August 15, 2013

Dear [Redacted]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: AES/022/2013]

On July 5, 2013, the Department of Advanced Education and Skills received your request for access to the following records:

All correspondence between the Department of Advanced Education and Skills head office in St. John’s and the Advanced Education and Skills offices in Clarenville between March 1 – June 28, 2013.

On July 5, the Department of Advanced Education and Skills asked you to clarify your request. You responded:

“The request is about the closure of EAS offices in the Clarenville area, so any correspondence related to that in any way.”

This is to inform you that your request for access to these records has been granted in part. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Pages 2,3,18,19,23,30,32,38,41-70 have been redacted in full under section 20(1)(c).

The attachments referenced on pages 1 and 9 have been removed under section 30. Page 87 has been removed as it is considered non-responsive.

Access to all other responsive records, and/or information contained within the records, has been refused in accordance with the following exceptions to disclosure, as specified in the Access to Information and Protection of Privacy Act (the Act):

Section 20(1)(c) – The head of a public body may refuse to disclose to an applicant information that would reveal consultations or deliberations involving officers or employees of a public body, a minister or the staff of a minister

Section 30 – The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party’s personal privacy

As required by subsection 7(2) of the Act, we have severed information that is excepted from disclosure and have provided you with as much information as possible.
Section 43 of the Act provides that you may ask the Information and Privacy Commissioner to review this partial refusal of access or you may appeal the refusal to the Supreme Court Trial Division. A request to the Information and Privacy Commissioner shall be made in writing within 60 days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
34 Pippy Place
P. O. Box 13004, Stn. A
St. John's, NL A1B 3V8
Telephone: (709) 729-6309
Facsimile: (709) 729-6500

In the event that you choose to appeal to the Supreme Court, you must do so within 30 days of the date of this letter. Section 60 of the Act sets out the process to be followed when filing such an appeal.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Office of Public Engagement's website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please feel free to contact Janelle Kenway by telephone at 729-7920 or by e-mail at janellekenway@gov.nl.ca.

Yours sincerely,

Julia Mullaley

JULIA MULLALEY
Deputy Minister

Enclosure
Hi Debbie,

Attached is an updated client contact spreadsheet for active in-pay clients. On each tab you will notice there is a section at the bottom labeled “Added”. These are new clients that have come on-stream since the original contact sheet was prepared, as well as some others that may have been coded incorrectly. If you could add these to your list for the mail out, that would be great.

We suggest that any new clients we are setting up in interventions as of today, May 23/13, and into the month of June, we automatically mail the letter to the client or have the discussion with them - whichever works best; to ensure that they are aware of the transition.

Password for the spreadsheet is same as last one. Please distribute as necessary.

If you have any questions, please let me know.

Thx,

Jennifer

Jennifer Meadus
Senior Program and Policy Development Specialist
Labour Market Development Division
Dept. of Advanced Education and Skills
Tel: 709-729-6404
Fax: 709-729-5712
jennifermeadus@gov.nl.ca
Good evening Regional Leads,

I am sending this email to the Regional Leads versus the broader group so that you guys can share as necessary and distribute spreadsheets/documents as necessary. There are a number of communication items in this email — so bear with me:

**Active in-pay clients (those we have in funded interventions – SD, SEB, JCP, WS)**
We have prepared an “active in-pay” client contact information spreadsheet for each of your regions (password protected spreadsheet to follow in a separate email). You can start the process of preparing for the mail merge and once we get the final ok on the letter, we will send it along. These letters will be sent under the appropriate local CSO signature. There were some clients that were coded incorrectly as Pan-Provincial in the original spreadsheet, so I’ve removed them and will send these along to you tomorrow once we determine who they belong to.

**In-progress counseling transitioning clients (those who are currently in the counseling process with EAS but have not had contact with our offices)**
Rather than send you the full list of in-progress counseling clients from CSGC, which will likely include many that are not truly active counseling clients, we are asking that you meet with EAS agencies to work to identify the active counseling individuals who we have not had contact with. It is particularly important that we identify those with significant barriers and special needs, in order to provide the necessary support and assistance during the transition.

A critical piece in this process, as highlighted in Lorelei’s previous email, is to ask the agencies to pull the signed client consent forms for all active counseling clients and provide us with a copy. A copy of the signed consent form is essential in order to allow the sharing of information between the agencies and the Department of Advanced Education and Skills, ultimately allowing the transfer of ARMS client counseling information for the active counseling clients. Consent forms once obtained should be copied and forwarded to Sean Hanrahan at Provincial Office (keep a copy in your offices in the interim, just in case!).

Goss Gilroy will be creating an AES Office in ARMS which will allow us to access the client counseling information for these active in-progress counseling clients. Further details around access and use of ARMS will be provided once available.

There is a second letter we are currently awaiting approval on, to be sent to these individuals. But it will be critical to first work with the agencies around the identification of the active counseling clients in order for us to provide an accurate contact listing. We are suggesting the letter come from the Regional Managers, and you may wish to customize it slightly, depending if you want to direct certain individuals to certain offices and what not.

**Q&A Document**
A Q&A document has been developed (attached) as a tool for staff to use in their discussions with agencies. The first page provides some general messaging for clients which you may provide to the agencies in your discussion. The remainder of the document includes general messaging as well as questions and answers that may assist you in your discussions.
Given that we are only 2 ½ weeks away from June 1\textsuperscript{st}, it is critical to start the discussions with agencies as soon as possible.

**Other Communications Items**

We are working with our communications branch to finalize messaging for the general public, which will include a media campaign. Re-direct signage is also currently in development. It will likely be something fairly simple at this point, that you can have printed in your local offices and provide to the agencies to post, or you may post in other community areas as you deem appropriate.

I think that’s it for now. I am sure there will be many questions as you start rolling with these pieces. Feel free to fire them along to myself and/or Sean Hanrahan.

Thanks a bunch,

Jennifer

Jennifer Meadus  
Senior Program and Policy Development Specialist  
Labour Market Development Division  
Dept. of Advanced Education and Skills  
Tel: 709-729-6404  
Fax: 709-729-5712  
jenifermeadus@gov.nl.ca
EAS Transitioning Clients:
The below messages may be provided to agencies to use in their discussions with clients.

Key Messaging for Clients:
- As of June 1, 2013, employment assistance services currently run by most Employment Assistance (EAS) Agencies will be delivered through the Department of Advanced Education and Skills offices.
- There will be no interruption to services for individuals currently working with EAS offices. Individuals who have not had contact with an Advanced Education and Skills office can contact or visit the nearest location.
- The Department of Advanced Education and Skills (AES) has a network of offices, serving both EI-eligible and non EI-eligible individuals, dedicated to assist people in their efforts to secure a job.
- AES staff can assist with job search skills, resume writing, interview preparation, setting career goals, finding suitable programs, services and supports, sharing of labour market information, career planning and employment counseling.
- The Department of AES is making changes and enhancements to streamline services; improving client access through enhanced online services and community outreach for rural and remote areas.
- In order to ensure a smooth transfer and minimize duplication of information gathering, the Department of Advanced Education and Skills is in the process of obtaining any necessary client information and electronic files.
- You can contact the nearest Advanced Education and Skills office to book an appointment to discuss the continuation of your employment planning process.

For further information pertaining to the programs and services provided by the Department of Advanced Education and Skills or to contact the Department:
Visit the website: http://www.aes.gov.nl.ca/
Telephone: 1-800-563-6600 toll free within Newfoundland and Labrador
Visit the office nearest to you: http://www.aes.gov.nl.ca/departmen/contact.html
Q&A for Agencies:
These messages can be used by managers/staff as they meet with agencies in the coming days. A key requirement in order to manage the transfer of client information is to ensure agencies provide us with a copy of the signed consent form for in-process counseling clients, which allows the sharing of information between the agencies and the Department of Advanced Education and Skills through ARMS.

Introductory Messaging:
• We realize this is a difficult time for you and your staff. We are committed to ensuring continuity of services for clients and appreciate your cooperation with respect to the identification of active clients and connecting these individuals with our offices.

• In planning for the transition of these clients to our offices, we have begun the process of contacting all existing clients who are currently in a funded intervention, with a letter and a follow-up contact.

• It is important that we work together to identify active counseling individuals who may not have had contact with our offices as we need to ensure all clients, particularly those with significant barriers and special needs, are identified and provided the necessary support and assistance during the transition.

• As a first step in the transitioning of these clients and their information to our offices, we are asking that agencies provide us with a copy of the signed consent form allowing information exchange with the Department of Advanced Education and Skills.

• In order to ensure a smooth transfer and minimize duplication of information gathering, the Department of Advanced Education and Skills is in the process of obtaining any necessary client information and electronic files from ARMS for active in-counseling clients.

• We are changing the way we do business, making changes and enhancements to streamline our services; implementing a new screening and assessment tool, online services, and enhanced service delivery options.

• Staff from our Department will be working with you and supporting you throughout the close-out process to ensure no clients are left behind, and any special circumstances are dealt with in a timely manner.

• We also encourage any EAS agency staff who may need to avail of the Department of Advanced Education and Skills’ programs and services, to contact us at any time.

What messaging can I provide to transitioning clients?
• The Department of Advanced Education and Skills (AES) has a network of offices, serving both EI-eligible and non EI-eligible individuals, dedicated to assist people in their efforts to secure a job.

• Clients can contact the nearest AES office to book an appointment to discuss the continuation of their employment planning process.
• In order to ensure a smooth transfer and minimize duplication of information gathering, the Department of Advanced Education and Skills is in the process of obtaining any necessary client information and electronic files.

• The Department of AES is making changes and enhancements to streamline services; improving client access through enhanced online services and community outreach for rural and remote areas.

• For those individuals that have an existing relationship with an AES office, they will continue to deal with that office.

How will clients in more rural/remote areas of the province receive services?
• We are making changes and enhancements to streamline our services; improving client access through enhanced online services and community outreach for rural and remote areas.

• Individuals may contact the nearest AES office for further information with respect to outreach services and schedules.

What will be the process for the transfer of client files?
• The Department of Advanced Education and Skills will not be transferring physical files.

• In order to ensure a smooth transfer and minimize duplication of information gathering, the Department of Advanced Education and Skills is in the process of obtaining any necessary client information and electronic files from ARMS for active in-counseling clients.

• Employment Assistance Services Agencies are responsible for destruction of all physical client files in an appropriate manner, protecting client confidentiality.

What will be the process for disposal of assets?
• Agencies should provide the Department of Advanced Education and Skills with a plan for the disposal of assets.

• Options for asset disposal could include:
  1. Assets can be kept for future activities of the organization, if applicable
  2. Assets may be transferred to other not-for-profit agencies in the area
  3. Assets may be disposed of appropriately in landfill sites.
Hi Jennifer,
In relation to the spreadsheet sent out Friday, there are two clients on the list which are not under our office. Please see the email below for the names so you can redirect to the appropriate office.

Joanne

JOANNE MORGAN
Client Service Manager
Department of Advanced Education and Skills
Career, Employment and Youth Services/Community Partnerships
294 Memorial Drive, Clarenville, NL
Phone: (709) 466-0271
Fax: (709) 466-4047

From: Collins, Annie
Sent: Tuesday, May 21, 2013 11:26 AM
To: Morgan, Joanne; Abbott, Angela; Clarke, Heather; Norris, Maria; Russell, Audrey
Subject: RE: Active Clients Contact Spreadsheet

Hi Joanne:
Can you please advise PO that the following clients are not funded through this office:

1)
2)

Thanks

Annie Collins
Client Service Officer
Department of Advanced Education and Skills
294 Memorial Drive
Clarenville, NL
A5A 1P1

Phone 466-4045
Fax 466-4083

CONFIDENTIALITY NOTICE: This message and any attachments are intended only for the use of the intended recipient(s), are confidential, and may be privileged. If you are not the intended recipient, you are hereby notified that any review, re-transmission, conversion to hard copy, copying, circulation or other use of this message and any attachments
is strictly prohibited. If you are not the intended recipient, please notify the sender immediately by return e-mail and delete this message and any attachments from your system. Thank you.

From: Morgan, Joanne
Sent: Friday, May 17, 2013 3:40 PM
To: Abbott, Angela; Clarke, Heather; Collins, Annie; Norris, Maria; Russell, Audrey
Subject: FW: Active Clients Contact Spreadsheet

Spreadsheet as referenced in previous email.

From: Howse, Debbie
Sent: Friday, May 17, 2013 12:08 PM
To: Fudge, Nicole M.; Power, Joanne; Morgan, Joanne; Fleming, Tom
Subject: FW: Active Clients Contact Spreadsheet

Spreadsheet attached.

From: Meadus, Jennifer
Sent: Thursday, May 16, 2013 7:29 PM
To: Howse, Debbie
Subject: Active Clients Contact Spreadsheet

Hi Debbie,

Attached is the client contact spreadsheet for active in-pay clients. I will call you first thing in the morning with the password.

I haven’t sorted the sheets alphabetically; they are currently sorted by intervention. Wasn’t sure what would work best for you. The sort is pretty simple, if you need help with it just give me a call.

Thanks!

Jennifer

Jennifer Meadus
Senior Program and Policy Development Specialist
Labour Market Development Division
Dept. of Advanced Education and Skills
Tel: 709-729-6404
Fax: 709-729-5712
jennifermeadus@gov.nl.ca
Good Evening!

Updated Q&A document
As mentioned during our Videoconference this morning, based upon a discussion with Goss Gilroy late last week, we will not be asking EAS Agencies to forward client consent forms to us. The expectation is that as part of the file transfer process, Agencies will confirm the client consent is on file prior to transferring the client data file to the “AES Office” that is to be set up in ARMS.

I have adjusted the Q&A to reflect the change and removed the reference to obtaining client consent forms. Also included in the Q&A document is the process for Agencies with respect to the transfer of client data files. We are asking that you use this document to provide the necessary instructions to the Agencies on what will be expected of them with regards to this process. Goss Gilroy has advised that they will also post instructions in the ARMS messaging system around the process for the transfer of client data files as well as support the Agencies through the process.

As a reminder, the Q&A document is for internal use only. The messaging within can be used in your discussions with Agencies, but we ask that you not share the document with them.

Letter to active in-pay clients
Also attached is the approved letter for active in-pay clients. These letters are to be sent under the appropriate local CSO signature. This one is good to go, so you can start the process of preparing your mail-out.

Letter to in-progress counseling transitioning clients
I haven’t included the letter to transitioning counseling clients and will forward this along towards the end of the week or next week, as we are a bit of a ways away from the final list of transitioning counseling clients. This will very much depend on how quickly EAS Agencies transfer client data files to the new “AES Office” in ARMS and a purge being performed to identify the truly active files. The Q&A document provides further details with respect to this process.

Re-direct signage for EAS Agencies
Attached is a re-direct sign that can be printed on regular paper (preferably in Colour) in your local offices and provided to the Agencies for posting. If there are other community locations where it would be beneficial to post, i.e. local town halls, community centers, etc., please feel free to do so. If you are unable to print them in your local offices, let me know and we can arrange to have them printed here and sent to you.

Please share this information within your region as necessary.

If you have any questions, please let me know.

Thanks and have a great evening!

Jennifer
EAS Transitioning Clients:
The below messages may be provided to agencies to use in their discussions with clients.

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Visit the office nearest to you: http://www.aes.gov.nl.ca/department/contact.html
Q&A for Agencies:
These messages can be used by managers/staff as they meet with agencies in the coming days.

Introductory Messaging:
- We realize this is a difficult time for you and your staff. We are committed to ensuring continuity of services for clients and appreciate your cooperation with respect to the identification of active clients and connecting these individuals with our offices.

- In planning for the transition of these clients to our offices, we have begun the process of contacting all existing clients who are currently in a funded intervention, with a letter and follow-up contact.

- It is important that active counselling individuals, particularly those with significant barriers and special needs, are identified and provided the necessary support and assistance during the transition.

- Instructions around the process for the transfer of client data files in ARMS will be provided (see section below for further details).

- We are changing the way we do business, making changes and enhancements to streamline our services; implementing a new screening and assessment tool, online services, and enhanced service delivery options.

- Staff from our Department will be working with you and supporting you throughout the close-out process to ensure no clients are left behind, and any special circumstances are dealt with in a timely manner.

- We also encourage any EAS agency staff who may need to avail of the Department of Advanced Education and Skills’ programs and services, to contact us at any time.

What messaging can I provide to transitioning clients?
- The Department of Advanced Education and Skills (AES) has a network of offices, serving both EI-eligible and non EI-eligible individuals, dedicated to assist people in their efforts to secure a job.

- Clients can contact the nearest AES office to book an appointment to discuss the continuation of their employment planning process.

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- The Department of AES is making changes and enhancements to streamline services; improving client access through enhanced online services and community outreach for rural and remote areas.

- For those individuals that have an existing relationship with an AES office, they will continue to deal with that office.
How will clients in more rural/remote areas of the province receive services?
- We are making changes and enhancements to streamline our services; improving client access through enhanced online services and community outreach for rural and remote areas.
- Individuals may contact the nearest AES office for further information with respect to outreach services and schedules.

What will be the process for the transfer of client files?
- The Department of Advanced Education and Skills will not be transferring physical paper files.
- Instructions around the process for the transfer of client data files in ARMS will be provided (see section below for further details).
- Employment Assistance Services Agencies are responsible for destruction of all physical paper client files in an appropriate manner, protecting client confidentiality.

What will be the process for disposal of assets?
- Agencies should provide the Department of Advanced Education and Skills with a plan for the disposal of assets.
- Options for asset disposal could include:
  1. Assets can be kept for future activities of the organization, if applicable
  2. Assets may be transferred to other not-for-profit agencies in the area
  3. Assets may be disposed of appropriately in landfill sites.
Process for transfer of client data files from ARMS

A new web-based ARMS office will be created for Advanced Education and Skills. This "AES office" will receive all active ARMS files from EAS.

In transferring the client data files, EAS will be advised to ensure a client consent form is on file, providing consent to share information with Advanced Education and Skills.

Each EAS will transfer all client files from their ARMS office to the AES office. EAS will select a button in ARMS labeled "transfer to AES". This may be done on an individual client file basis or multiple client files basis.

EAS will unlock the privacy feature in ARMS by selecting a button "unlock all files" this will ensure access to all comments included in client files.

EAS will be required to unlock and transfer all files.

ARMS Inc. will conduct a purge on the files that have been transferred to the new "AES office". This purge will be based on "business rules" as identified by Advanced Education and Skills to ensure only files with recent activity are retained in the "AES office". Dormant files or files with activity beyond a certain timeframe will be removed from the "AES office."

Files that remain will be accessed by the Regions and client information will be transferred to CSMS to allow for continuity of employment services for clients.

Regions are asked to provide messaging to the EAS offices to advise of the process and also the timeline for completion of file transfer. We are asking that EAS offices complete all file transfers by Friday, June 7th. ARMS Inc. has agreed to post this information on the ARMS messaging system and provide training support to EAS offices.

Should there be an urgency to access a client file, regions will work with the respective EAS office to initiate immediate transfer of the client file.

Regions will provide provincial office with the listing of employees who will require access to the "AES office" ARMS file. Provincial office will provide the listing to ARMS Inc. who will arrange access to ARMS for employees.

Messaging will be sent to all Regions to provide guidance on accessing the ARMS data and the information to be transferred to CSMS. Provincial office will monitor the ARMS file to ensure all client files are accessed and assigned to a CSO.
May XX, 2013

Dear XXXX,

As of June 1, 2013, the Department of Advanced Education and Skills will be implementing a single entry point for employment assistance services. This move will help provide a flexible and easily accessible “one-stop” system for clients, ultimately providing more effective client services and helping to improve employment opportunities in Newfoundland and Labrador.

Currently, most EI-eligible individuals have to work with both a third-party service provider and an Advanced Education and Skills office to obtain many of the supports needed for training, upgrading, work experience, and employment. As of June 1, all of these services will be provided through Department of Advanced Education and Skills’ offices throughout Newfoundland and Labrador.

The Department has a network of offices throughout the province, serving both EI-eligible and Non EI-eligible individuals, dedicated to assist people in their efforts to secure a job. Our staff can assist with career planning, setting career goals, employment counseling, labour market information, job search, resume writing, interview preparation, and identifying suitable services and programs to support you with reaching your employment goal.

There will be no interruption in services as a result of these changes and your funding or pay arrangement will not be impacted.

I will be contacting you in the near future to discuss any concerns or questions you may have with respect to this transition process. We look forward to continuing to work with you in the future.

Sincerely,

XXXX, CSO
Tel: (XXX) XXX-XXXX
Public Notice
Changes to Employment Services

Are you currently working with an Employment Assistance Services Agency to receive counselling and supports needed for training, upgrading, work experience and employment?

As of June 1st, you will receive these services through the Department of Advanced Education and Skills.

There will be no interruption of services as a result of these changes.

The Department of Advanced Education and Skills has a network of offices throughout the province, serving both EI-eligible and non EI-Eligible individuals, dedicated to assist people in their efforts to secure a job.

For more information or to find the office nearest to you, visit www.aes.gov.nl.ca or call toll free 1-800-563-6600.

Newfoundland Labrador

Advanced Education and Skills
From: Meadus, Jennifer  
Sent: Tuesday, May 21, 2013 6:03 PM  
To: Jackman, Denise; Howse, Debbie; Bingle, Perry; Rose, Kylie  
Cc: Martin, Jeannie; Roberts-Loder, LoreLei; Hanrahan, Sean; Mavin, Walt; Bavis, Daphne  
Subject: RE: Communication Materials

Good Evening!

Updated Q&A document
As mentioned during our Videoconference this morning, based upon a discussion with Goss Gilroy late last week, we will not be asking EAS Agencies to forward client consent forms to us. The expectation is that as part of the file transfer process, Agencies will confirm the client consent is on file prior to transferring the client data file to the “AES Office” that is to be set up in ARMS.

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Please share this information within your region as necessary.

If you have any questions, please let me know.
Thanks and have a great evening!

Jennifer

From: Meadus, Jennifer  
Sent: Thursday, May 16, 2013 7:24 PM  
To: Jackman, Denise; Howse, Debbie; Bingle, Perry; Rose, Kylie  
Cc: Martin, Jeannie; Roberts-Loder, LoreLei; Hanrahan, Sean; Mavin, Walt  
Subject: Communication Materials

Good evening Regional Leads,

I am sending this email to the Regional Leads versus the broader group so that you guys can share as necessary and distribute spreadsheets/documents as necessary. There are a number of communication items in this email – so bear with me:

Active in-pay clients (those we have in funded interventions – SD, SEB, JCP, WS)  
We have prepared an “active in-pay” client contact information spreadsheet for each of your regions (password protected spreadsheet to follow in a separate email). You can start the process of preparing for the mail merge and once we get the final ok on the letter, we will send it along. These letters will be sent under the appropriate local CSO signature. There were some clients that were coded incorrectly as Pan-Provincial in the original spreadsheet, so I’ve removed them and will send these along to you tomorrow once we determine who they belong to.

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A critical piece in this process, as highlighted in Lorelei’s previous email, is to ask the agencies to pull the signed client consent forms for all active counseling clients and provide us with a copy. A copy of the signed consent form is essential in order to allow the sharing of information between the agencies and the Department of Advanced Education and Skills, ultimately allowing the transfer of ARMS client counseling information for the active counseling clients. Consent forms once obtained should be copied and forwarded to Sean Hanrahan at Provincial Office (keep a copy in your offices in the interim, just in case!).

Goss Gilroy will be creating an AES Office in ARMS which will allow us to access the client counseling information for these active in-progress counseling clients. Further details around access and use of ARMS will be provided once available.

There is a second letter we are currently awaiting approval on, to be sent to these individuals. But it will be critical to first work with the agencies around the identification of the active counseling clients in order for us to provide an accurate contact listing. We are suggesting the letter come from the Regional Managers, and you may wish to customize it slightly, depending if you want to direct certain individuals to certain offices and what not.

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Given that we are only 2½ weeks away from June 1st, it is critical to start the discussions with agencies as soon as possible.

**Other Communications Items**
We are working with our communications branch to finalize messaging for the general public, which will include a media campaign. Re-direct signage is also currently in development. It will likely be something fairly simple at this point, that you can have printed in your local offices and provide to the agencies to post, or you may post in other community areas as you deem appropriate.

I think that’s it for now. I am sure there will be many questions as you start rolling with these pieces. Feel free to fire them along to myself and/or Sean Hanrahan.

Thanks a bunch,

Jennifer

Jennifer Meadus  
Senior Program and Policy Development Specialist  
Labour Market Development Division  
Dept. of Advanced Education and Skills  
Tel: 709-729-6404  
Fax: 709-729-5712  
jennifermeadus@gov.nl.ca
Good Morning,

In case you didn’t happen to see this yesterday. The Department issued a News Release in the afternoon. Check it out!

http://www.releases.gov.nl.ca/releases/2013/aes/0523n05.htm

Please forward along to your regional folks.

Thx,

Jennifer

Jennifer Meadus
Senior Program and Policy Development Specialist
Labour Market Development Division
Dept. of Advanced Education and Skills
Tel: 709-729-6404
Fax: 709-729-5712
jennifermeadus@gov.nl.ca
Good evening,

Attached you will find a very simple flow for the telephone and email response. The approach as referenced is that the Hotline and Email Unit will direct detailed inquiries to the appropriate regional rep(s) for client call back/follow up.

We are asking that you identify the regional rep(s) and provide contact information (email and telephone number), so that we can provide this information to the Hotline and Email Unit. Your response would be appreciated by end of the day tomorrow Wednesday May 29th.

Thanks!

Jennifer

Jennifer Meadus
Senior Program and Policy Development Specialist
Labour Market Development Division
Dept. of Advanced Education and Skills
Tel: 709-729-6404
Fax: 709-729-5712
jennifermeadus@gov.nl.ca
Telephone Response

Client Calls 1 800-563-6600

Hotline Provides:
General Information about Programs & Services
Promotes online workshops
Promotes online services
Refers to AES offices
Refers to other agency
OR

Client looking to complete ETA
Client looking to sign up for group session
Client has questions about transition from EAS

Hotline advises client they will receive a call back from regional rep. Client call back information emailed to appropriate regional person for follow up

Regional Rep contacts client:
- completes ETA over phone or sets up appt to complete
- schedules individual for group session
- responds to inquiry/sets up appt for service

Email Response

Client Emails AES@gov.nl.ca

General Email Inquiries Unit responds to all general email inquiries. More detailed inquiries are routed to appropriate regional contact for response.
Good evening,

Some of you have asked if it is ok to share the messaging provided by Goss Gilroy with Agencies as you engage with them, as oftentimes the Agency contacts may not be the same individuals who are actually using the ARMS system and understand the lingo. I spoke with Goss Gilroy today – this is fine. I have PDF’d and renamed the file for sharing. Share with your staff for use with Agencies as needed.

Thx,

Jennifer

From: Meadus, Jennifer
Sent: Wednesday, May 29, 2013 2:11 PM
To: Rose, Kylie; Jackman, Denise; Bingle, Perry; Howse, Debbie
Cc: Mugford, Davina; Penney, Cheryl; Mercer, Joseph M; Saunders, Donna M.; Stewart, Pam; Riggs, Darrell; Strickland, Rosalind; Kinden, Rob; Bannister, Lana; Woodman, Rita; Fulford, Caroline; Penney, Kelli; Martin, Jeannie; Roberts-Loder, LoreLei; Mavin, Walt; Hanrahan, Sean; Bavis, Daphne
Subject: ARMS File Transfer
Attachments: EAS File Transfer ARMS Message Board.pdf

Good Afternoon,

We were advised by Goss Gilroy this morning that the attached message has been placed on the ARMS Message Boards to assist Agencies with the file transfer process.

Hope this provides more clarity to some of the questions this morning. The transfer feature is now operational. Community Partnership files will follow a slightly different process through a “copy” feature – the copy feature and instructions for the process will be placed on the ARMS Message Board on Monday.

If you have any more questions – don’t hesitate to send them along.

Thx,

Jennifer

Jennifer Meadus
Senior Program and Policy Development Specialist
Labour Market Development Division
Dept. of Advanced Education and Skills
Tel: 709-729-6404
Instructions for EAS Offices Transferring ARMS Files to Advanced Education and Skills:

A new web-based ARMS office has been created for Advanced Education and Skills. This “AES office” has been set up to receive all ARMS files transferred from Employment Assistance Services offices.

If your organization has only one ARMS office for reporting both Community Partnerships and EAS please contact Gord Butler, Manager of Community Partnerships, 729-4213 to discuss uploading pertinent client files to AES. A separate set of instructions for these agencies will be provided on Monday June 3rd.

In transferring the client data files, EAS offices are asked to ensure a client consent form is on file, providing consent to share information with Advanced Education and Skills.

Transferring client files to Advanced Education and Skills will result in all information entered in ARMS, including comments, being made accessible to the Department. All interventions and comments entered by your organization and currently marked private will be unlocked and shared with AES. Once the files are transferred you will no longer be able to access these files through ARMS.

Each EAS is asked to transfer “all” client files from their ARMS EAS office to the “AES office”. You can transfer client(s) separately or transfer “all” clients in the EAS office at the same time.

Any user in ARMS can access the button to transfer an individual client. To transfer one client you would:

1) Select the client you wish to transfer  
2) Select Client Access from the client menu  
3) Click the Transfer to AES button.  
4) Carefully read through the prompts to ensure that the transfer process is complete.  
5) You will no longer have access to this client file.

Users with Admin status will have access to the Transfer All Files to AES Button. To transfer all files you would:

1) Select the button in the ARMS menu labeled “transfer to AES”.  
2) Review the messages and press ok to ensure you complete the transfer process  
3) You will not have access to any clients using ARMS when this process is complete.

EAS offices are asked to complete all file transfers by Friday, June 7th.

If you require support regarding the file transfer process, please contact support@armsonline.ca
From: Meadus, Jennifer  
Sent: Wednesday, May 29, 2013 5:56 PM  
To: Rose, Kylie; Jackman, Denise; Bingle, Perry; Howse, Debbie  
Cc: Mugford, Davina; Penney, Cheryl; Mercer, Joseph M; Saunders, Donna M.; Stewart, Pam; Riggs, Darrell; Strickland, Rosalind; Kinden, Rob; Bannister, Lana; Woodman, Rita; Fulford, Caroline; Penney, Kelli; Martin, Jeannie; Roberts-Loder, LoreLei; Mavin, Walt; Hanrahan, Sean; Bavis, Daphne  
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Jennifer

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Senior Program and Policy Development Specialist  
Labour Market Development Division  
Dept. of Advanced Education and Skills  
Tel: 709-729-6404  
Fax: 709-729-5712  
jennifermeadus@gov.nl.ca
Hanrahan, Sean

From: Kinden, Rob
Sent: Tuesday, March 12, 2013 9:23 AM
To: Bannister, Lana; Hanrahan, Sean; Mugford, Davina; Penney, Kelli
Subject: RE: Conference Call re contracting of extensions

Tomorrow might be better for me as well.

Robert Kinden
Regional Manager, Labour Market Development
Advanced Education and Skills
42 Hardy Avenue, P.O. Box 559
Grand Falls-Windsor, NL A2A 2J9
Tel.: (709) 292-4553
Fax: (709) 292-4353

Looking for Labour Market Information?
Click: www.LMworks.nl.ca
Call: 1-800-563-6600
Come in: to a Career Work Centre near you

Job Seeker/ Employer? JobsinNL.ca
Contact people & jobs

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From: Bannister, Lana
Sent: Tuesday, March 12, 2013 9:21 AM
To: Hanrahan, Sean; Kinden, Rob; Mugford, Davina; Penney, Kelli
Subject: RE: Conference Call re contracting of extensions

We are meeting with staff today to review and discuss approach. I would prefer something tomorrow maybe.

From: Hanrahan, Sean
Sent: Tuesday, March 12, 2013 9:17 AM
To: Kinden, Rob; Mugford, Davina; Bannister, Lana; Penney, Kelli
Subject: Conference Call re contracting of extensions

Importance: High

Would you guys like to have a call this afternoon to have a chat on contracting the extensions? I could arrange something for say 2:00pm.

Sean Hanrahan
Senior Manager; Labour Market Partnerships
Department of Advanced Education and Skills
P.O. Box 8700, 3rd floor, West Block, Confederation Building
St. John's, NL A1B 4J6
(709) 729-1045

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2013/07/08
Hanrahan, Sean

From: Mavin, Walt
Sent: Wednesday, March 13, 2013 11:38 AM
To: Bannister, Lana; Mugford, Davina; Kinden, Rob; Penney, Keili
Cc: Hanrahan, Sean; Bavis, Daphne
Subject: EAS Question re. loss of counseling capacity
Importance: High

For originations looking for a response to this question prior to committing to 3-month extension...Walt

Question:
For EAS organizations that experience a loss of employment counseling capacity between now and June 1; what will be the repercussions if they are unable to continue to receive clients and have no choice but to close their doors prior to June 1, 2013? Will there be any penalties, financial or otherwise, applied to these organizations?

AES Response:
AES recognizes that some EAS organizations may experience some staff retention issues leading up to the end of their agreements on June 30, 2013. AES encourages EAS organizations to identify these issues to their local AES office as soon as possible to allow for smooth transition of clients. AES will not apply any penalties, financial nor otherwise, to EAS organizations should they be faced with such circumstances beyond their control. AES will work closely with EAS organizations to ensure that client service is maintained.

2013/07/08
Hi All. Revised "Mr 11 Copy of Attachment 1 12 Month extension" attached. Sorry for the confusion.

Sean Hanrahan
Senior Manager, Labour Market Partnerships
Department of Advanced Education and Skills
P.O. Box 8700, 3rd floor, West Block, Confederation Building
St. John’s, NL A1B 4J6
(709) 729-1045

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Hi folks. The following is information with respect to the extensions on EAS and SEA Coordinator agreements.

Please proceed to have CSOs commence follow-up calls with the EAS offices to arrange meetings for contracts extensions. Note; still waiting confirmation of OT.

As in the previous 2 extensions, we will again be using the one page amendment and attachment as the hardcopy document. These should be completed by the CSCO, signed by the EAS sponsor and forwarded to Provincial Office by March 25, 2013. They will then be returned to the Region for completion of items in the CSGC. Our plan is that, as part of this process, you will issue a first quarter advance before March 30 from fiscal 2012-2013 funds. For the agreements with a three month extension you should issue 90% of the budgeted amount from fiscal 2012-2013 funds.

Budgets for the 3 month extension should be based on 1/4 of the fiscal 2012-2013 budget plus wind-down costs.

Budgets for the 12 months extensions should be based on the fiscal 2012-2013 budget, with no increases.

Attached you will find the following:
- 2012-2013 budget information
- One page amendment for 3 month extension
- One page amendment for 12 month extension
- Attachment 1 for 3 month extension
- Attachment 1 for 12 month EAS extension
- Attachment 1 for a 12 month SEA Coordinator extension
- Questions and Answers document

2013/07/08
The attached Q/A is not intended to be complete, recognizing that more questions will arise and there are some issues, such as severance that are unresolved at this point... our intent is to update this document as decisions are finalized.

Also, we are commencing the development of a File Transfer Protocol, along the lines of what was done when we devolved in 2009... more info to come on this as the provincial/regional teams will have input into this.

Should you have any questions please feel free to contact Sean Hanrahan at 729-1045.

Walt

2013/07/08
Mavin, Walt

From: Mavin, Walt
Sent: Friday, March 01, 2013 11:37 AM
To: Bannister, Lana; Mugford, Davina; Kinden, Rob; Penney, Kelli
Cc: Fillier, Wayne; Drover, Agnes; Saunders, Carson; King, Cynthia; Hogan, Dennis A.; Toope, Pam C.; Bavis, Daphne; Penney, Cheryl; Ash, Sylvia A.; Gogan, Aisling; O’Brien, Ken; Martin, Jeannie; Locke, Katrina
Subject: EAS NOTICE
Importance: High

Please release letters immediately!

From: Mavin, Walt
Sent: Friday, March 01, 2013 9:59 AM
To: Bannister, Lana; Mugford, Davina; Kinden, Rob; Penney, Kelli
Cc: Fillier, Wayne; Drover, Agnes; Saunders, Carson; King, Cynthia; Hogan, Dennis A.; Toope, Pam C.; Bavis, Daphne; Penney, Cheryl; Ash, Sylvia A.; Gogan, Aisling; O’Brien, Ken; Martin, Jeannie; Locke, Katrina
Subject: RE: EAS NOTICE - NEW TIME!
Importance: High

New release time – 11:30 am...I’ll confirm...Walt

From: Mavin, Walt
Sent: Friday, March 01, 2013 9:18 AM
To: Bannister, Lana; Mugford, Davina; Kinden, Rob; Penney, Kelli
Cc: Fillier, Wayne; Drover, Agnes; Saunders, Carson; King, Cynthia; Hogan, Dennis A.; Toope, Pam C.; Bavis, Daphne; Penney, Cheryl; Ash, Sylvia A.; Gogan, Aisling; O’Brien, Ken; Martin, Jeannie
Subject: EAS NOTICE

Please be ready for 9:30 am release!...will confirm right at that time...Walt

From: Mavin, Walt
Sent: Thursday, February 28, 2013 5:03 PM
To: Bannister, Lana; Mugford, Davina; Kinden, Rob; Penney, Kelli
Cc: Fillier, Wayne; Drover, Agnes; Saunders, Carson; King, Cynthia; Hogan, Dennis A.; Toope, Pam C.; Bavis, Daphne; Penney, Cheryl; Ash, Sylvia A.; Gogan, Aisling; O’Brien, Ken; Martin, Jeannie
Subject: EAS Notice Update
Importance: High

Not happening today...be in touch in the morning...Walt
We're currently working on a Q/A for staff and will have that early next week...just touching base to get any overall observations from your perspectives in terms of how things have gone today?...so far Daphne has received 8 calls (all from community orgs) and we haven't received a call on the Hotline (and really didn't expect to today)...interestingly, this hasn't been picked up yet by media yet...Walt
Why has the Department moved in this direction?
- The Department of Advanced Education and Skills was created to focus on supplying highly qualified graduates and skilled workers for a fast-growing economy – one that will see as many as 70,000 job openings in the next ten years.
- Part of establishing the Department of Advanced Education and Skills involved looking at operations and services offered to ensure they effectively and efficiently meet future directions.
- Feedback from clients, staff and the public, indicates there are a number of ongoing challenges with our current service delivery structure.
- We need to avoid duplication of services and streamline our process to provide better, more consistent service delivery to help clients quickly find employment.
- The transition to directly offering employment assistance services through the Department of Advanced Education and Skills will help address current service delivery concerns and provide a flexible and easily accessible “one-stop” system for clients.

What does this mean for Employment Assistance Services agencies?
- As of June 1, employment assistance services for most EI-eligible clients currently provided by third-party service providers will be delivered through the Department of Advanced Education and Skills.
- One-year contract extensions for employment assistance services will be given to Self-Employment Assistance service providers, Supported Employment Agencies, as well as the Newfoundland and Labrador Organization to Support Women Entrepreneurs (NLOWE) and Women in Resource Development Corporation (WRDC).

What does this mean for Employment Assistance Services Agency clients?
- Clients currently engaged with an Employment Assistance Services office other than those identified above, will continue to work with their Employment Assistance Services office until June 1st, after which time will be asked to connect with their nearest Advanced Education and Skills office.
- New clients looking for employment assistance services are expected to work with their Employment Assistance Services office until June 1st to commence employment assistance services activities.
• Should clients contact AES local offices for employment assistance services, we will accommodate their request immediately.

• Clients will not be impacted negatively by this transition, the Department of Advanced Education and Skills currently has an established network of offices that serve both non-El and El-eligible clients across Newfoundland and Labrador.

What will this mean for AES staff duties?
• The transition will not impact most Advanced Education and Skills staff.

• For others, the additional work the Department is taking on will mean a re-alignment of duties in response to additional demands for our employment services.

• Acknowledging the fact that LMDA employment assistance services clients may visit our offices earlier than June 1st, the Department will be quickly mobilizing to ensure we are ready to accept and serve these clients.

• As with all transition periods, there will be challenges along the way. The Department is committed to working with staff to ensure the necessary tools and supports are available to help make the transition a smooth one.

Who can I speak to if I have questions?
• Staff with questions about the transition process may speak directly with their manager.

• Staff views and suggestions with respect to implementing these changes are welcome and we ask that any suggestions be forwarded along to your manager.
Hi folks. The following is information with respect to the extensions on EAS and SEA Coordinator agreements.

Please proceed to have CSOs commence follow-up calls with the EAS offices to arrange meetings for contracts extensions. **Note; still waiting confirmation of OT.**

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The attached Q/A is not intended to be complete, recognizing that more questions will arise and there are some issues, such as severance that are unresolved at this point...our intent is to update this document as decisions are finalized.

Also, we are commencing the development of a File Transfer Protocol, along the lines of what was done when we devolved in 2009...more info to come on this as the provincial/regional teams will have input into this.

Should you have any questions please feel free to contact Sean Hanrahan at 729-1045.

Walt
### EAS Contract Transition for June 30, 2013

<table>
<thead>
<tr>
<th>Issue/Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>When can we allow for wind-down costs (ex: breakage, ease) after agreements with terminal rental agreements, etc.</td>
</tr>
<tr>
<td>2</td>
<td>Do wind-down costs apply differently to those who are late</td>
</tr>
<tr>
<td>3</td>
<td>Is it possible to get approval to use the stipulated in wastes to pay out the annual leave that has been accumulated for the fiscal year end March 31, 2013, as it is possible to pay out vacation pay from April 1 to June 30, 2013 at 1% of the two service staff and 4%?</td>
</tr>
</tbody>
</table>

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Annual leave pay can be considered an eligible cost; however, payment should be based on the normally accumulated amount of annual leave and based on the negotiated WPC cost. Normally vacation pay has been set at 4%. Annual leave pay can be considered an eligible cost; however, payment should be based on the normally accumulated amount of annual leave and based on the negotiated WPC cost. Normally vacation pay has been set at 4%.

For agreements based on actual costs, wind-down costs are reflected as a "c" cost, with no impact on the "t" cost. If the termination of wind-down costs is written into the agreements, it will be needed to supplement a detailed list of wind-down costs and the amounts of the wind-down costs. A part of the wind-down costs will be paid to the person for the agreements for early termination. The cost, CS, should include a copy of the lease agreement on file for all agreements and review the agreements for any termination.

- Other reasonable costs
- Annual leave pay
- CS = other reasonable costs + annual leave pay

Based on the above, as long as the coordinator has done work that can be reduced, "wind-down cost" we can consider costs such as:

- Reduce the amount of the production, the purchase of the equipment or enhancement of this equipment.
- Coordinate with the equipment to purchase and to earn some costs with the help of the agreements, which will eliminate the equipment in the final adjustment.
- Equipment and improvements, we can either reduce the equipment to cancel some agreements and terms stated in the articles of agreement (clause 13.3). The coordinator may negotiate all contracts referred to the project, including agreements on terminal rental agreements, etc.
THIS AMENDMENT made at ___________, in the Province of Newfoundland and Labrador, this ___ day of __________, 2013.

BETWEEN: HER MAJESTY THE QUEEN IN RIGHT OF NEWFOUNDLAND AND LABRADOR as represented by the Minister of Advanced Education and Skills,

(herinafter referred to as the “Department”)

- OF THE ONE PART -

AND: “Sponsor Name”

(herinafter referred to as the “Service Provider”)

- OF THE OTHER PART -

WHEREAS the parties hereto wish to make certain amendments to Agreement ________ between Her Majesty the Queen in Right of Newfoundland and Labrador, as represented by the Minister of Advanced Education and Skills, and the Service Provider. (“Agreement”).

NOW THEREFORE THIS AMENDMENT WITNESSES that in accordance Section 19.2 of the Agreement, the parties hereto agree that the following changes shall be made:

1. This amendment acknowledges a new end date for the Agreement of June 30, 2013.

2. As per Agreement Sections 3.1 and 3.2, this Amendment acknowledges that the total amount payable under the Agreement has been increased by $ __________ for a total maximum amount payable of $ __________, with the budget for the 3 month extension as noted in attachment 1.

For the Department this ___ day of __________, 2013:

Name _____________________________
Position ___________________________
Signature __________________________

For the Service Provider this ___ day of __________, 2013:

Name _____________________________
Position ___________________________
Signature __________________________

Name _____________________________
Position ___________________________
Signature __________________________
<table>
<thead>
<tr>
<th>Description</th>
<th>Annualized 2011-2012 Budget</th>
<th>Proposed 6 month budget for 2012-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.A. Activity Related Direct Project Costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1) Staff Wages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2) Professional Fees</td>
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<td>3) Travel</td>
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<tr>
<td>4) Capital Assets</td>
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<tr>
<td>5) Audit Costs (departmentally mandated)</td>
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<td></td>
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<tr>
<td>6) Other activity related direct project costs</td>
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<tr>
<td>1.B. Participant Related Direct Project Costs</td>
<td></td>
<td></td>
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<tr>
<td>7) Participant Wages</td>
<td></td>
<td></td>
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<tr>
<td>8) Participant Tuition Costs</td>
<td></td>
<td></td>
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<tr>
<td>9) Other Participant Related Project Costs</td>
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<tr>
<td>1.C. Other Direct Project Costs</td>
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<tr>
<td>FLAT</td>
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<tr>
<td>10) Other Direct Project costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Organizational Infrastructure Costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$0</td>
<td>$0</td>
</tr>
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</table>

For the period April 1, 2013 to March 31, 2014 the following project deliverables are agreed upon:

- Client Assessments
- Return to Work Action Plans
- Employment counselling
- Group Information Sessions
- Clients Employed
- Clients Returned to School
- Workshops
- Client Surveys
- Clients supported in employment
<table>
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<tr>
<td>FLAT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10) Other Direct Project costs</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>2. Organizational Infrastructure Costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$0</strong></td>
<td><strong>$0</strong></td>
</tr>
</tbody>
</table>

For items applicable to your agreement, please provide your targets for the 6 month extension:

- Direct Enquiries for SEA Program
- Referral to AES for Self Employment Assistance
- Contract for Business Training
- Assist for Add'l Funding to Start their own Business
- Clients employed upon completion of their SEA agreement
- Information sessions conducted
<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wind-Down Costs included in 1.A.6</td>
<td></td>
</tr>
</tbody>
</table>

| 1.A. Activity Related Direct Project Costs                           |      |
| 1) Staff Wages                                                      |      |
| 2) Professional Fees                                                |      |
| 3) Travel                                                           |      |
| 4) Capital Assets                                                   |      |
| 5) Audit Costs (departmentally mandated)                             |      |
| 6) Other activity related direct project costs                      |      |

| 1.B. Participant Related Direct Project Costs                       |      |
| 7) Participant Wages                                               |      |
| 8) Participant Tuition Costs                                       |      |
| 9) Other Participant Related Project Costs                         |      |

| 1.C. Other Direct Project Costs                                     |      |
| Flat                                                                |      |

| 10) Other Direct Project costs                                      |      |

| 2. Organizational Infrastructure Costs                              |      |
| Total                                                               | $0   |
| 2012-2013 Budget 3 month budget for 2013-2014                      |      |
THIS AMENDMENT made at ____________, in the Province of Newfoundland and Labrador, this ___ day of _________. 2013.

BETWEEN: HER MAJESTY THE QUEEN IN RIGHT OF NEWFOUNDLAND AND LABRADOR as represented by the Minister of Advanced Education and Skills,

(hereinafter referred to as the “Department”)

- OF THE ONE PART -

AND: “Sponsor Name”

(hereinafter referred to as the “Service Provider”)

- OF THE OTHER PART -

WHEREAS the parties hereto wish to make certain amendments to Agreement between Her Majesty the Queen in Right of Newfoundland and Labrador, as represented by the Minister of Advanced Education and Skills, and the Service Provider. (“Agreement”).

NOW THEREFORE THIS AMENDMENT WITNESSES that in accordance Section 19.2 of the Agreement, the parties hereto agree that the following changes shall be made:

1. This amendment acknowledges a new end date for the Agreement of March 31, 2014.
2. As per Agreement Sections 3.1 and 3.2, this Amendment acknowledges that the total amount payable under the Agreement has been increased by $___________ for a total maximum amount payable of $_____________, with the budget for the 12 month extension as noted in attachment 1.
3. This amendment acknowledges project deliverables for the period April 1, 2013 to March 31, 2014 as per attachment 1.

For the Department this ___ day of ___________, 2013:

Name ___________________________________________
Position _______________________________________
Signature _______________________________________

For the Service Provider this ___ day of ___________, 2013:

Name ___________________________________________
Position _______________________________________
Signature _______________________________________

Name ___________________________________________
Position _______________________________________
Signature _______________________________________

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