

# Employment Assistance Services Program Guidelines

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Department of Labour and Advanced Education /  
Employment Nova Scotia LAE/ENS

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## 1 Employment Assistance Services (EAS) Introduction

Employment Assistance Service is a Program administered by Employment Nova Scotia through the Labour Market Programs Support System (LaMPSS). LaMPSS is a common method for administering Labour Market Programs in Nova Scotia, focused on providing consistency in processes and improving services to labour market agreement holders.

LaMPSS provides your organizations with self-serve capability, enabling you to apply for funding online for some labour market programs, as well as submitting required financial and activity reports online.

All organizations entering into an agreement for delivering Labour Market Programs in Nova Scotia must first be registered as a LaMPSS organization. This is a one-time registration process. Once registered, we will provide you with the ability to utilize the LaMPSS self-service capabilities. If your organization has not previously registered with LaMPSS, you can request a LaMPSS registration form from the Provincial contact identified in these guidelines.

Please read this entire Program Guidelines Document. The information contained in this Program Guideline document will become part of an agreement with the Province for delivery of Labour Market Programs.

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

**EAS is available to: Businesses, organizations, municipalities, band/tribal councils, public health and educational institutions.** Funding is provided through a contribution agreement for eligible expenses to enable organizations to offer employment assistance services to unemployed persons legally entitled to work in Canada. The Service Provider must also comply with these EAS program guidelines.

### Program Guiding Principles

The service is client-centric which means it meets the needs of the community served. Service must be outcomes-based and accountable.

The funding process will be guided by the following principles:

- *Maximum benefits to unemployed clients:* Successful proposals/applicants will demonstrate benefits to clients with respect to their reintegration into the labour market
- *Organizational appropriateness:* The organization/agency/business delivering the program/project must be experienced in providing the type of program or service applied for
- *Demonstrated need:* The successful proposal will target the needs of unemployed Nova Scotia clients and will not duplicate but complement existing services
- *Fairness and transparency:* Clear, published criteria are intended to give all eligible organizations an equal opportunity to access funding;
- *Balance:* *Approved projects* will benefit urban and rural areas, as well as Acadian and Francophone communities; and special interest groups

- *Clear accountability:* Accountability measures will ensure that public dollars are invested wisely and results are achieved.

The funding provided to your organization for EAS comes through agreements signed between the federal and provincial that contain specific reporting requirements. For more information on these agreements (LMA and LMDA) please visit: <http://www.gov.ns.ca/lae/lmda/>

In addition to the SC accountability for results, the Province of NS also has identified areas of accountability. In support of the Government's Workforce Strategy, ENS has directed that there should be additional information collected to help inform the success of funded interventions for clients. More detailed information will be required in relation to a client's employment status following participation in EAS or other funded intervention. The number of follow-ups and post intervention follow-ups for clients has increased to include 24 and 52 weeks and will be required even if the client has an employed result after the first follow-up.

In addition, the individual EAS agreements signed between each EAS providing organization and ENS require a shared responsibility in reporting on associated activities to ensure the best possible outcomes are achieved for clients/participants.

Case manager's have a role in reporting throughout the case management life cycle. Entering required data at intake and over the course of case management improves information used by ENS (the department) for planning and investment.

The information can also benefit your organization in examining trends and determining future areas of focus. Accurate reporting not only promotes best practice but reflects a focus on monitoring to ensure effective service delivery; a commitment shared collectively by service providers and ENS.

### Funding review factors – an overview of how proposals will be reviewed

<i>Factor</i>	<i>Description</i>
<i>Compliance with the Terms and Conditions of the specific program applied for</i>	Application must meet the program requirements and program guidelines, and must include all necessary completed documentation.
<i>Organizational appropriateness:</i>	Proposal must demonstrate the following: <ul style="list-style-type: none"> <li>• Organization's vision, mandate and mission, along with overall objectives and goals are relevant to the proposed project to be delivered. For example, an organization that normally offers research services should not be offering to deliver client training</li> <li>• Organization's experience in delivering direct client-specific programs;</li> <li>• Organization has good standing with the local registrar of societies or other governing body</li> </ul>
<i>Organizational capacity:</i>	To ensure that an organization is viable and has the capacity to deliver the proposed project, program officers will assess that your proposal/organization :

	<ul style="list-style-type: none"> <li>• Demonstrates financial viability;</li> <li>• Demonstrates adequate client and budget tracking systems;</li> <li>• Demonstrates community support and partnerships;</li> <li>• Demonstrates previous experience administering a project of this nature</li> <li>• Demonstrates that staff are trained and experienced in the services offered</li> <li>• Identifies alternate sources of funding if applicable</li> <li>• Has adequate bookkeeping and financial controls</li> </ul> <p>Officers will also consider previous performance with respect to the submission of financial claims and activity reports, management of slippage and HR issues, results achieved in comparison to goals and objectives.</p>
<p><i>Demonstration of need:</i></p>	<ul style="list-style-type: none"> <li>• The proposal must demonstrate the needs for the proposed project in your community, how were these needs identified and how the project does not duplicate existing services,</li> <li>• Information from conducted evaluations; client feedback</li> <li>• Evidence that this project is <b>not a duplication of another project.</b></li> </ul>
<p><i>Relevance and significance:</i></p>	<p>ENS will only provide funding for projects that contribute to identified priorities</p> <p>Consideration will also be given to:</p> <ul style="list-style-type: none"> <li>• Project costs requested – are they reasonable and relate to the project</li> <li>• Are project activities clearly identified with expected outcomes and timelines</li> </ul> <p>Are project activities achievable within proposed timeframes</p>
<p><i>Availability of funding:</i></p>	<p>Decisions will be dependent on amount of funding available.</p>

**Roles and Responsibilities**

**Employment Nova Scotia (ENS):**

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

This includes:

- Designing the program and setting program policy
- Providing service guidelines
- Developing reporting requirements and tools
- Clarifying service delivery and performance expectations
- Providing advice and guidance that clarify Employment Nova Scotia (ENS) expectations
- Ensuring transparency and accountability by monitoring and evaluating delivery performance against agreement commitments and guideline compliance
- Providing opportunities to eligible recipients to express an interest in developing proposals through transparent and fair competitive business practices

- Ensuring that agreements are consistent with the criteria established for the specific employment benefits or support measures
- Setting out explicit objectives and results to be achieved in the agreement
- Negotiating and entering into agreements with selected service providers to deliver programming under a specific *employment* benefit or support measure
- Conducting a thorough risk assessment to determine appropriate monitoring requirements;
- Monitoring the terms of the agreement including administrative and financial activities and review client activities
- Ensuring that the service provider is compliant with privacy requirements as outlined in the terms of the agreement regarding personal information and obtains the appropriate releases from clients for information sharing purposes
- Ensuring that the claimant has provided adequate documentation to support the Section 25 referral; and
- Providing the claimant with confirmation of the Section 25 Referral.

### **Service Providers:**

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

This includes:

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

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

### **Overview of Application Process**

Organizations who wish to apply for funding must be registered LaMPSS users, complete and submit the application form in its entirety, along with required supplementary documents and be eligible as per Organization eligibility requirements.

### **Service Standards**

Internal service standards must be developed and monitored by the service provider and will be provided to Employment Nova Scotia upon request.

### **Participant Eligibility Requirements**

EAS provides services to unemployed Canadians who are legally entitled to work in Canada and are actively seeking employment and other targeted groups as defined by the province of Nova Scotia.

## **2 Applying for Employment Assistance Services Program Funding**

### **Applying Online Using LaMPSS Self Serve**

Once you are a registered LaMPSS user, you can apply for funding on line using the self service capability. To apply on line go to: [www.gov.ns.ca/lampss](http://www.gov.ns.ca/lampss)

### **Applying Using a Paper Application Form**

Please Contact 1-877-223-0888 to obtain information on paper application forms.

Applications will be submitted to a local Employment Nova Scotia office, and are subject to all of the terms of this document.

### **Completing an Application Form**

This section provides supporting information required in completing the application form contents for LWD/ENS/EAS Program.

### **Organization Information**

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

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:

<b>Project Title</b>	Provide a title specific to this project. For example, (organization name, EAS 2010-2011)
<b>Agreement Start Date</b>	Provide the proposed start date for project.
<b>Agreement End Date</b>	Provide the proposed end date for project.

## Past Agreements

Please provide information relating to past agreements, including a previous agreement number.

## Project Description

In this section provide a brief summary of the project. You should include such details as: a brief summary of the activities, intended duration of agreement (in weeks) client group and number of clients to be served (including a separate indication of carry-over clients if applicable), area to be served. Please note that this section has a limit of 300 words. You will have the opportunity to provide more detail about each activity, as well as budget detail, policy information, client service, intake etc in the mandatory attachment section of these guidelines.

### *Attach a detailed project description / proposal to the application*

You may attach a detailed proposal in this section. This is not a mandatory attachment.

## 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.

## Language Preference

Provide your language preference.

## 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.

## Participants

Please indicate expected number of clients in each group 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).

Here are available Participant Groups:

- Aboriginals- Status, Non-status, Métis, Inuit
- Active EI Claimants
- African Nova Scotian
- Displaced Workers
- EI Eligible Clients
- Female
- Francophone/Acadian
- Immigrants

- Income Assistance Recipients
- Older Workers
- Persons with Disabilities
- Visible Minority
- Youth with Employment Barriers

**Note: Actual number of clients groups served will be required for activity reporting.**

### Project Activities

The table below outlines the required information for each eligible activity for the EAS Program. This is the complete set of eligible activities. (These activities are listed in logical order based on the case management life cycle)

<b>Information Access- Resource Centre</b>	
<b>Brief Description</b>	Self-serve information access via a Resource Centre. It is expected that the EAS provider will maintain a resource center with the following information available for unemployed Canadians; LMI information, computer access, job postings, news papers, and resource library. Please provide any additional information about the services offered by the Resource Center.
<b>Expected Results</b>	Provide a quarterly projection of clients using the services of the Resource Centre.
<b>Where does this activity take place</b>	Identify the location for this activity.
<b>Expected number of participants</b>	Provide the total expected number of clients for this activity for the complete period of the agreement.

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

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

<b>Case Management – RTWAP 1_ Development</b>	
<b>Brief Description</b>	Development of a mutually agreed upon Return to Work Action Plan consisting of a series of interventions taking client from a situation of unemployment to finding and maintaining employment.
<b>Expected Results</b>	Please provide a quarterly projection of RTWAPs to be completed.
<b>Where does this activity take place</b>	Identify the location for this activity.
<b>Expected number of participants</b>	Provide the expected number of participants who will have completed RTWAP Development for the complete period of the agreement.

<b>Case Management – RTWAP2_ Management</b>	
<b>Brief Description</b>	Monitoring and adjusting the Return to Work Action Plan as the participant completes the planned interventions to ensure that the plan is being followed and is achieving expected outcomes  Please describe the support provided to clients as they work through their action plan and frequency of contact.
<b>Expected Results</b>	Please provide a quarterly projection of RTWAP management to be completed and a quarterly projection of clients who are expected to become employed at the close of the action plan when all interventions are complete.
<b>Where does this activity take place</b>	Identify the location for this activity.
<b>Expected number of participants</b>	Provide the expected number of participants for this activity.
<b>Expected number who achieve employment</b>	Please provide the TOTAL number of Case Managed Clients Employed at the close of the action plan.

<b>Case Management – RTWAP3_ Follow-up</b>	
<b>Brief Description</b>	<p>After completion of a Return to Work Action Plan, follow-up by the case managing organization at specified time intervals in order to record updated information about the participant's employment status.</p> <p>Please describe how you plan to carry out follow-up with clients after services and interventions in the RTWAP have been completed.</p>
<b>Expected Results</b>	Please provide a quarterly projection of clients who are expected to be contacted at the 24 and 52 weeks intervals.
<b>Where does this activity take place</b>	Identify the location for this activity.
<b>Expected number of participants</b>	Please provide the expected TOTAL number of Case Managed Clients successfully contacted at the close of the follow-up.
<b>Expected number who achieve employment</b>	Please provide the expected TOTAL number of Case Managed Clients to achieve employment for the duration of the agreement.

<b>Job Search– Individual</b>	
<b>Brief Description</b>	<p>When group workshops are not available or appropriate, individual sessions to enhance the skills needed to conduct a successful job search, such as: resume writing; interviewing; search strategies; networking</p> <p>Please describe how you plan to deliver this activity</p>
<b>Expected Results</b>	Please provide a quarterly projection of workshops to be held, workshop title and clients engaged in this activity.
<b>Where does this activity take place</b>	Identify the location for this activity.
<b>Expected number of participants</b>	Provide the expected number of clients for this activity for the duration of the agreement.

<b>Assessment – Career Counselling (Limited and Exceptional)*</b>	
<b>Brief Description</b>	<p>An in-depth evaluation of an individual's career development options by a qualified counsellor who specializes in helping clients with complex employment barriers.</p> <p>Please describe how you plan to deliver this activity and why it is necessary.</p>
<b>Expected Results</b>	Please provide a quarterly projection of clients engaged in this activity.

<b>Where does this activity take place</b>	Identify the location for this activity.
<b>Expected number of participants</b>	Provide the expected number of clients for this activity for the duration of the agreement.

***Assessment –Diagnostic Referral  
(Limited and Exceptional)\****

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

***Job Search – Job Development  
(Limited and Exceptional)\****

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

***Work Experience – Job Coaching  
(LIMITED AND EXCEPTIONAL)\****

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

**\*Limited and Exceptional: These activities will only be used in agreements that provide service to individuals with multiple and complex employment barriers. Please contact an officer with Employment Nova Scotia for further inquiries.**

### Project Budget

Please download the Itemized Budget Breakdown from

[http://www.gov.ns.ca/employmentnovascotia/forms-resources/documents/Updated-Template-ItemizedBudgetBreakdown\\_001.doc](http://www.gov.ns.ca/employmentnovascotia/forms-resources/documents/Updated-Template-ItemizedBudgetBreakdown_001.doc)

You will be required to submit it with your application. Please include details and rationale for funds requested. HST should be included in each category.

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

<b>Budget Category</b>	<b>Eligible Costs</b>
<i>Program Delivery</i>	
<i>Salaries and Benefits</i>	
<i>Salaries</i>	<p>Staff Salaries</p> <p>Please refer to <b>Salary Policy</b> in the Terms and Conditions section of agreement.</p> <p>In this section of the application include the total budget for this category. Provide the details about each position in the Itemized Budget Breakdown.</p> <p><a href="http://www.gov.ns.ca/employmentnovascotia/forms-resources/documents/Updated-Template-ItemizedBudgetBreakdown_001.doc">http://www.gov.ns.ca/employmentnovascotia/forms-resources/documents/Updated-Template-ItemizedBudgetBreakdown_001.doc</a></p>
<i>Mandatory Employer Related Costs (MERC)</i>	<p>EI, CPP and Vacation Pay</p> <p>-includes benefits; CPP, EI, Vacation Pay based on wages and non locked-in RRSP employer contributions where applicable, considering maximum yearly contributions</p>
<i>Other HR Related Costs</i>	<p>Includes health, dental, insurance premiums, pension (RRSP)</p> <p>NOTE: Maximum 50% employer contribution will be supported for such things as pensions and medical plans. For more information, please refer to the Salary Policy in the Terms and Conditions section of this document.</p>

<i>Participant Program Delivery</i>	
<i>Participant Costs</i>	
<i>Incremental Support</i>	Living expenses, dependent care, travel (in exceptional circumstances only).
<i>Disability Supports</i>	Includes participant supports such as: note takers, sign interpreters, adaptive technology, applicable staff training.
<i>Program Materials</i>	Includes participant program-related materials, supplies, books, and testing materials.
<i>Program Professional Fees</i>	Includes participant program-related guest speakers, vocational/needs assessments.
<i>Operational</i>	
<i>Standard</i>	
<i>Recurring</i>	Banking, utilities, telephone, fax, internet, postage, courier, printing, photocopying
<i>Professional Fees</i>	Building maintenance, bookkeeping, equipment maintenance, security, required membership fees for staff, business license, permits, IT, legal fees, snow removal and legal fees
<i>Staff Training and Development</i>	Can include conferences and short term training courses/programs for staff; must be relevant and reasonable according to the duration of the project. Diploma and complete degree programs are not applicable. Includes associated registration, mileage, meal allowances & accommodation. Limited to conferences in Nova Scotia and subject to negotiation.
<i>Equipment</i>	Includes purchase\lease\repairs\rent of computers, fax machines, photocopiers, furniture, software including renewals, staff accommodation disability supports
<i>Facility Lease/Rent</i>	Includes applicable lease\rent costs for both non-applicant owned and applicant-owned premises. For applicant-owned premises, the following formula will be applied: <i>85% x fair market value</i> Although the applicant may use a variety of calculations to determine an amount to include in the proposal, in all cases the negotiated cost cannot be higher than the value of lost opportunity.
<i>Facility Repairs</i>	Includes applicable repair \ leasehold improvement costs for both non-applicant owned and applicant-owned premises, that are necessary for program delivery
<i>Advertising and Promotion</i>	Includes advertising, promotion, signage, brochures
<i>Office Supplies</i>	Includes materials and supplies used to run the day to day operations of the project such as paper, pens, pencils, binders, subscriptions. Negotiated based on historical costs or substantiated estimates.

<i>Travel</i>	Travel for staff directly delivering the project, includes transportation costs, taxi, kilometric charges, etc., as per staff travel claims. Due diligence must be demonstrated in reimbursing for overnight accommodations and costs associated with out-of-province travel. These must be negotiated with ENS in advance. Provide details within the financial submission e.g., mileage rate, reason for travel, number of trips, accommodation and meals, etc. Mileage and meal allowances must not exceed provincial rates.
<i>Insurance</i>	Includes fire, theft, liability, accidental, WCB.
<i>Exceptional Capital</i>	Items that exceed \$1000 including HST. Subject to negotiation on disposition of asset at agreement end.
<i>Administrative</i>	
<i>Administrative</i>	
<i>Administrative-Inclusive</i>	% of total agreement value. Covers ENS contribution to <u>centralized administration costs</u> , previously considered OI. <b>Note</b> – see <i>Centralized Administration (Organization Infrastructure) Eligible Cost Listing in the Terms and Conditions Section</i> .

### Project Cash Flow

A Cash Flow is required for all EAS agreements.

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

### Legal Signing Officers

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

### Supporting Documentation

The table below outlines documents that must be included with the EAS Program application. You will note that there are 6 mandatory types of attachments; Job Descriptions, Organization Overview, Itemized Budget Breakdown, Policy, Service Standards and Supplementary Information. In the supplementary information section, you will be required to submit 3 separate documents, as described below.

<i>Document</i>	<i>Document Topic</i>	<i>Requirements</i>
<i>Itemized Budget Breakdown</i>	Itemized Budget Breakdown	Retrieve the Itemized Budget Breakdown document (from ENS website) and attach to the application form.
<i>Job Descriptions</i>	Job Description	Applicants should provide job descriptions for all positions funded or partially funded by agreement that are included in the salary budget category. Include hrs of work, position title and description of duties.
<i>Organization Overview</i>	Org Overview	Please provide the mission, vision or mandate of your organization. How is it structured (i.e.

		board of directors) how long has the organization been operating? Provide history of agreements with Employment Nova Scotia or other funders, including past results etc. Describe why organization is the appropriate service provider for this program. (Max 2 pages).
<i>Policy</i>	Policy	HR policies. Please submit <b>ONLY</b> sections referring to all types of leave, travel policy and rates, employment benefits etc.
<i>Service Standards</i>	Supplementary Info	Provide copy of organizational service standards.
<i>Supplementary Information</i>	Supplementary Information	Client flow documents; please describe how clients are served, internal processes, client consent form, intake etc.

### Submitting Your Application

Once your organization has finalized the application including the attachment of all the required templates and projects costs, less cash and in-kind contributions, the application may be submitted to the Department using the LaMPSS self-serve system.

In this section of the application 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 “submit.” This will connect you with the LaMPSS system to submit the application.

Please note: There is a 120 day 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.

One submitted Organizations should ensure the submitted application remains in an electronic state (i.e., saved on your computer network) to enable the organization to make any requested edits and then resubmit.

## 3 Employment Assistance Services Program Reporting Requirements

The requirements for Activity and Financial reports for your Labour Market Agreement for EAS are outlined in the agreement.

The schedule of when reports are due will be provided at the time of agreement signing.

NOTE: Organizations that submit paper applications are still able to submit electronic activity and financial reports.

## Reporting Online Using LaMPSS Self Serve

Reports should be submitted online using LaMPSS self serve functionality at [www.gov.ns.ca/lampss](http://www.gov.ns.ca/lampss)

## Submitting Paper Reports

Please Contact 1-877-223-0888 to obtain information.

Paper reports will be submitted to a local Employment Nova Scotia office, and are subject to all of the terms of this document.

## Completing an Activity Report

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

### Project Activities

The table below outlines the information reporting requirements for each eligible activity for the Employment Assistance Services Program. Provide this information for each activity in your Agreement. You will only be required to report on the activities approved in your agreement. For case managing organizations, you can print, scan and attach the LaMPSS EAS report for the specified period to your electronic activity report submission.

<i>Information Assessment- Resource Centre</i>	
<b>Update / Status this Period</b>	Provide <b>narrative</b> information about the use of the centre's resources and equipment used to support finding employment.
<b>Number of unique participants</b>	Provide the actual number of participants using the services of the centre for the reporting period. <b>This will require a manual record keeping system since there is no requirement to record self serve clients in LaMPSS.</b>

<i>Job Search – workshops</i>	
<b>Update / Status this Period</b>	Provide information on the Workshop Topics and Number of Workshops that were held in this reporting period
<b>Number who achieved employment</b>	Provide the workshop title, date held and actual number of participants who participated in workshops for the reporting period. <b>(This will be automatically generated on the LaMPSS EAS report.) The results for the number employed will be captured through ENS accountability data extract.</b>

<i>Case Management-Assessment</i>	
<b>Update / Status this Period</b>	Provide information on the number of cases created and the number of assessments completed for the reporting period.
<b>Number of unique participants</b>	Provide the number of create person, create case and the number of assessments completed that moved to RTWAP development; or closed to group service only; to self-service only; referred out; action planning not viable for the reporting period. <b>This will be automatically generated on the LaMPSS EAS report.</b>

**Case Management- RTWAP1\_ Development**

<b>Update / Status this Period</b>	Provide information on number of RTWAP1_Development completed for this reporting period.
<b>Number of unique participants</b>	Provide the number of RTWAP1_Development completed that moved to RTWAP management; or referred; client not committed for the reporting period. <b>This will be automatically generated on the LaMPSS EAS report.)</b>

**Case Management-RTWAP2\_ Management**

<b>Update / Status this Period</b>	Provide information on number of RTWAP2_Management completed for this reporting period.
<b>Number of unique participants</b>	Provide the number of RTWAP2_Management completed that moved to RTWAP Follow-up; or incomplete- found employment; incomplete- started business; moved out of province; left labour force; referred out; did not follow through for the reporting period. <b>This will be automatically generated on the LaMPSS EAS report.)</b>
<b>Number who achieved employment</b>	The numbers of clients who have achieved employment immediately following the close of a RTWAP, after all interventions are complete. <b>The results for the number employed will be captured through ENS accountability data extract.</b>

**Case Management-RTWAP3\_ Follow-up**

<b>Update / Status this Period</b>	Provide information on number of RTWAP3_Follow-up completed for this reporting period.
<b>Number of unique participants</b>	Provide the number of RTWAP3_Follow-up completed at the 4, 24 and the 52 week stage for the reporting period. Provide the number of cases closed to employment outcome recorded; follow-up not achievable; new case required; left labour force for the reporting period. <b>This will be automatically generated on the LaMPSS EAS report.</b>
<b>Number who achieved employment</b>	The number of clients who have achieved employment as identified through the required 24 & 52 week follow-up intervals. <b>The results for the number employed will be captured through ENS accountability data extract</b>

**Job Search- Individual**

<b>Update / Status this Period</b>	Provide information on number of clients using Job Search-Individual for this reporting period.
<b>Number of unique participants</b>	Provide the number individuals utilizing Job Search-Individual services and number of visits for the reporting period. <b>This will be automatically generated on the LaMPSS EAS report.</b>

**Assessment-Career Counselling**

<b>Update / Status this Period</b>	Provide information on number of clients using Career Counselling services for this reporting period.
<b>Number of unique participants</b>	Provide the number individuals utilizing the Career Counselling services and the number of visits for the reporting period. <b>This will be automatically generated on the LaMPSS EAS report.</b>

<i>Assessment- Diagnostic Referral</i>	
<b>Update / Status this Period</b>	Provide information on number of clients referred to Diagnostic Assessment services for this reporting period.
<b>Number of unique participants</b>	Provide the number individuals referred for diagnostic assessment and type for the period. <b>This will be automatically generated on the LaMPSS EAS report.</b>

<i>Job Search- Job Development</i>	
<b>Update / Status this Period</b>	Provide information on number of clients using Job Development services for this reporting period.
<b>Number of unique participants</b>	Provide the number individuals utilizing Job Development services and the number of visits for the period. <b>This will be automatically generated on the LaMPSS EAS report.</b>

<i>Work Experience-Job Coaching</i>	
<b>Update / Status this Period</b>	Provide information on number of clients using Job Coaching services for this reporting period.
<b>Number of unique participants</b>	Provide the number individuals utilizing Job Coaching services and the number of visits for the period. <b>This will be automatically generated on the LaMPSS EAS report.</b>

## Participant

Enter the actual number of participants during this reporting period for each participant group. Include participants in all relevant participant groups. I.e. a participant may be part of more than one participant group.

Here are available Participant Groups:

- Aboriginals- status, non-status, Métis, Inuit
- Active EI Claimants
- African Nova Scotian
- Displaced Workers
- EI Eligible Clients
- Female
- Francophone/Acadian
- Immigrants
- Income Assistance Recipients
- Older Workers
- Persons with Disabilities
- Visible minority
- Youth with Employment Barriers

## Supporting Documentation

You can attach any supporting documents with your activity report.

## Reporting Notes

Please use this section to describe any issues, concerns, positive feedback or information, staff changes etc.

**NOTE: If your organization is providing Case Management services, Contact IV disks must be submitted monthly. Disks can be submitted to the address provided at the time of agreement signing.**

## Completing a Financial Report

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

### Budget Flexibility

Sponsors may adjust spending within a cost category without prior Employment Nova Scotia (ENS) discussion or approval as long as the total budget amount for the cost category is not altered. ***The exception is the Salaries and Benefits category as the wage category has its own "Wage Policy".***

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

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

Any adjustments to the Project Budget other than those noted above must be approved by ENS prior to the adjustment being made.

With prior written consent of Employment Nova Scotia, sponsors may also exercise budget flexibility beyond 10%, as long as the total agreement value is not affected, and project activities are not impacted. ***The exception is the Salaries and Benefits category as the wage category has its own "Wage Policy".***

Sponsors may not make adjustments if those adjustments result in any increase in the amount of total contribution from Employment Nova Scotia. Any increase to the agreement value requires a request for an amendment.

### **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 supporting documents with your financial report. There are no requirements for this program.

## Reporting Notes

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

## Submitting Your Reports

Once your organization has finalized the report including the attachment of all the required templates, 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.

## 4 Employment Assistance Services Program Terms & Conditions

The following terms and conditions form part of Employment Assistance Services agreement in addition to the "General Terms and Conditions" outlined in the agreement.

The objective of the Employment Assistance Service support measure is to assist individuals to prepare for, obtain and maintain employment, resulting in savings to the Employment Insurance account. In doing so, a return on investment will be achieved through a reduction in dependency on employment insurance and social assistance and additional tax revenues through increased employment.

Employment Assistance Services may include the provision and sharing of labour market information, employment needs assessments, career planning, employment counseling, diagnostic assessment, job search skills, job finding clubs, job placement services, self-help employment centers, transitional employment support, development of a RTWAP, case management and follow-up.

EAS providers may assist clients to research and apply for employment benefits or other programs and may provide a statement of support which outlines the case manager's support of the RTWAP.

Where case management services are provided:

The EAS provider remains the client's case manager and is responsible for overall support to the client from needs determination through to undertaking interventions and the ultimate goal of employment.

EAS providers cannot charge fees for services

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

The following organization types are eligible to receive funding under the Employment Assistance Services program:

Businesses, including federal crown corporations and comparable provincial/territorial crown corporations, organizations, individuals, public health and educational institutions, municipal governments and band/tribal councils are eligible to receive funding as coordinators for activities under a contribution agreement.

The maximum duration of an agreement will not exceed three years.

## **Salary Policy**

The following approach will be used for identifying wages as negotiated.

Wages will continue to be negotiated with organizations by position based on a defined number of hours per week and an agreed hourly wage. However, once the wages are negotiated and approved, the Financial Schedule will no longer show this detailed breakdown.

Specific clauses will be inserted in the financial schedule of an agreement, identifying specific conditions required when exercising flexibility.

**NOTE: While position wages may be adjusted based on operational requirements, the total wages per annum cannot exceed the maximum amounts specified. Any wage adjustments, including temporary acting pay or temporary replacements will be guided by the following limitations:**

- **changes must not result in additional funds being added to the total annual wage budget or overall budget,**
- **project activities must remain consistent with original project objectives,**
- **wage change decisions must not negatively impact project performance, expected targets or service to clients, and**
- **re-allocation of wages from vacant positions to other positions will not warrant permanent rate increases to other positions.**

**AND:** No positions can be eliminated without ENS prior approval and a corresponding decrease in the budget as approved by ENS;

**AND:** Wage increases outside the negotiated approved amounts will not be considered for future negotiation purposes. ENS wage contributions and any increases will be based on the approved amount of the last previous agreement.

In addition to the wages, ENS is setting limits on the contribution toward employee pension, RRSP and other HR benefits and medical plans. The common contribution for the majority of private & public pension plans is 50% paid by the employer. We have determined that this is a reasonable contribution and have set this as a maximum.

Also note that if the contribution is for a private RRSP rather than a registered pension plan, the sponsor contribution is included in the employees overall income and is subject to income tax. Please verify with CRA how to report and tax this income.

### Disposition of Capital Assets

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

### Privacy Considerations

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

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

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

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

Information the Coordinator will collect from participants:

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

**Centralized Administration (Organization Infrastructure) Eligible Cost Listing:**

- Professional fees to cover centralized administration salaries
- Meeting room rentals
- Board and Volunteer travel ( within Nova Scotia only)
- Director's liability Insurance
- Board expenses for meetings, food expenses in limited circumstances
- Training and Development for Board members
- Audit costs
- Additional leasehold improvements, equipment costs, office supplies, advertising, rent, repairs

**Ineligible costs:**

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

## **5 Contact Information**

For further information please contact 1-877-223-0888

## 6 Definitions

Term	Definition
Active case managed client	A case managed client who is currently in an employment intervention, scheduled to begin an intervention or has used the services of the service provider in the last three months.
Assisted Services	Accessed through a client assessment of need and suitability based on the four employability dimensions of career decision making, skills enhancement, job search or job maintenance.
Carry-over Client	An Active Case Managed Client who is currently reported through contact 4
Client (needs) Assessment	Conducted through an interview process to determine the employment related needs of an individual
Displaced worker	Displaced workers are defined as persons who lost or left jobs because their plant or company closed or moved, there was insufficient work for them to do, or their position or shift was abolished.
Intervention	Defined as an activity designed to resolve an employment deficiency experienced by an individual preventing them from finding, obtaining or maintaining suitable employment.
Older worker	Unemployed Nova Scotians age 55 or older, who are legally entitled to work in Canada.
Unemployed	For the purpose of EAS is defined as individuals who: <ul style="list-style-type: none"> <li>• are not working at all and actively seeking employment</li> <li>• are working less than an average of 20 hours per week and are seeking full time employment; or in the case of persons with disabilities who are unable to work full-time and are seeking to increase employment</li> <li>• are in receipt of notice of imminent lay-off or must leave their current occupation due to medical reasons</li> </ul>