success will be measured
- Applicant's background, mandate and expertise with respect to the project activities and targeted clientele
- Past projects with the Province of Nova Scotia and Service Canada (or other level of government) and their achievements
- Budget narrative
- Two letters of support for proposed activity

8.2 Proposal Evaluation and Approval

The initial evaluation of LMA proposals will be by a local review committee which will include local representatives of the Province and the Government of Canada. This evaluation process is intended to ensure that funded projects reflect local labour market priorities and needs. Proposals will be evaluated against the following criteria:

- The applicant has demonstrated success in delivering similar services in the local community.
- The proposed activities fill an identified gap in the local community.
- The proposed activities do not duplicate existing services in the local community.
- The proposed activities are LMA-eligible.
- The proposed client group is LMA-eligible.
- The proposed activities align with local labour market priorities.
- The proposed activities are not LMDA-eligible activities.

Proposals will be forwarded to Employment Nova Scotia; they will then be assessed by ENS against a pre-defined list of proposal assessment criteria (**See Appendix A**); however, the Province reserves the right to take into consideration over-all funding availability, and appropriate geographical distribution for employability programs, when making the final decision about which proposals are approved for funding.

Appendix A

Canada – Nova Scotia Labour Market Agreement Proposal Assessment Criteria

- Is the applicant a registered business, educational institution, or non-profit organization?
- Have there been previous government agreements with this applicant?
- If yes, have the applicant's previous agreements with your government department or other government departments produced successful results?
- Does the applicant have the experience and expertise to carry out the proposed activities? Please comment on years of experience and provide a short description of the programs and services offered by the organization and the client base served.
- Does the organization's vision, mission statement and mandate align with the program/project it wants to deliver?
- Does the organization demonstrate a proven capacity to manage the program and meet reporting requirements, including cash flow reports and client tracking?
- Is the program/project an LMA-eligible activity?
- Are the clients LMA eligible?
 - Non-EI-eligible and not eligible for service or support through the public school system
 - Low-skilled employed (employed individuals with less than grade 12, no certificates or diplomas recognized within NS, and/or low literacy and essential skills)
- Does the proposal identify a labour market need within the community that the project will address without duplicating existing employment programs?
- Are the proposed activities consistent with LMA objectives, guiding principles and provincial priorities?
- Have objectives, activities and outcomes been clearly defined, with scheduled time frames?
- Is the proposed activity incremental to current organizational programming?
- Do budgeted costs relate specifically to the project activities?

- Do the budgeted costs fall within LMA guidelines?
- Are project costs reasonable and reflect 'fair market value'?
- Are the cost categories detailed?
- Is there adequate rationale for capital purchases and other large expenditures?
- Does the applicant have adequate bookkeeping and financial controls in place to track project expenditures?
- Does the project appear to provide value for money, i.e. economy, efficiency and effectiveness?
- Has the applicant sought funding from other sources?
- Has the applicant obtained funding from other sources?
- If applicable, is there evidence of community support for the proposal? (i.e., letters of support if this is new activity and/or the project proponent does not have experience in delivering employment services/training)
- If applicable, has union concurrence been received in writing?
- Has there been consultation with internal and external partners (e.g., review commissions, other departments/divisions and/or other partners)?
- Does the proposal outline the means by which progress will be assessed?
- Does the proposal include performance measurement indicators?
- Does the proposal describe an evaluation method for these indicators?
- Does the service network provide needs assessment and case management of participating clients?
- Does the proposal outline the method by which clients will be screened into the program (i.e. that a RTWAP supports the activity)?
- In the case of the provision of income support and/or incremental costs, is there a documented process to determine that this support is required to support the client's return to work?
- Are the needs of the Official Language Francophone community taken into account in developing or delivering the program/project, if applicable?
- Did the organization submit an application containing all required elements?

Appendix B

Canada – Nova Scotia Labour Market Agreement Definitions of Eligible Clients

All individuals must be non-EI eligible, and cannot be eligible for service or support through the Nova Scotia public school system.

“EI client” means an unemployed individual:

- (a) who is eligible for assistance under labour market programs provided by the Canada Employment Insurance Commission under Part II of the *Employment Insurance Act*, or
- (b) who is eligible for assistance under any similar labour market programs provided by Nova Scotia which are funded by the Canada Employment Insurance Commission under a Labour Market Development Agreement entered into between Canada and Nova Scotia pursuant to Part II (section 63) of the *Employment Insurance Act*.

EI eligible also includes individuals who have had:

- an unemployment benefit period has been established or has ended within the 36 months (3 years) prior to the date of requesting assistance;
- and/or a benefit period that included a maternity or parental claim has been established within the 60 months (5 years) prior to the date of requesting assistance, after which you remained out of the labour market in order to care for a newborn or newly adopted child and are now seeking to re-enter the labour force.

For more information on EI, please visit the following website:

<http://www1.servicecanada.qc.ca/eng/ei/types/regular.shtml>

If you have a client that is unsure if they are or are not EI eligible, they can visit a local Service Canada or call the following Service Canada Employment Insurance Telephone Information Service at 1-800-206-7218.

Eligible clients can include, but are not limited to:

Immigrant: A person and their dependents that has been issued an official Visa and have come to Canada to establish permanent residence. Categories of immigrants include:

- Permanent residents of Canada
- Canadian citizens born outside of Canada
- Protected persons as defined in Section 95 of the *Immigration and Refugee Protection Act*

Social/Income Assistance recipient: A recipient is considered an individual, the spouse of the individual or the dependent of the individual who is:

- In direct pay with Income Assistance; or
- Receiving Extended Pharmacare benefits and meets the definition of low skilled employed under the LMA
- Receiving Transitional Pharmacare benefits and meets the definition of low skilled employed under the LMA

Older Workers: Individuals age 55 and above who lack skills needed for successful integration into employment and who are non EI eligible

Youth: Youth are defined as individuals between the ages of 15 – 30 inclusive, and who are not eligible for service or support through the Nova Scotia public school system. Youth are eligible for service under the public system if below the age of 21; however, if youth are between the ages of 19 and 21 (inclusive), and have NOT attended school within the past year, they are eligible for service under the LMA.

Aboriginal: Aboriginal peoples include Indian, Inuit, and Métis peoples of Canada as defined by the Constitution Act (1982), and the Indian Act as periodically amended.

African Nova Scotian: African Nova Scotians include all individuals from first migrants to Nova Scotia (Matthew Da Costa circa 1604) to recent newcomers from the African Diaspora.

Francophone/ Acadian: Acadian and Francophone Nova Scotians are individuals who identify French as their first language; or attended Acadian or French school in Nova Scotia; or require services in the French language; or who otherwise self identify as Acadian.

New Entrants & Re-entrants:

Re-entrant – An individual, who has had previous labour market attachment, has been out of the labour market and who is actively searching for employment and/or looking to gain the skills necessary to re-enter the labour market.

New entrant– An individual who does not have previous labour market attachment and is actively searching for employment and/or looking to gain the skills necessary to enter the labour market for the first time and is not eligible for services through the public school system.

Previously Self-Employed: An individual who was previously the owner of an incorporated or unincorporated business, farm or professional practice, with or without paid help. The “unincorporated” group includes self-employed workers who did not own a business (such as babysitters and newspaper carriers). Self-employed workers include unpaid family workers, i.e., persons who worked without pay on a farm or in a business or professional practice owned and operated by another family member living in the same dwelling.

Women

People with Disabilities: Includes persons who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who

(a) consider themselves to be disadvantaged in employment by reason of that impairment, or

(b) believe that a employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment,

and includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.

Low-Skilled Employed: Includes employed individuals who do not have a high school diploma or a recognized certification or who have low levels of literacy and/or essential skills.

Appendix C

Canada – Nova Scotia Labour Market Agreement Case Management and Return to Work Action Plan Guidelines

The Canada-Nova Scotia Labour Market Agreement (LMA) emphasizes a client-centered approach that requires the use of case management and client Return to Work Action Plans (RTWAP).

Case Management

Case management is an integrated service delivery approach which supports the implementation of the LMA accountability framework. It involves the coordination of tailored interventions for the purpose of resolving individual employment needs. Featuring a client-driven approach that focuses on individual outcomes, individuals take ownership of the resolution of their needs.

Case management starts when the client commits to a RTWAP. It ensures the tracking of clients to determine and record the employment result after the action plan is closed.

Case management supports the principles that govern the delivery of the LMA by:

- Ensuring the achievement of results instead of measuring process, and providing results for all individuals who benefit from LMA funding.
- Supporting a client-driven approach to ensure individual commitment and empowerment.
- Facilitating local level flexibility based on local labour market needs and resources.
- Supporting partnership where different partners deliver interventions and services to a common client.

Return to Work Action Plan (RTWAP)

As mentioned, a RTWAP is at the core of the case management process. It is developed by the client with the help of a staff member. Once an individual makes the commitment to a RTWAP, a case manager is identified and assumes responsibility for following-up with the client throughout the action plan. The case manager may be the same person who developed the RTWAP with the client or another designated person who will assist the client in carrying out the action plan.

Each client's RTWAP is unique and is a reflection of their personal needs, interests and abilities. RTWAP's do not always include funding under an employment benefit. It can range from getting a driver's license, to seeing a specialist to receive treatment for a

back injury or getting financial assistance while they attend a skills upgrading course. The scope of activities that are included in the RTWAP is limited only by the resources and time available.

Both the client and case manager must commit to the RTWAP and ensure there is a clear understanding as to what action(s) need to take place, where, by whom and when. Case manager commitment to the RTWAP ensures that the agreed interventions are available and adapted to the client's needs.

The RTWAP is flexible and may be revised or enhanced at any time during the case management process. It is the mechanism to develop and follow-up on client's activities and their success in finding employment. The focus is on measurable results reflecting the accountability framework.

The case manager is the person assigned to support the client throughout the RTWAP. This may be the Counsellor who has assessed the client and assisted in the establishment of the action plan or it may be another individual (internal or external) assigned to work with the client as they participate in the intervention(s) outlined on their RTWAP.

For every client under his or her responsibility, the case manager plays three main roles:

1. **Supports the client**, initially by providing him/her with up-front employment and personal supports required to set up, and if necessary, re-evaluate, his/her action plan.
 - The client assumes most of the responsibility for the action plan's success. The case manager is responsible for ensuring that the system is working at its best to help the client and that interventions are suited to the client's needs.
 - For each intervention listed in the action plan, the case manager identifies the appropriate resources in the community offering the required support or service. It should not be assumed that an LMA intervention is the only resource available to assist the client in achieving his/her employment goal.

2. **Ensures the delivery of appropriate interventions** until an employment result is achieved.
 - One of the most important roles played by the case manager is coordinating tailored interventions with service providers, and following-up with each client until he/she has found employment, or the action plan has been completed or officially abandoned. The client can receive assistance and advice from various service providers. The case manager is the essential link between the client's needs and the people who are in a position to meet those needs. Given the number of partnership organizations in the community who help people re-enter the labour force, it is crucial that each third party is doing the work that it is supposed to be doing and that the client is receiving the necessary assistance.

3. **Ensures follow-up and/or tracking** throughout the implementation of the action plan by contacting the client when necessary, recording the result of each

intervention, and by evaluating, step-by-step, the success achieved in applying the action plan.

- For every intervention listed in the client's action plan, the case manager must be able to determine the employment outcome.
- The client and the case manager are the main sources of information for completing and updating the client's file and closing the action plan.
- Case managers are expected to contact the client on a regular basis and record the result of each intervention up until and including a final employment result once the action plan is closed.

Appendix D

Canada – Nova Scotia Labour Market Agreement Performance Indicators

Employment Status

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 full-time or part-time.

Full time: “Full-time”, with respect to employment, means paid employment for thirty (30) hours or more per week

Part time: “Part-time”, with respect to employment, means paid employment for up to thirty (30) hours per week

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.

Not in the labour force: Those who are unwilling or unable to offer or supply labour services under conditions existing in their labour market.

Self-Employed: Self-employed persons are working owners of an incorporated or unincorporated business, farm or professional practice, with or without paid help. The “unincorporated” group includes self-employed workers who do not own a business (such as babysitters and newspaper carriers). Self-employed workers include unpaid family workers, i.e. persons who work without pay on a farm or in a business or professional practice owned and operated by another family member living in the same dwelling.

Education level

Less than high school: Anyone who has not completed a high school diploma or equivalent, and who does not have any post-secondary courses, diplomas or certificates.

High school: Individuals who have completed a high school diploma or equivalent.

Post-secondary education: Individuals who have

- Some post-secondary (incomplete)

- Trades certificate or diploma from a vocational or apprenticeship training
- Non-university certificate or diploma from a community college, CEGEP, school of nursing, etc.
- University certificate below a Bachelor degree
- Bachelor degree
- University degree or certificate above a Bachelor degree.

Completed interventions (definition of complete):

Completed intervention: Client has completed entire intervention. In cases where a client may miss some days/hours of training or work experience, for example due to illness, the determination of whether the client has “completed” the intervention rests with the instructor or project/service manager.

Incomplete intervention: Client did not attend majority of session, majority of classes, or left a job placement prior to end date.

Continuing in intervention: As of the “snapshot” date, client has not yet finished intervention.