



**Labour and
Workforce Development**

**Age Advantage Plus –TIOW Program
Guidelines**

Skills and Learning Branch
Employment Nova Scotia
Age Advantage Plus

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1 Age Advantage Plus Program Introduction

Targeted Initiative for Older Workers (TIOW) is a federal-provincial partnership developed to aid unemployed older workers in communities affected by significant workforce downsizing or workplace closures through programming aimed at reintegrating them into employment.

Age Advantage Plus (AAP), a program funded through TIOW in Nova Scotia, targets individuals ages 55-64. Its primary objective is to prepare older workers for new and immediate employment in their communities. The Nova Scotia Department of Labour and Workforce Development works in partnership with community-based organizations to develop and deliver Age Advantage Plus projects.

Community-based organizations coordinate and develop employment related programs that are tailored to their specific communities and respond to the needs of older workers.

Age Advantage Plus is administered by LWD 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 organizations with self serve capability, enabling you to apply for funding online for some labour market programs as well as submit required financial and activity reports.

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, please go the Labour Market Program Web site and complete the LaMPSS Organization Registration Process at www.gov.ns.ca/LaMPSS.

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 Age Advantage Plus Projects.

1.1 Timelines for Submission of Proposals and Program Duration

The 2011-2012 Request for Proposals for Age Advantage Plus will be open from January 5, 2011 to February 7, 2011.

Successful applicants can expect to be notified in April of 2011.

Projects are expected to be able to start early in fiscal year 2011 and must be complete by March 31, 2012.

1.2 Eligible Project Sponsors & Responsibilities

Every Age Advantage Plus funded project requires a **project sponsor**. Project sponsors are organizations responsible for planning, designing, and implementing an Age Advantage Plus project. The sponsor must be a community-based organization with expertise in the delivery of employment programs and

partnerships with the employer community and must have either experience addressing the needs of older workers, or the ability to form community partnerships to ensure the needs of older workers are met. The roles and responsibilities of project sponsors include:

- Developing a project model that responds to the needs of older workers and the community;
- Connecting with older workers and assessing their needs;
- Carrying out project management duties such as activity and financial reporting, evaluation, and participant follow-up
- Administering financial supports for participants while in training.

Project sponsors cannot monetarily profit (making money for the benefit of the owners of the business) from an AAP funded project. Participants should not be subject to fees as a result of their participation in the project.

1.3 Eligible Communities

As part of the funding guidelines for the TIOW, projects must take place in communities that are affected by significant downsizing, closure(s) or experiencing ongoing high unemployment. Cities and towns greater than 250,000 are not eligible, in Nova Scotia this is the Halifax Regional Municipality. Smaller communities/ towns that fall within the HRM area may be eligible as long as they meet the other criteria. In Nova Scotia, these communities include: Beaver Lake, Cole Harbour, Sheet Harbour and Shubenacadie.

Priority will be given to:

- Communities affected by closures or downsizing in traditional industries such as fishing, agriculture, forestry, textile (& apparel) and mining;
- Areas where significant numbers of unemployed are aged 55 to 64;
- Rural communities that do not have employment services and training facilities readily available to residents;
- Projects whose activities support community economic development strategies and activities.

1.4 Participant Eligibility

In order to be eligible to participate, older workers must:

- be between 55-64 years of age*;
- be unemployed;
- be legally entitled to work in Canada;
- lack marketable skills, or skills needed for successful integration into new employment; and
- live in an eligible community.

*All projects must be designed for, and marketed to; unemployed individuals aged 55-64. In exceptional circumstances, workers aged 50-54 and over the age of 64 may participate, but priority should be given to those aged 55-64.

Priority should be given to older workers:

- involuntarily displaced as a result of a downsizing or closure. This may include older workers indirectly displaced as a result of the downsizing such as workers employed in related businesses or workers or businesspeople that have been affected by reduced community spending.
- who demonstrate the most need for participation in an AAP project.

Although not targeted, older workers in receipt of Employment Insurance (EI) benefits may participate in a project. Project sponsors will need to advise these individuals to contact Service Canada to discuss any potential impacts that participation in Age Advantage Plus may have on their current and subsequent EI claims.

Participants that are in receipt of Canada Pension Plan (CPP) income do not need to contact Service Canada prior to becoming involved in an Age Advantage Plus program as there is no impact that participation may have on their pension income.

1.5 Eligible Activities

Age Advantage Plus activities should focus on preparing participants for new and immediate employment. Projects which result in industry certification for immediate employment will be preferred. Various delivery models will be considered such as projects that include multiple intakes, community-based initiatives, preparation for self-employment, employer engagement activities and multi – partnered or industry/sector based initiatives.

It is understood that strong links with employers create better employment opportunities for participants. To this end, AAP projects must involve an employer awareness component. Preference will be given to projects which have an employer as an active participant in the project development and this employer is committed to employing graduates of the project.

As part of the development of an Age Advantage Plus program delivery model, applicants should explore the integration of an essential skills component. Essential skills provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. These skills are used in nearly every occupation and throughout daily life in different ways. Individuals who have these skills are able to take on a wide variety of tasks and make a positive contribution in any workplace.

It is recommended that project sponsors use the 'Age Advantage Essentials' curriculum developed for this program for the training portion of the project, then to involve participants in one of the experiential activities:

- Preparation for Self Employment; or
- Employer Based Work Experience; or
- Community Based Work Experience

Sponsors may choose which portions of the 'Age Advantage Essentials' curriculum is most relevant to their project when developing activities (see section 2.1.11).

2 Applying for Age Advantage Plus Program Funding

2.1 Applying Online Using LaMPSS Self Serve

Please ensure that you read the entire program guidelines before applying to this program. Once you are a registered LaMPSS user, you can apply for funding using the self service capability. To apply on line go to: www.gov.ns.ca/lampss.

2.1.1 Completing an Application Form

This section provides supporting information required in completing the application form contents for ENS/Age Advantage Plus Program.

2.1.2 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 LaMPSS Operations Support to obtain a LaMPSS Registration Change form to update your information.

2.1.3 Project Details

Please provide the following:

Project Title	Provide a title specific to this project.
Agreement Start Date	Please provide a projected start date. Should be early in the 2011 fiscal year.
Agreement End Date	Please provide a projected end date. Cannot go past March 31, 2012.

2.1.4 Past Agreements

Provide information relating to past agreements if this application is a renewal.

2.1.5 Project Description

Please include a brief description of your project (Executive Summary) not to exceed 300 words.

2.1.6 Attach a detailed project description / proposal to the application

We require you to attach a more detailed project description providing details about the project including:

1. Project description; include in this section a summary of the whole project.
2. Project objectives; objectives should be clear, concise and measurable.
3. Description of the community or geographical area targeted.
4. Description of the targeted participants or beneficiaries
5. Give a rationale for why an Age Advantage Plus project is needed in your community. Specify what gaps/identified needs will this project fill and how have these gaps/needs been identified.
6. Please provide statistics relating to the older worker population and the current unemployment rate in your area.
7. Explain how this project is building on existing employment assistance resources in the community.

8. What economic development strategies and activities are available in your area, and how does this project fit into these strategies and activities? (Include website links if possible).
9. Applicant's background, mandate and expertise with respect to the project activities and targeted clientele.
10. Applicant's capacity and experience in providing adequate financial controls such as budgeting, record keeping, audits, etc.
11. Describe the accessibility of Building / Facilities to be used for the project.
12. Detail your strategy for recruiting participants to the project. Please see Section 5 for suggestions of promising practices.

2.1.7 Agreement Contact

Provide the appropriate contact for your organization. Contact should be an individual who is empowered to participate in negotiation.

2.1.8 Language Preference

Provide your language preference – French or English.

2.1.9 Project Location(s)

Please provide information about where your activities will take place. If you have not yet secured a location, please provide organization address.

2.1.10 Target Groups

Please select 'older worker' and any other categories which apply to the participants anticipated.

2.1.11 Project Activities

Age Advantage Plus 2011-2012 projects are required to include the following activities:

1. Employment assistance activities
2. Employability improvement activities
3. Employer engagement activities

In addition:

- Projects must involve at least 25 hours per week of programming.
- Projects should be able to offer income support in the form of allowances, wages or wage subsidies to participants in need of income support
- Projects must include a 3 to 6 month post-project participant follow-up component
- Employer-based work experiences should not exceed 26 weeks and must include an employer contribution

1. All projects must include **employment assistance activities** (Skill Enhancement - Job Search) that complement resources that currently exist in eligible communities. Such activities include résumé writing, interview techniques, informational interviews, networking, counseling and other related job

finding activities.

2. Projects must include at least two **employability improvement activities** such as:

- Vocational and/or learning assessments (Assessment - Individual Needs Assessment)
- Certification (Skill Enhancement - Job Specific – Workshops)
- Direct marketing to employers and job development (Client management - Job Development)
- Basic skills upgrading (Skill Enhancement - Essential skills – Workshops)
- Mentorship (Skill Enhancement - Job Search – Mentoring)
- Specific skills training (Skill Enhancement - Job Specific – Workshops)
- Employer-based work experience (Work Experience – Wage Subsidies)
- Preparation for self-employment (Skill Enhancement - Self Employment-Coaching)
- Community-based work experience (Work Experience – Paid)
- Post-project follow-up mentoring and support (Skill Enhancement - Job Search – Mentoring)

Projects may include a subset the participants taking part in one of the work experiences, employer based (Work Experience – Wage Subsidies), community-based work experience (Work Experience – Paid), or self-employment entrepreneurship program (Skill Enhancement - Self Employment-Coaching), while the other subset participate in a different work experience activity. Particular care should be taken to assess whether (some) participants are suited for self-employment, if this is a part of the project proposal. Changes can be difficult mid-way through a project.

3. **Employer Engagement activities** (Awareness-Employer Engagement) can include communicating with employers in the community about the advantages of hiring AAP graduates, or a partnership with a specific sector to benefit AAP participants.

The table below outlines the required information for each eligible activity for the Age Advantage Plus Program. This is the complete set of eligible activities.

<i>Agreement Management</i>	
Brief Description	<p>This activity may include administrative activities undertaken by the project facilitator which can include project set up, participant selection and project follow up activities.</p> <p>Please describe what will be covered under this activity.</p>
Expected Results	Please provide details regarding the outcome of the administrative activities.
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Put '0' as there are no participants for this activity.

<i>Awareness-Employer Engagement</i>	
Brief Description	<p>This activity may include initiatives with employers that draw attention to AAP participants and older worker issues such as: Event Sponsorship, Information Campaign, Partnership Development.</p> <p>Please describe the delivery of this activity.</p>
Expected Results	Please provide details regarding the outcome of the employer engagement activities.
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Provide the expected number of participants for this activity.

<i>Assessment - Individual Needs Assessment</i>	
Brief Description	<p><u>Vocational and/or learning assessments</u></p> <p>This activity may include a prior learning assessment, high school equivalency tests, functional capacity evaluations, standardized vocational testing including assessments of interests, skills and abilities, mapping of the participant's current transferable and essential skills. Portfolio development and/or Prior Learning Assessment activities might also make up part of this section.</p> <p>In addition to informing the sponsor and participants of individual strengths and areas requiring improvement, many assessment approaches have the positive effects of identifying transferable skills and improving self-esteem. It is particularly the case with older workers where exercises such as portfolio development and prior learning assessment identify valuable marketable skills that they have taken for granted and that strengthen their résumé.</p>

	Please describe the delivery of this activity.
Expected Results	Please provide details regarding the outcome of the delivery of the needs assessment. What does the delivery of the needs assessment hope to achieve?
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Provide the expected number of participants for this activity.

Client management - Job Development

Brief Description	<p><u>Direct marketing to employers and job development</u></p> <p>Direct marketing to employers and job development may include the marketing of program participants directly to employers, establishing a job-worker matching service for participants, or working with employers to develop appropriate employment opportunities that are reflective of the employer's human resource needs as well as the skill supply from project participants.</p> <p>Please describe plans for this activity.</p>
Expected Results	Please describe the expected outcome for participants who take part in job development.
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Provide the expected number of participants for this activity.

Skill Enhancement - Essential skills – Workshops

Brief Description	<p>Workshop based skills upgrading may include upgrading of basic and essential skills such as computer skills, written and verbal communication, problem solving and conflict resolution, working with others, and other essential skills training as appropriate to the participants' needs. Even in labour markets with few immediate employment prospects, the ready availability of a labour force with basic computer literacy can be a compelling incentive to employers looking to establish a new location.</p> <p>Please provide details regarding the essential skills training to be provided.</p>
Expected Results	Please describe the expected outcomes for participants participating in essential skills upgrading.
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Provide the expected number of participants for this activity.

<i>Skill Enhancement - Job Search – Mentoring</i>	
Brief Description	<p>Mentorship may include peer or traditional mentoring approaches. Peer mentoring involves formal and informal relationships through which older workers are counseled, tutored, and otherwise supported by other older workers as they participate in activities aimed at improving their employability. Traditional mentoring is a more formal relationship in which the mentor agrees to help and support someone who is transitioning toward an employment goal with which they have experience. An advantage of both forms of mentoring may be that the relationship can outlast the project, offering continued support as older workers venture into new employment.</p> <p>Please describe plans for mentoring activities.</p>
Expected Results	Please describe the expected outcome for participants who take part in mentoring activities.
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Provide the expected number of participants for this activity.

<i>Skill Enhancement - Job Search - Workshops</i>	
Brief Description	<p><u>Job Search Workshops/Coaching</u></p> <p>Job search should incorporate Employment Assistance activities that exist in eligible community. Provide a learning experience to identify transferable skills, enhance the skills needed to conduct a successful job search, such as: resume writing; interviewing; search strategies; one-on- one job searching activities; networking, Employment Counseling, Informational interviews, and networking. Portfolio development and/or Prior Learning Assessment activities might also make up part of this section.</p> <p>Please provide information about plans for delivery of this activity and list all workshops that will be provided.</p>
Expected Results	Please describe the expected outcomes of this activity.
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Provide the expected number of participants for this activity.

Skill Enhancement - Job Specific - Workshops	
Brief Description	<p><u>Specific skills training / Certification</u></p> <p>Specific skills training should be targeted to identified or anticipated labour market demands, where they exist. This training could be offered in a number of ways. For example, if a single employer anticipates a number of job openings that may be filled with project participants, the sponsor may arrange for the employer to provide class-room or workplace-based training to the participants as a group. Specific skills training may also be provided to individual participants through subsidized work placements (with approved training plans) for individual participants in the project. External resources may be brought into the community to provide specific skills training where warranted.</p> <p>This activity may include certification courses that are in demand in a wide variety of jobs such as First Aid, Cardio Pulmonary Resuscitation (CPR), Workplace Health and Safety and Customer Service certifications. As well, it may be valuable for sponsors to arrange for assessment of some participants for high school equivalency as a successful assessment may expand future employment opportunities for the participant.</p> <p>Please provide information about plans for delivery of these activities & list all workshops that will be provided.</p>
Expected Results	Please describe expected outcomes of this activity. In particular, please provide information regarding why delivery of these activities is important to the participants' success and the impact on job search.
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Provide the expected number of participants for this activity.

Skill Enhancement - Self Employment-Workshop	
Brief Description	<p>Participants may receive assistance determining if self-employment is a viable option. They may also receive training, professional business support, and mentoring to assist them with starting their own businesses where appropriate. Self-employment is a desirable and viable option for many older workers who have experience, skills and an interest in managing their own time. Skills that older workers have developed through interests and hobbies may be applied to the development of successful small businesses. Connecting individuals with similar skill sets could lead to a new economic base for a struggling community. If a project includes a preparation for self-employment module, the participant will be paid a training allowance throughout. Wages and Mandatory Employment Related Costs (MERCs) do not have to be paid.</p>

	Please describe self-employment activities.
Expected Results	Please describe the outcomes for participants who take part in self-employment activities.
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Provide the expected number of participants for this activity.

Work Experience – Paid

Brief Description	<p>Community-based Work Experience</p> <p>The intent of Age Advantage Plus is to increase the employability, and thus the employment prospects, of older workers. All projects should be designed to support this objective, and emphasis should be placed on activities that will assist unemployed older workers to gain employment. In communities with no other opportunities for workers to gain new work experience, projects may include an opportunity for participants to gain experience by participating in incremental projects that benefit the community.</p> <p>Community-based work experience may involve community improvement activities that are already underway, or work activities that are organized by the sponsor or participants as part of their program. Community projects must be of benefit to the community and must not result in personal or private gain or competitive advantage. They should not create a dependency on a service or displace volunteers. All necessary legal permits for project activities must be obtained prior to their commencement. Throughout this portion of their project involvement, the sponsor can offer the participants a wage based upon the hours that they work on the community projects. The sponsor must also ensure that working conditions and personnel policies adhere to labour standards. The wage is taxable, insurable, and pensionable. The sponsor would have to pay all other mandatory employment related costs for each employee.</p> <p>Important Notes for Budget re community-based work experience: For projects that include community-based work experience activities, the amount of project expenditures incurred in relation to such activities (other than participant wages & MERCs and administrative overhead), must be a maximum equivalent to 25% of the wages and MERCs paid to the participants during the time they are employed in the work experience activity. Sponsors should be encouraged to arrange partnerships or seek other funding sources or donations to cover such costs. For example, if participants have a community-based experience where they may be constructing a community park space, costs for construction materials may not exceed 25% of the total allocated to participants' wages.</p> <p>Please describe the proposed project and skills to be gained.</p>
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Expected Results	Please describe the outcomes for participants who take part in work experience through community development.
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Provide the expected number of participants for this activity.

Work Experience – Wage Subsidies

Brief Description	<p><u>Employer-based work experience</u></p> <p>Projects may include a component involving subsidized participant placements with employers. Work experience opportunities could be identified by participants marketing themselves applying the job search skills they acquire on the project or by project staff marketing participants to employers, or a combination of the two.</p> <p>Employer-based work experience can be integrated into projects in a variety of ways. Sponsors may form a module of at least four weeks that follows the training portion of the project; or they may involve four days per week combined with a training day at the project location. The latter model allows participants to retain ongoing contact with other participants and project staff.</p> <p>Project sponsors can provide employers with a wage subsidy for the period of participant employment. Sponsors must exercise precautionary measures to ensure that existing employees are not displaced as a result of the subsidy. The employer must provide 50% of the total wage, for a minimum of 25 hours per week. Under exceptional circumstances, a contribution of less than 50% will be considered. Wages should be the normal rate the employer pays for the position, and comparable to the going market rate for the type of work being done. Client earnings through a wage subsidy are taxable, insurable and pensionable.</p> <p>Ideally an employer-based work experience will give participants an opportunity to prove themselves to an employer, give the employer an opportunity to train the participant, and result in employment. Even where this is a not a realistic outcome, work placements are of value in that through them participants can gain skills and experience in a new employment field and acquire a recent reference for their résumés.</p>
Expected Results	Please describe the expected outcomes for participants who take part in work experience through wage subsidies.
Where does this activity take place	Identify the location for each activity.
Expected number of participants	Provide the expected number of participants for this activity.

Expected number who achieve employment	Please indicate the number of clients who are expected to be hired full time at the end of the agreement.
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Insurance Information for Work Experience Activities

Employment Nova Scotia has an ‘Accidental Death and Dismemberment Policy’ which covers participants in work experience activities of ENS programs who are ineligible for WCB coverage. This would include volunteer placements and work experiences paid through the program. If the work experience component is one where an employee-employer relationship exists, such as a wage subsidy, the employer is expected to cover the insurance costs for this employee.

2.1.12 Project Budget

The following table outlines the eligible costs and specific instructions for each budget category funded by the AAP Program. On the application, please provide complete project costs and requested amounts by budget category. HST should be included in each category. You must also provide the rationale and details for each requested amount in an “Itemized Budget Breakdown”. A sample template can be downloaded from the AAP website at www.gov.ns.ca/employmentnovascotia/tiow/. This rationale must be attached to your application as a Supporting Document.

Budget Category	Eligible Costs
<i>Program Delivery</i>	
Salaries	Salaries for staff - 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. Include position details and rationale in itemized budget breakdown.
MERC	MERC Includes employer mandatory related costs (EI, CPP and Vacation pay). Please consult CRA for prevailing rate.
Health and Dental Benefits	Benefit costs are eligible where warranted by current organizational Human Resources/Personnel Policies to a maximum contribution level of 50% of benefit cost.
Pension Benefits	Benefit costs are eligible where warranted by current organizational Human Resources/Personnel Policies to a maximum contribution level of 50% of benefit cost.
Other HR Related Benefits	WCB or other, for staff.

Budget Category	Eligible Costs
Professional development	Training and related costs (e.g. conference fees) for staff. PD must be deemed reasonable according to the duration of the project.
Travel	Travel for staff 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 in advance.
Participant Program Delivery	
Participant Costs	Participant-related project costs should be considered for each individual. 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) appropriate supports should be offered.
Wage Subsidies and Benefits	<p>Applies ONLY to Employer Based Work Experience.</p> <p>ONLY 50% will be funded. Employer to pay remaining %.</p> <p>Employers are responsible for paying insurance for participants. These are taxable and pensionable.</p> <p>Please provide a detailed breakdown of the wage.</p>

Budget Category	Eligible Costs
<p>Training Allowance</p>	<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.</p> <p>Training allowances are set at an hourly rate and are paid through project sponsors 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.</p> <p>Training allowances can not exceed an hourly rate of 10.00 \$ hr.</p>
<p>Wages</p>	<p>Applies ONLY to Community Based Work Experience.</p> <p>Wages are paid by the project sponsor for Community Based Work Experience. Include MERC (CPP, vacation pay, EI). Taxable and pensionable.</p> <p>Please provide a detailed breakdown of costs (i.e., Wages & MERC).</p>
<p>Travel</p>	<p>Includes all participant travel. Includes travel to and from location of activity (car, bus, taxi, car pool, train) based on actual cost of travel up to a max of \$150 per month, no more than 20 cents per KM).</p>
<p>Disability Supports</p>	<p>Disability related costs – could include cost of a special device, aid or special assistance or equipment. (i.e., computers, special transport, adapting materials and interpreting information).</p>

Budget Category	Eligible Costs
Child Care	<p>Includes actual costs of dependent care to a maximum of \$400 per month.</p> <p>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 dependant must reside with the participant or be under their care; be wholly or partially dependant on the participant for support and either be mentally or physically disabled or be a child under 14. DCS clients should have their case worker involved before benefits are issued.</p>
Program Material	Includes books, videos, instructional guides, used in client programming.
Incremental Supports	Support to ONLY those projects that have a continuation of training period (such as self-employment work experience). Taxable but not insurable.
Graduation	For graduation ceremonies for participants.
Other Participant Costs	Such as steel toe boots, uniforms, etc.
Operational Costs	
Standard	
Recurring	Includes utilities, telephone, fax, internet, postage, courier, printing, photocopy, other.
Professional Fees	Includes Building Maintenance, IT/WEB, janitorial, audit fees, shoveling, etc. Also for professionals such as guest speakers, resource people, computer training, special certificates, essential skills training.
Advertising/Promotion	Includes all program promotional materials and advertising.
Office Supplies	<p>Includes books, supplies, postage, all day to day project necessities.</p> <p>Applies to ALL projects.</p>

Budget Category	Eligible Costs
Other Operational Costs	Relates ONLY to Community Based Projects. Materials and supplies for items such as construction material.
Facility Lease/Rent	Includes office space, meeting rooms, and utilities.
Resource Materials	Books, classroom aids.
Insurance	Includes fire, theft, and liability insurance.
Exceptional Costs	
Capital	Includes items that have a lifespan of more than a year (office furniture, computers, printers, software).
Administrative	
Administrative	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 based on actual expenses, to a maximum of 15% of project costs .
IN KIND Contribution	Please provide a detailed breakdown of all cash and in-kind contributions from sponsors and/or other partners.

2.1.13 Project Cash Flow

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

2.1.14 Legal Signing Officers

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

2.1.15 Supporting Documentation

The table below outlines documents that must be included with the Age Advantage Plus Program application.

Document	Document Topic	Requirements
<i>Itemized Budget Breakdown</i>	Itemized Budget Breakdown	Please obtain the template from website, fill in with information on each cost requested and why it is necessary for activity delivery. www.gov.ns.ca/employmentnovascotia/tiow/
<i>Organization Overview</i>	Organization Overview	Briefly outline any past projects or initiatives that were funded by the provincial or federal government, including any previous older worker projects. Please include information about the programs and services currently offered by your organization. Please outline any existing partnerships, or partnerships for this project.
<i>Letters of support</i>	Letter of Support	Please include 2 letters of support. Letters should be from a non-project affiliated organization, such as a RDA, Chamber of Commerce, MLA, etc. Letters should not be from a past project participant.

You can attach other supporting documents with your application, please do this only if they are relevant to your application and the information is not included in the required attachments.

2.2 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 organizations 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 Age Advantage Plus Program Reporting Requirements

Activity and Financial reports for your project will be required quarterly, and a final report will be required at the completion of the project in order to release the 5% holdback. The requirements for Activity and Financial reports for your Agreement for Age Advantage Plus project will be outlined in the agreement. Reports should be submitted online using LaMPSS self serve functionality at: www.gov.ns.ca/lampss.

3.1 Activity Report

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

Please refer to the reporting requirement section of your agreement for additional information.

3.1.1 Project Activities

The table below outlines the information reporting requirements for each eligible activity for the Age Advantage Plus Program. Provide this information for each activity in your Agreement.

Agreement Management	
Update / Status this Period	<p>Please provide information on the following:</p> <ol style="list-style-type: none"> 1. Tool you used to recruit individuals (e.g. information sessions, newspaper ads, etc). 2. How you evaluated their suitability for this program – e.g. detailed interviews (oral and/or written), reference checks and final evaluation by selection committee. How many applicants/interviews were there? 3. Update on participant issues encountered for the quarter. 4. How you are conducting an evaluation of the project to be included in the final report.
Number of unique participants	No participants for this activity.

Awareness-Employer Engagement	
Update / Status this Period	Please provide information on the employer engagement activity undertaken.
Number of unique participants	Provide the actual number of participants for this activity during this reporting period.

<i>Assessment - Individual Needs Assessment</i>	
Update / Status this Period	Please provide information on how you assessed participants' skill levels, where you gauged where they needed some help, and provided/tailored the training to compensate for skills gaps e.g. testing using TOWES, informal self-assessment tools, or sponsor selected assessment tools.
Number of unique participants	Provide the actual number of participants interviewed for this activity during this reporting period.

<i>Skill Enhancement – Essential Skills - Workshops</i>	
Update / Status this Period	The Age Advantage binder is used to help individuals gain more competency in the nine recognized Essential Skills. Please detail how all of the Essential Skills were covered and to what extent – e.g. how many weeks of computer use were there and what topics were covered. Provide information about any participants that may have left the program for employment or other related activities
Number of unique participants	Provide the actual number of participants for this activity during this reporting period.

<i>Client Management – Job Development</i>	
Update / Status this Period	Please provide outcomes to date and describe, in detail, the activities undertaken, key successes and lessons learned. Please detail how business relations were established and how matches were determined. Provide information about any participants that may have left the program for employment or other related activities
Number of unique participants	Provide the actual number of participants for this activity during this reporting period.

<i>Skill Enhancement – Job Search - Mentoring</i>	
Update / Status this Period	Please provide outcomes to date and describe, in detail, the activities undertaken, key successes and lessons learned. Please detail how business relations were established and how matches were determined. Provide information about any participants that may have left the program for employment or other related activities
Number of unique participants	Provide the actual number of participants for this activity during this reporting period.

<i>Skill Enhancement – Job Search Workshops</i>	
Update / Status this Period	Please provide outcomes to date and describe, in detail, the activities undertaken, key successes and lessons learned. Provide information about any participants that may have left the program for employment or other related activities
Number of unique participants	Provide the actual number of participants for this activity during this reporting period.

<i>Skill Enhancement – Job Specific - Workshops</i>	
Update / Status this Period	Please provide outcomes to date and describe, in detail, the activities undertaken, key successes and lessons learned. Provide information about any participants that may have left the program for employment or other related activities
Number of unique participants	Provide the actual number of participants for this activity during this reporting period.

<i>Skill Enhancement – Self Employment-Coaching</i>	
Update / Status this Period	Please provide outcomes to date and describe, in detail, the activities undertaken, key successes and lessons learned. Activities during this period should be recorded both by the participant and the facilitator.
Number of unique participants	Provide the actual number of participants for this activity during this reporting period.
Number who achieved employment	Provide the actual number of participants during this activity that have left for employment, etc., during this reporting period.

<i>Work Experience – Paid</i>	
Update / Status this Period	Please provide outcomes to date and describe, in detail, the activities undertaken, key successes and lessons learned. In particular, describe the work experience provided and the marketable skills gained. Please provide, for each participant placement, employer’s name, address, contact, phone number and length of placement.
Number of unique participants	Provide the actual number of participants for this activity during this reporting period.
Number who achieved employment	Provide the actual number of participants during this activity that have left for employment, etc., during this reporting period.

Work Experience – Wage Subsidies	
Update / Status this Period	Please provide outcomes to date and describe, in detail, the activities undertaken, key successes and lessons learned. Please provide, for each participant placement, the Employer’s name, address, contact, phone number and length of subsidy.
Number of unique participants	Provide the actual number of participants for this activity during this reporting period.
Numbers who achieved Employment	Provide information about any participants that may have left the program for employment

3.1.2 Target Groups

Enter the actual number of participants during this reporting period for all activities.

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

3.1.3 Supporting Documentation

You can attach any supporting documents with your activity report.

A template for final reports will be provided to successful applicants.

3.1.4 Reporting Notes

Provide any additional information.

3.2 Financial Report

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

3.2.1 Project Costs

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

3.2.2 Project Cash Flow

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

3.2.3 Supporting Documentation

You can include any supporting documents with your activity report.

3.2.4 Reporting Notes

Provide any additional information.

4 Age Advantage Plus Program Terms & Conditions

The following terms and conditions form part of the Age Advantage Plus program agreement in addition to the “General Terms and Conditions” outlined in the agreement.

- As an Age Advantage Plus sponsor, you will receive a welcome package once your project is accepted, which serves as an orientation to the program and to the forms that are required, as well as an orientation to federal and provincial communications requirements.
- **Age Advantage Plus projects that are recommended by the province require final approval by Human Resources and Skill Development Canada (HRSDC). The province will work diligently with the federal government to ensure that decisions are made in a timely fashion. (Please note, circumstances may arise that fall outside the control of the province which may cause a delay in receiving final approval from HRSDC).**
- Sponsors should ensure that they have general liability insurance for themselves and the participants for the duration of the project.
- Sponsors are required to comply with WCB regulations. If an employer, such as a small office or daycare, is not required to have WCB for its staff, but general insurance only, the same conditions apply to project participants. The sponsor is able to share the cost of extending insurance to the employer for the length of time that the participant is on the work experience. The cost of WCB or comparable private insurance compensation coverage for participants and project staff is an eligible Age Advantage Plus expense.
- Sponsors are required to read the EI factsheet provided by ENS if they are interviewing any clients receiving EI. For participants who are receiving EI benefits, both the sponsor and the participant concerned should follow the guidelines laid out in the EI factsheet.
- On-site and/or telephone monitoring activities will be undertaken by the Age Advantage Plus team from ENS.
- The following is to be provided immediately following participant start date:
 - Project Intake/Information Forms – This information must be provided using the HRSDC Project Information Form. This form can be obtained from ENS and will be provided upon acceptance to the program. Completed forms, which must be completed by each participant upon his/her start date, must be signed original forms, packaged by the sponsor and sent express post with sponsor name attached. These completed forms cannot be submitted electronically.

Please Note: Project Intake/Information Forms must be filled out for each new participant.

- The following is to be provided immediately following participant end date:

- Project Feedback Forms – This information must be provided using the HRSDC Project Feedback Form. This form can be obtained from ENS and will be provided upon acceptance to the program. Completed forms, which must be completed by each participant upon his/her end date (even if a participant leaves before the project end date), must be signed original forms, packaged by sponsor and sent express post with sponsor name attached. These completed forms cannot be submitted electronically.

Please Note: Project Feedback Forms must be filled out by all participants who completed a Project Information/Intake Form, at the time they leave the program (regardless of when/why they leave).

5 Best Practices/Suggested Appropriate Activities

The Department has developed, in partnership with the Acadia Centre for Social and Business Entrepreneurship, a facilitator's resource called "*The Age Advantage: A Transition Program for Older Workers*". The guide consists of a series of 20 workshops and 7 supporting information booklets designed to help displaced and unemployed older workers navigate life and work changes while discovering satisfying income earning activities for this stage of their lives. It is a tool that can be used to assist unemployed or underemployed older worker clients in gaining new employment. This program includes workshops and resources regarding the following topics:

- Overcoming Challenges
- Create a Personal Vision
- Making a Living in the 21st Century
- Focusing Your Job Search
- Marketing Yourself
- Creating Opportunities Through Self Employment

The objectives of the Age Advantage Program are:

- to provide positive and empowering support through the transition process
- to help renew self-confidence and self-esteem
- to co-create a positive view of aging and work through late life and retirement careers to present Older Workers with tools and strategies to help them get back to work

- to provide self-exploration and entrepreneurial tools to Older Workers who are in transition to new employment; to those who are interested in creating their own jobs; or to those who wish to start a small business.

A copy of the facilitator's guide is available to project sponsors, who are encouraged to review this resource to explore its use and applicability to support the overall employment assistance activities of an Age Advantage Plus project.

To obtain a copy of the program, please submit your request to: ageadvantageplus@gov.ns.ca.

Suggested appropriate activities:

1. Coaching

Sponsors may offer ongoing counseling, networking, access to job postings, and other support to program graduates who are continuing their job search after their project participation ends. Sponsors may also choose to link graduates to other community employment resources. If a sponsor continues to offer employment services in its community, it is reassuring for participants to know that a sponsor will maintain an open-door policy for graduates, or will maintain contact with participants and support participant networking through regular informal gatherings, such as monthly coffee clubs. **Often, bad weather may prevent participants from travelling to the program or work site. Participants can make up time lost due to weather. This could be in the form of homework, and/or telephone contact.**

2. Facilitator Orientation

Sponsor must fully orientate facilitator to expected outcomes and assist in achieving them. Sponsor must ensure facilitator has enough time to prepare the project ahead of start date of participants. Facilitator should have access to all resources required in order to achieve goals of the project. Sponsor must ensure that facilitators are supported at all times by all parties. In other words, the sponsor must have enough time and resources to create a good program – this includes many elements - from interviewing participants to finding a facilitator and a (class) room; from obtaining travel allowances for participants and finding employers to interview for availability and suitability to establishing a tailored curriculum. **It is normal for project coordinators to correspond with the Age Advantage Plus team directly if and when any issues arise that they want to discuss, at any time during the program.**

Also, finding work experiences for participants is a time consuming activity. Placements in nearly all cases are researched ahead of time by sponsors, but final decisions are usually left up to participants as to where they want to go. While some participants do get placements, they are not always good matches – for example, participants complain they did not help their confidence in finding new jobs. Sponsors do in some cases spend time finding new placements for such participants and have been successful in this.

Weekly assessments at the workplace for each client are standard, as is the practice of coordinators to ascertain if an employer is serious about keeping a participant on, mid way or 3/4 way through. If employers express doubt, the participant should be actively seeking permanent employment elsewhere, as well as finishing the work placement. Participants are responsible for helping seek their own work placements in all programs - this is fundamental; the Age Advantage Plus program does

encourage this too. Participants are encouraged to be active in seeking employment after the program finishes.

There is no guarantee as to when Age Advantage Plus programs start, due to various factors, although the government tries to accommodate sponsors' wishes. While participants would often like to time work placements so that they end when seasonal work begins, the aim of the course is full time and/or permanent employment.

3. Employer / Guest Speaker / Visitor Engagement and Recognition

If the sponsor includes activities relating to potential guest speakers/employers whom they would like to recognize at the end of the program at graduation, then the sponsor is encouraged to do so. Appropriate tokens of appreciation might include a certificate, gift or speech, for example. This builds community engagement. **Graduation ceremonies are an important part of the programs; planning by the facilitator and participants can be a group project. Graduation expenses, within reason, are an eligible expense. For example, participants might produce their own certificates or design them and the facilitator pay an outside firm to print them. Invitations to graduations would be likewise a productive activity by participants.**

4. Participant Engagement and Teamwork

Many participants felt that some of the elements were outstanding and challenging in a good way e.g. Antigonish Career Resource Centre offered PowerPoint training and asked their participants to research ageism both in their own library and on the Internet and finally make presentations to the group. This group felt their work on this project was extremely rewarding. More projects could be offering this type of training – it combines teamwork, problem solving, reading, document use, numeracy, writing, oral communication, and computer skills. In other words, this seems to be an ideal module for delivering essential skills. Many participants in all projects to date have mentioned that more time should have been devoted to computers, and some stated that they would like computer skill time spaced right from the start of the program.

5. Length of Employment Assistance Activities

It is recommended that a minimum of six to eight weeks of training should be devoted to activities such as resume writing, interview techniques, counseling and job search techniques, such as are provided by Skill Enhancement - Job Search Job Search workshops and Skill Enhancement - Job Search Mentoring and Client management - Job Development. Vocational and/or learning assessments, Certification, Direct marketing to employers and job development, Peer Mentorship and Specific skills training are also recommended for a well-developed program. Most sponsors so far have commented that tailoring their programs to their participants was a key factor to their success.

6. Past Participants' points to consider in improving projects

Some participants felt Age Advantage and Portfolio overlapped and felt frustrated that they were spending time going over the same ground twice. Some participants did not feel portfolio was an advantage to them, especially given the time devoted to it, when they would rather be learning practical job skills such as computer skills. Some people wanted them combined. (Some sponsors were of the same mind but unsure how to do it).

7. Certificates

Some participants felt many certificates were useless and yet others felt they really needed them. Perhaps sponsors could consider tailoring the type and number of certificates taken, even in the same program, to accommodate needs.

8. HRSDC intake and exit forms

It is exceptionally important that HRSDC intake and exit forms are filled out by each participant, even those who leave the program early or start late. The forms are collected and sent by express post to the Age Advantage Plus team at the beginning and end of the program.

Participants should be made aware that their participation is conditional on filling out these forms and signing them. Please ensure that participants fill out their exit forms before they graduate - forms should not be taken home to fill out; rather, they should be filled out in the presence of the coordinator. It is the sponsor's role to ensure that each participant is aware that their input into the Age Advantage Plus program as a whole is important to the measurement of program success in Nova Scotia.

9. Advertising material that sponsors initiate

This message is for successful applicants, regarding all advertising material. Please note that it is compulsory to send all advertising material to the Age Advantage Plus team before running it. This includes any material for Age Advantage Plus - flyers, ads, newspaper articles, etc., whenever possible. The Age Advantage Plus team will forward material to the departmental Manager of Age Advantage Plus and the Communication Advisor for approval.

If you have an item other than a poster, text acknowledgment for Age Advantage Plus written material /ad copy should include a reference to both federal and provincial funding partners (i.e., we must indicate when a program receives Human Resources and Skills Development (HRSDC) and provincial funding under the Canada-Nova Scotia Targeted Initiative for Older Workers (Age Advantage Plus)).

For example, "Funded through the cost-shared Age Advantage Plus (Canada-Nova Scotia Targeted Initiative for Older Workers), a joint initiative of HRSDC and the NS Department of Labour and Workforce Development."

Or, where appropriate, put something like the following text: "This Age Advantage Plus program is administered in Nova Scotia through the Department of Labour and Workforce Development."

Please remember to include logos for the federal and provincial governments to your posters, or any other material that has a strong visual component. The "Age Advantage" logo of the maple leaf is optional.

5.1 Age Advantage Plus Intake Process and Form- Promising Practices

Participant Recruitment Strategy Advice from HRSDC

Experience has shown that even when there are considerable numbers of older workers who may need employment programming in a community, successful recruitment of those who need it most may be challenging. Therefore it is important that proposals address the issue of recruitment.

Ideally, participant recruitment should include a variety of approaches for attracting suitable participants to a project. Some strategies for recruitment may include:

Connecting with other organizations – project sponsors may recruit through organizations that serve older workers in a variety of settings other than employment assistance. These may include social clubs, health clinics, legions, libraries, etc.

Developing relationships with referral sources – projects may benefit from identifying, networking, and forming a close connection with all potential sources of referrals such as local employment assistance services and unions, etc.

Approach participants in their own environment – where possible, it may be helpful to conduct information sessions and physical outreach activities to potential participants in an environment that is familiar and comfortable to them.

Get interested participants to help recruit – participants who have expressed interest and commitment to attending a project may be aware of other potential participants and willing to pass along project information or make suggestions on how to connect with the client group.

Publicize project with participant group in mind – project sponsors may need to critically examine their use of media outlets and carefully tailor their approach to the use of advertising in media that is most likely to be accessed by the participant group.

Recruitment of AAP Applicants- Promising Practices from Nova Scotia Service Providers

It is not always easy to connect with those most in need of this program. Those who are able to navigate services are often not those who are in need of the essential skills upgrading. Most respondents get referrals from the CRCs as well as advertising in local papers, community boards and with relevant community organizations. One program sponsor recommends holding an information session for potential applicants.

Selection Process

It was found that most project sponsors are satisfied with their client intake if they select their candidates using both written applications and then an interview. For clients with low literacy, this process may require some assistance which may be a deterrent to clients most in need. If the application process is too onerous, we may not get all the clients who are in most need of the program. Suggested questions for the application form and interview are found in the following section.

1. Application form (sponsors can also ask for Resume)
2. Interview (can be by phone or in person, single or in groups)

Think about who does the selection of candidates. It is important for the client to establish a good relationship with the program facilitator; therefore they are essential to the selection process.

5.1.1.1 Sample Application Form for AAP Participants

Section 1- Participant Information – Information asked is at the discretion of the service provider- please keep in mind privacy and ask only relevant questions.

1. Name and location Employment Service Case Manager

Name : _____

Organization: _____

2. Do you have (social and logistic) support available? (For example- family who are enthusiastic about your going back to work, ability to use community resources)

Please list:

3. Do you have transportation to the classroom portion? Work Experience? Job?

Yes No

4. Are you able to follow a flexible schedule?

Yes No

5. What are your current sources of income?

Canada Pension Plan

Superannuation (Private Pension Plan)

Workers Compensation

Employment Insurance

Social Assistance

Part-time Work

Spousal Income

None

Other (please specify): _____

Section 2- Work History

6. Education level indicate your highest level of formal education (choose one only):

- 0 to Grade 8
- Some high school
- Completed high school or received a GED (General Equivalency Diploma)
- Some post-secondary
- Post-secondary certificate or diploma
- University - Bachelor's Degree
- University - Above Bachelor's Degree

7. During the last 10 years, what type of work have you done most? (primary occupation) :

8. Why are you no longer working in your primary occupation?

- Laid off due to company downsizing
- Laid off due to company closure
- Left job due to health reasons
- Left job for other reasons
- Retired
- Dismissed
- Other (please specify): _____

9. In the last five years, did you participate in any full-time programs designed to help you obtain new employment?

Yes No

Section 3- Ambitions and Motivation

10. Please list your reasons for wanting to participate in this project:

11. What are your goals in life- 1 year from now? 5 years from now?

12. How long have you been out of work?

- 1-6 months
- 6 months- 1 year
- 1- 2 years
- 3-5 years
- 5 years or more

13. Have you conducted a recent job search using your current skills and abilities?

Give examples at an interview.

14. Are you interested in work experience? What employers or work settings would you enjoy connecting with?

15. Are you interested in self-employment? What type of business are you considering starting?

16. Is there anything preventing you from taking part in this program?

Section 4- Skills Inventory

17. Please indicate your ability in the following areas and how important the following features or activities would be to you in programming aimed at getting you a new job.

Activities	Rate your level in this area from 1 (I need lots of help); to 5 (I am great at this)	Rate the importance 1= Not Important 2= Somewhat Important 3= Very Important
Résumé writing	1 2 3 4 5	1 2 3
Job interview techniques (preparing for an interview)		
Job search techniques (looking for a job)		
Choosing a new career		
Basic skills (reading, writing, mathematics)		

Computer skills		
Employment specific skills (ie: making sales)		
Self confidence		
Punctuality (showing up reliably and on time)		
Giving and receiving suggestions		

6 Contact Information

For further information about Older Worker Initiatives in Nova Scotia, please contact the Age Advantage Plus Team at:

Nova Scotia Department of Labour and Workforce Development
Employment Nova Scotia
Attn: Age Advantage Plus (Targeted Initiative for Older Workers)
8th floor, Duke Street Tower
5251 Duke Street
Halifax, NS B3J 1P3
Canada

Email: ageadvantageplus@gov.ns.ca
Phone: 877-223-0888
Fax: 902-428-2037