EOIS Service Provider Connect
Service Provider User Guide

Chapter 2: Agreements Management

Document History

Version #	Date	Description
1.0	June 15, 2015	Initial version for June 2015 release

TABLE OF CONTENTS

2   Agreement Management

2.1 Introduction

EOIS SP Connect provides service provider users with online access to view the agreements details. Each agreement is distinct to a program and region and contains one or more delivery sites. The target and allocation details are aligned to each site.

The June 2015 release of SP Connect will manage agreements for the following programs:

- Youth Employment Fund (YEF)
- Canada Ontario Job Grant (COJG) Service Providers
- Employment Service (ES),
- Literacy and Basic Skills (LBS)
    - o Service Delivery (SD)
    - o Service Organizations (SO)
    - o LBS e-Channel
- Local Boards (LB)
- Ontario Employment Assistance Services (OEAS)
- Ontario Self Employment Benefit (OSEB)
- Summer Jobs Services (SJS)
- Targeted Initiative for Older Workers (TIOW)
- Youth Employment Funds (YEF)

When an agreement has been generated by the Ministry and sent to the service provider, the agreement details will appear in SP Connect. Service provider users can access the agreement page and view the details of the agreement and any amending agreement that has been created.

2.2 Roles and Responsibilities

The following table lists the actions that a service provider user role can perform.

Functionality	SPSA Role	SPA Role
List Agreements	X	X
View Agreement	X	X
View Agreement PDF	X	X
View Amending Agreement	X	X

View Payment Schedule	X	X
Generate Payment Report	X	X
View Targets/Allocations	X	X
View Adjustment (Target/Allocation)	X	X
Propose Target and Allocation Adjustment	X	X
Submit Target and Allocation Adjustment	X	
Update Allocation Adjustment	X	
Close Target and Allocation Adjustment	X	

2.3 View Service Provider Profile

The **Service Provider** section contains the service provider profile details. This page provides key service provider information and is the launch page to access active agreement details.

For more information on the **Service Provider** section, please review Chapter 1: Introduction and Navigation user guide.

<u>**System Steps**</u>

⊃ **Step 1:** *Dashboard*

Click the **Service Provider** section. This section is divided into five panels:

- **Service Provider Profile** - Contains the SP profile information
- **Address** - Contains business and mailing address
- **Corporate Details** - Contains COI Information and corporate contact
- **Service Delivery Sites** - Contains a list of all the service delivery sites and their locations
- **List of Active Agreements** - Contains a list of all active PO numbers for the service provider

These panels can be collapsed or expanded by clicking on the arrow in the right hand corner.

2.4 Agreements

Each agreement is associated to a program and region. A service provider who has activity for a specific program with more than one region will have separate agreements with each region.

2.4.1 Search for Agreements

The List Agreement page provides a list view of all agreements the service provider has with the Ministry for the program managed in SP Connect. The list can be filtered as needed to refine the results.

The **Quick Search** can be used if the user knows the PO / Agreement number. In most cases, the *List Agreements* page may be a more efficient method.

<u>System Steps</u>

➲ **Step 1a:** *Dashboard – Quick Search*

Click the **Agreements** section. To use the **Quick Search**, enter the **PO Number** and click <u>Search</u>.
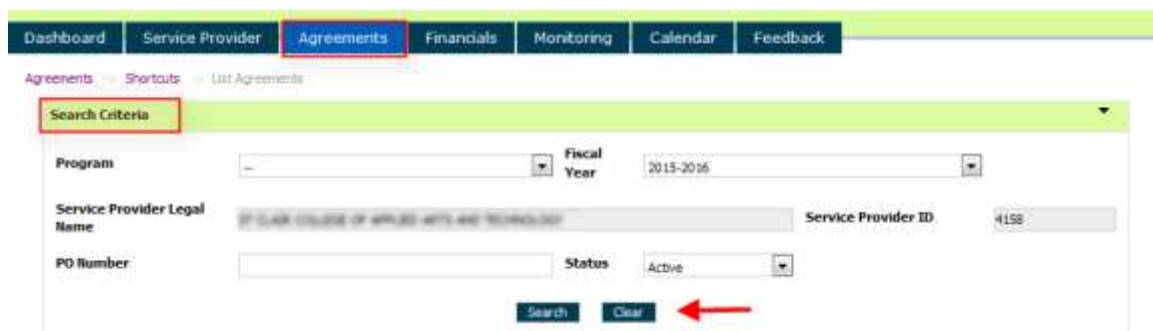
⮞ **Step 1b:** *Dashboard – List Agreements*

Click the **Agreements** section and click the *List Agreements* link*,* located under the **Agreement Shortcuts** panel.

⮞ **Step 2:** *List Agreements*

The **Search Criteria** panel shows a number of fields to assist with refining your search. Enter the search criteria and click Search.

⮞ **Step 3:** *List Agreements*

The **List Agreement** panel displays all agreements for the service provider. To view an agreement, click the PO Number link (this is the same as agreement number) to view the associated agreement. The status options are explained in the next section.
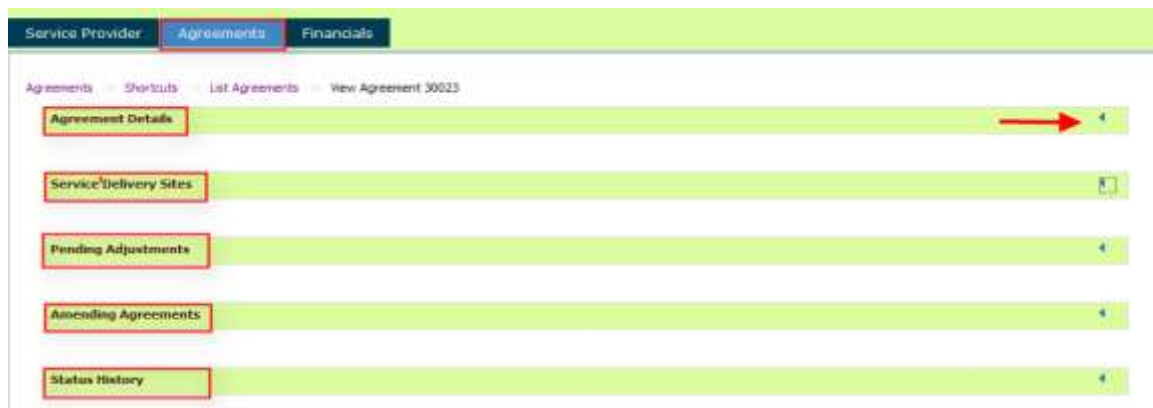
2.4.2 View Agreement Details

To view an agreement, a service provider can either open the agreement link at the bottom of the Service Provider page or use either the Quick Search or List Agreement features.

From the *View Agreement* page, users can view agreements and individual site details. The page is broken down into five panels which contain pertinent information and links. These panels can be collapsed or expanded by clicking on the arrow in the right hand corner.
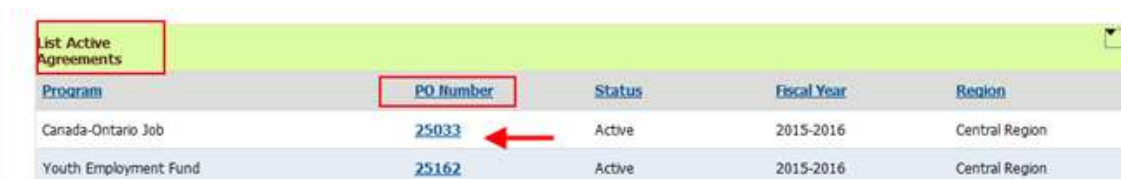

System Steps

⊃ **Step 1:** *Service Provider*

Go to the **List Active Agreements** panel at the bottom of the *Service Provider* page. Once you have located the agreement, click the PO Number to view the details.

© 2015 The Queen's Printer

⮎ **Step 2:** *View Agreement*

Agreement Details panel

The Agreement Details panel contains information related to the agreement number and status, program, region and key dates. This is also where the agreement document PDF is located.

Click View Agreement PDF to view the agreement details.

Agreement Statuses

STATUS	DEFINITION
Under Review	Amending agreement has been sent to the service provider for review
Pending Active	Amending agreement has been returned by the service provider for ministry signature
Active	Agreement has been signed by both parties
Closed	Amending agreement version has been retracted or cancelled and may have been replaced with new version.

Service Delivery Site panel

The targets and budget information is managed at a site level. Each site contains a View Payment Schedule link and View Targets and Allocations link which allow service providers to view payments, targets and allocations, and request allocation/target adjustments.

Pending Adjustments panel

This panel will display any payment or target and allocation adjustments which have been created and are not yet in "Active" status.

Amending Agreements panel

Any amending agreements that have been generated will appear in this panel. The effective date indicates when the amending agreement is in effect. Each amending agreement will have a distinct Effective Date.

Click Effective Date to open the *View Amending Agreement* page with the individual amending agreement details. Refer to the next section for more details.
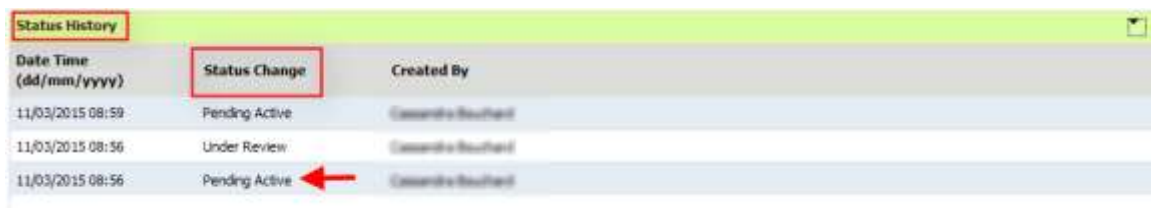

© 2015 The Queen's Printer

Status History

Whenever the status of an agreement has changed, the system will record the date and time, the updated status, and the user name. This panel relates to the original agreement document history.
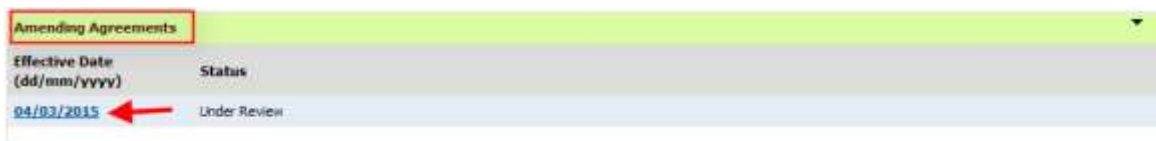

2.4.3 View Amending Agreements

An amending agreement will not override the original service provider agreement; it denotes any changes negotiated between the ministry and service provider. To view the amending agreement, go to the *View Agreement* page and click on the Effective Date link in the **Amending Agreement** panel, as outlined in section 2.4.2.

System Steps

➲ **Step1:** *View Agreement*
From the *View Agreement* page, click the Effective Date in the **Amending Agreements** panel.

Amending Agreement Details panel

This panel is similar to the one on the *View Agreement* page but contains information related to the individual amendment. Each amendment has a separate *View Amending Agreement* page. Amending agreement statuses are the same as those for an agreement. Refer to 2.2.3 above.

To view the amending agreement document, click the View Agreement PDF button.

⚠	If the status is "Under Review, this means an amending agreement was created and an e-mail notification has been sent to the Service Provider Corporate Contact to advice that they need to review and sign the amending agreement.

2.5 Payments

In SP Connect, the payment details are managed at a site level. Each site in an agreement has a payment schedule which shows payment details broken down by month. Most programs show a twelve month schedule from April to March, but some are less based on program requirements.

The *Payment Schedules* page can be access from the *View Agreement* page.

2.5.1 View Payment Schedule

The payment schedule shows the planned payments for each service delivery site and their statuses for the length of the agreement.

System Steps

⊃ **Step 1:** *View Agreement*

In the **Service Delivery Site** panel, click View Payment Schedule for the site.

© 2015 The Queen's Printer

⊃ **Step 2:** *View Payment Schedule*

The *View Payment Schedule* page consists of the following three panels:

The **Agreement Site Details** panel shows the agreement and service provider details including:

- PO Number - Also the agreement number
- Site ID - Site activity is carried out. The site ID aligned to the CaMS SDS ID
- Agreement Status
- Program Service Provider
- Region - Ministry region the agreement is with
- TP Office - Ministry local office the allocation is assigned to
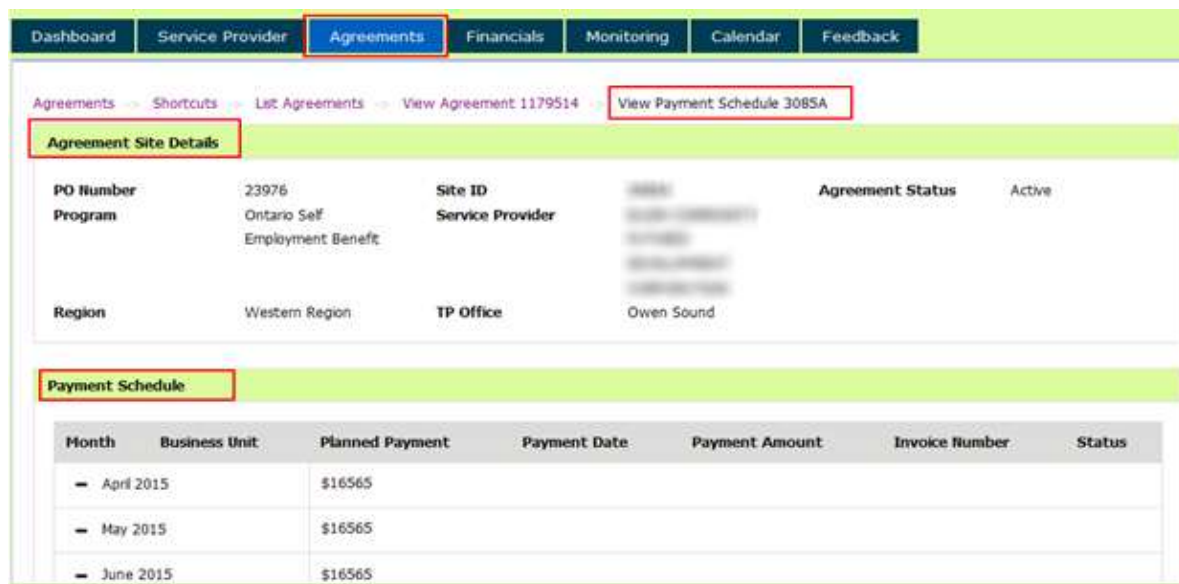
The **Payment Schedule** panel lists:
- Month - When payment will be made
- Business Unit – This is a ministry only field
- Planned Payment – Amount scheduled to be paid for the period
- Payment Date - Date when payments are made to the service provider
- Payment Amount - Actual amount paid to the service provider
- Invoice Number – Invoice number assigned to the payment
- Status – Where in the process the payment currently is. Refer to the chart below.

The payment schedule default view has all rows collapsed; click the arrow to the left of the **Month** column to view the specific payment details.

A payment can have one of the following statuses:

Status	Description
Pending	The payment has not yet been made to the service provider.
Reconciled	The payment has successfully been paid to the service provider and reconciled between CMS and SP Connect.
Error	There is a payment discrepancy which will be corrected by the ministry.

If an adjustment has been made to the payment schedule by the ministry, it will be displayed in the **List Payment Adjustments** panel.

© 2015 The Queen's Printer

2.5.2 Generate Payment Report

Financials Report section contains access to payment reports that supports the financial administration of agreements.

The Fiscal Detail Payment report can be used to view service delivery site program payment schedule and year to date cashflow.

System Steps

➲ **Step 1:** *Dashboard*

Click the **Financials** section. The system displays the *Financial Home* page for the service provider associated to the user logged in.

➲ **Step 2:** *Financials*

Click Payment Report from the *Financial Shortcuts* page.

➲ **Step 3:** *Payment Report*

Enter as much information in the available fields. Fields marked with an asterisk are mandatory. Click Generate PDF.

© 2015 The Queen's Printer

⊃ **Step 4:** *Payment Report PDF*

The system opens a new window that displays a read-only PDF of the report.

2.6 Targets and Allocations

The agreement targets and allocation are managed at the site level. The format for targets is based on the specific program performance commitments. The allocation details are based on the program budget line breakdown.

© 2015 The Queen's Printer

At the beginning of the agreement period, the values for both targets and allocations reflect those shown in the agreement schedules. If changes for targets and/or budgets are required, target and adjustment changes can be proposed and will then be reviewed by the ministry. Only once site target and allocation adjustments are approved and in active status will the new values be in place. Adjustments may result in amending agreements.

2.6.1 View Targets and Allocations

In order to view a site's targets and allocations, the Service Provider must have an active agreement.

<u>**System Steps**</u>

➲ **Step 1:** *Dashboard*

Click on *Agreement* Panel

Click on <u>List Agreement</u> in the **Agreement shortcuts** panel
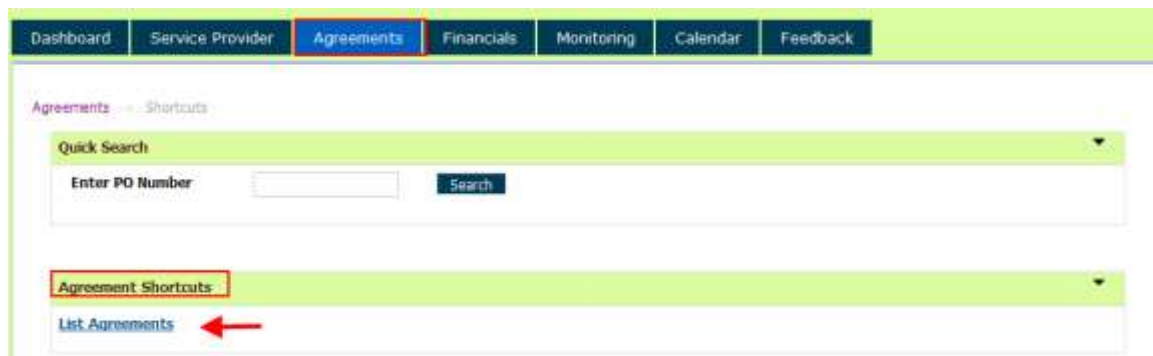
➲ **Step 2:** *List Agreement*

The system will display the List Agreement page

Click on the PO Number from the **List Agreements** panel

⮁ **Step 3:** *View Agreement*

The system will display View Agreement page, In the **Service Delivery Sites** panel, click the View Targets and Allocations link for the site.

⮁ **Step 4:** *View Targets and Allocations*

The *View Targets and Allocation* page displays the site details for the agreement. Service providers will see the following panels:

- **Agreement Site Details** (displays the PO details)

- **Targets** (displays site performance commitments details. The format is based on the program requirements.)

© 2015 The Queen's Printer

- **Allocations** (displays Budget Line details)

- **List Target/Allocation Adjustments** (displays any Target and Allocation adjustments that have been proposed)

To view an adjustment, click the <u>Adjustment Reference Number</u> from the **List Target/Allocation Adjustments** panel**.**

2.6.2 Targets and Allocations Adjustments

There may be times during the life of an agreement when the site targets and allocations need to be updated. This is done by either the ministry or service provider proposing a site target and allocation adjustment. Once proposed, the adjustment will go through a number of ministry review stages. The proposed adjustment may move forward in the approval process or be rejected or returned to the service provider for additional information. The process will be outlined in the upcoming sections.
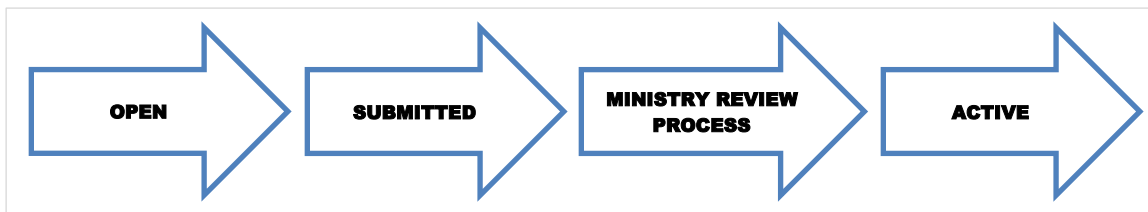
Once the adjustment is proposed, ministry and service provider users can view the adjustment details and know its' status as it moves through the various stages from proposed to completed. Sites may have more than one adjustment completed over the duration of the agreement but only one adjustment for each agreement site can be completed at a time. For agreements with multiple sites where one or more sites may require adjustments, the process outlined below would be followed for each site.

There are a number of outcomes once a Target and Allocation Adjustment is proposed. The ministry will review and;
- Approve and complete an amending agreement
- Approve and send a notification (no amending agreement required)
- Send proposal back for updates and resubmission
- Close the adjustment request.

2.6.2.1   View Targets and Allocations Adjustments

To view the adjustment details to determine the reason for the adjustment, target and allocation changes and where it is in the process, users will access the *View Adjustment* page. This can be done from the **Adjustments** panel on the **Dashboard** or the *View Agreement* page.

System Steps

➲ **Step 1:** Repeat Step 1-3 in section 2.6.1 above, to open *View Agreement*

On the *View Agreement* page, in the **Pending Adjustments** panel, find the adjustment and click on the link. A Target and Allocation Adjustment is represented by "TA".

➲ **Step 2:** *View Adjustment*

The *View Adjustment* page is set up similar to the *View Targets and Allocations* page and has five panels:
- Adjustment Details
- Targets

- Allocations
- Payment Information
- Status History

The **Adjustment Details** panel displays the details of the adjustment submitted and the status, including the reason for the adjustment, rationale and ministry comments)

Adjustment Details				
Adjustment REF#	TA-4330A-SJS-01	Site ID	Status	Local Office Recommended
PO Number	24016	Program	Summer Jobs Service	
Service Provider				
Reason	Increase Targets/Allocations			
Rationale	dfg			

The **Targets** panel displays the details of the Original Target, Current Target, Adjustment Amount and Proposed Target.

Intake and Core Measures	Original Target	Current Target	Adjustment Amount	Proposed Target
Total Placements (Number of Job Placements with Hiring Incentives)	407	407	3	410
Total Services (Number of Students Attending Workshops)	468	468		468
Customer Satisfaction (Participants/Employers)	100	100		100

The **Allocations** panel displays the Budget Line details, Original Allocations, Current Allocation, Adjustment Amount and Proposed Allocation.

Budget Line	Original Allocation	Current Allocation	Adjustment Amount	Proposed Allocation
Operating Funds	$94,560	$94,560	$40	$94,600
Placement Incentives for Employers/Supports	$283,681	$283,681	$0	$283,681
Other Funding 1	$0	$0	$0	$0
Totals	$378,241	$378,241	$40	$378,281

Business Unit 3553 Approved Amount $40

The **Payment Information** panel displays the **Year to Date Cashflow**.
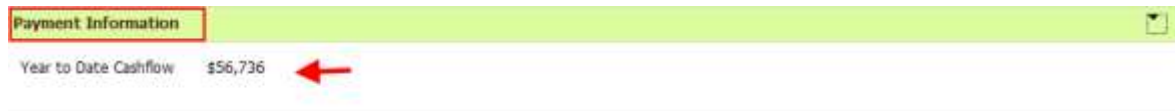
The **Status History** panel tracks the time and date an adjustment was created and approved, as well as the user name, current status and comments.

2.6.2.2 Propose Target and Allocation Adjustment

The business process to propose a Target and Allocation Adjustment should be discussed with your local office consultant. The SP Connect system process to propose a site Target and Allocation Adjustment can be completed by both service provider roles. Only the Service Provider Submission Authority can submit a Target and Allocation Adjustment.
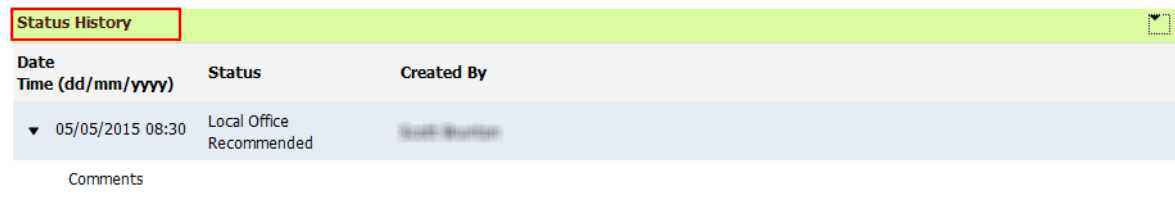
The process to follow for proposing a Target and Allocation Adjustment begins on the *View Targets and Allocations* page.

System Steps

➲ **Step 1:** Repeat Step 1-3 in section 2.6.1 above*,* to open *View Agreement*
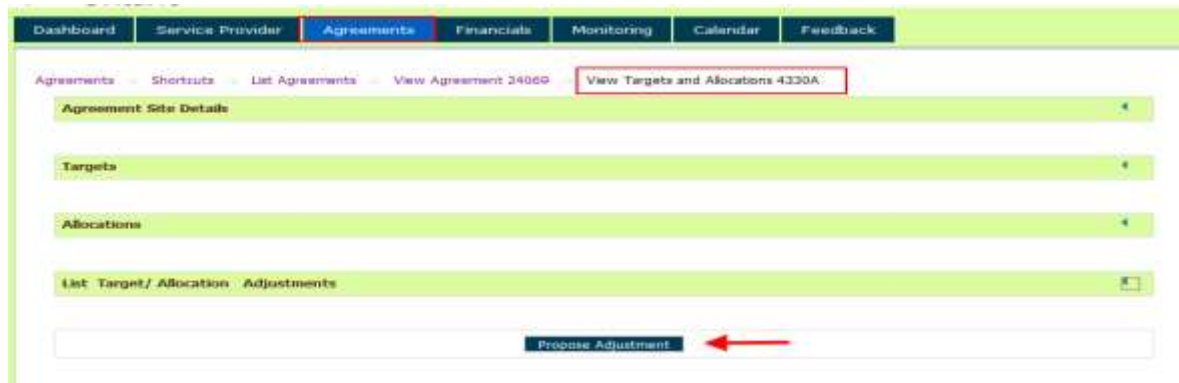
From the *View Agreement* page, in the **Service Delivery Sites** panel, find the correct Site ID and click View Targets and Allocations.

© 2015 The Queen's Printer
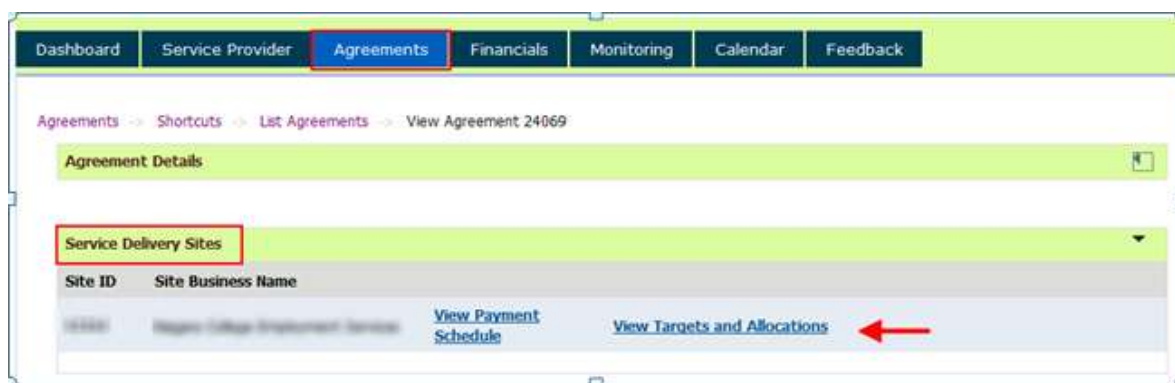
⊃ **Step 2:** *View Targets and Allocations*

At the bottom of the *View Targets and Allocation* page, click Propose Adjustment.

⊃ **Step 3:** *New Adjustment Proposal*
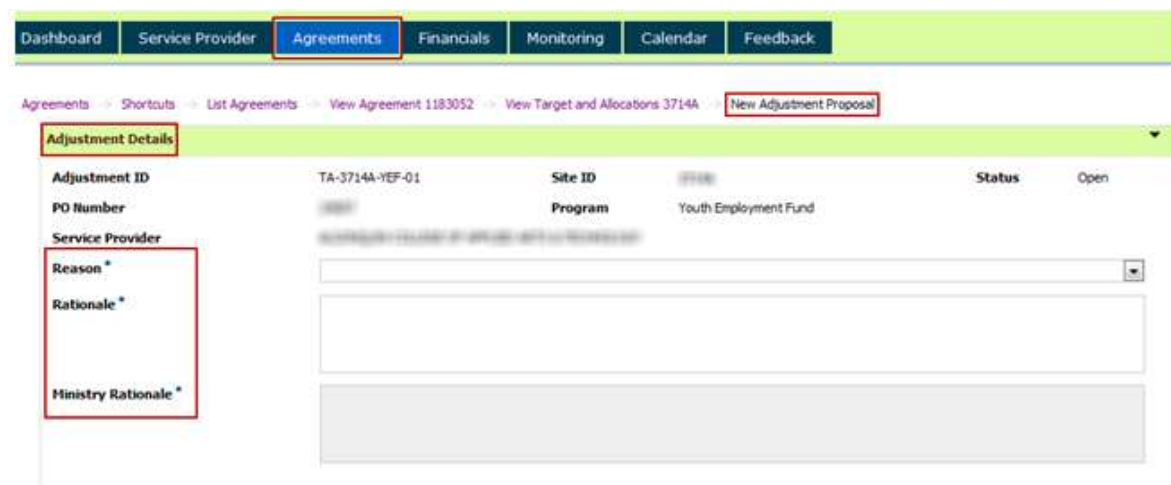
In the **Adjustment Details** panel, complete the mandatory fields.

Reasons drop-down consist of:
- Increase Targets/Allocations
- Decrease Targets/Allocations
- Transfer Between Budget Lines
- Transfer Between Sites

Rationale field is a text box of up to 500 characters to provide request details.
Ministry Rationale field is used by ministry staff to provide comments which are viewable by service provider users.

© 2015 The Queen's Printer

⮮ **Step 4:** *New Adjustment Proposal*

In the **Targets** panel, enter the **Adjustment Amount**.

Only enter the increased or decreased amount, not the full value. (For example, the current target is 1,260 and you want the new target to be 1,300. Enter only "40" in the field. The **Proposed Target** column will then be updated to read 1,300.

Dashboard	Service Provider	Agreements	Financials	Monitoring	Calendar	Feedback

Targets

Intake and Core Measures	Original Target	Current Target	Adjustment Amount	Current SQS Value	Proposed Target	Proposed SQS Value
Total Assisted Services	1,260	1,260			1,260	
Total Intake in Resource and Information (RI) Sessions/Workshops Activity	3,200	3,200			3,200	
Customer Satisfaction (Client/Participant/Employer)	90	90		1.35	90	1.35
Service Coordination	30	30		0.75	30	0.75
Employed/Career Path	69	69		1.73	69	1.73
Training/Education	10	10		0.10	10	0.10
Suitability (Participant Profile)	28	28		0.42	28	0.42
Intake in Assisted Services	100	100		0.50	100	0.50
Intake in Workshop Activities / Information Sessions	100	100		0.50	100	0.50
Service Quality Standard Commitments				5.35		5.35

	Note: when proposing a decrease in the targets and/or allocation amount, a negative sign must be put in front of the number. I.e. -1000

⮮ **Step 5**: *New Adjustment Proposal*

In the **Allocations** panel, enter the **Adjustment Amount** for one or more of the budget lines in the available fields.

© 2015 The Queen's Printer

Allocations				
Budget Line	**Original Allocation**	**Current Allocation**	**Adjustment Amount**	**Proposed Allocation**
1 Operating Funds	$1,212,120	$1,212,120	0	$1,212,120
2 Employment and Training Incentives for Employers	$239,400	$239,400	0	$239,400
3 Employment and Training Supports for Clients/Participants	$12,600	$12,600	0	$12,600
4 Field Support	$0	$0	0	$0
5 Other Funding 1	$0	$0	0	$0
6 Other Funding 2	$0	$0	0	$0
Totals	$1,464,120	$1,464,120	$0	$1,464,120

In the **Payment Information** panel, the Year to Date Cashflow will be displayed.

 Step 6: *New Adjustment Proposal*

The Propose Adjustment button is only available to the Service Provider Submission Authority user role. The Service Provider Administrator role will only see the Save Changes and Cancel buttons.

Ensure all the information in the adjustment is correct. Click Propose Adjustment.

Dashboard	Service Provider	Agreements	Financials	Monitoring	Calendar	Feedback

2 Employment and Training Incentives for Employers	$239,400	$239,400	950	$240,350
3 Employment and Training Supports for Clients/Participants	$12,600	$12,600	50	$12,650
4 Field Support	$0	$0	0	$0
5 Other Funding 1	$0	$0	0	$0
6 Other Funding 2	$0	$0	0	$0
Totals	$1,464,120	$1,464,120	$5,810	$1,469,930

Payment Information	
Year to Date Cashflow	122,010

Save Changes | Propose Adjustment | Cancel ←

© 2015 The Queen's Printer

⮩ **Step 7:** *Confirm Proposal*

The Confirm Proposal dialog box appears. Click <u>OK</u>.
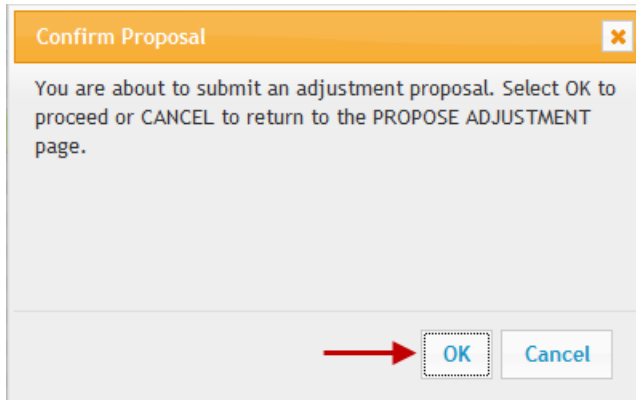
⮩ **Step 8:** *View Targets and Allocations*

Once confirmed, the page will refresh and open the *View Targets and Allocations* page. In the **List Target/Allocation Adjustments** panel, at the bottom of the page, the adjustment will be displayed and be in "Submitted" status. If the <u>Save Changes</u> button was selected in the previous step, the status would be "Open**"**. This allows the user to return to the adjustment at a later date to continue the process.

		When the adjustment is submitted the changes will automatically be reflected under the **Proposed Target** and **Proposed Allocation** columns. Ensure that the amount is correct before you submit the adjustment. Some adjustments may not appear immediately in calculated fields as the data is refreshed every 30 minutes.

© 2015 The Queen's Printer

	When an adjustment is **Saved** or **Proposed**, a reference number is assigned to the adjustment. The naming convention of an adjustment is: **TA** (Target/Allocation) or **PY** (Payment)-Service Delivery Site ID-Program-Sequential number.

If at this point a decision is made not to proceed, click the Cancel button. This will not create an adjustment and will not appear anywhere on the service provider record.

2.6.2.3 Submit Target and Allocation Adjustment Proposal

If the service provider initiated a Target and Allocation Adjustment but did not complete the Propose Adjustment step to submit the adjustment, the Service Provider Submission Authority can access the adjustment from the **Dashboard Adjustment** panel.

The submit process steps are the same as those shown above in step 6.

System Steps

â **Step 1:** *Dashboard*

Click on the appropriate Ref# in the **Adjustment** panel to review the Target/Allocation Adjustment.

➲ **Step 2:** *View Adjustment*

In the **Adjustment Details** panel, enter the **Reason** and **Rationale** for the request.

➲ **Step 3**: *View Adjustment*

Enter **Adjustment Amount** in the **Target** panel.

© 2015 The Queen's Printer

Targets						
Intake and Core Measures	Original Target	Current Target	Adjustment Amount	Current SQS Value	Proposed Target	Proposed SQS Value
Total Assisted Services	390	390	388		778	
Total Intake in Resource and Information (RI) Sessions/Workshops Activity	800	800	100		900	
Customer Satisfaction (Client/Participant/Employer)	95	95		1.43	95	1.43
Service Coordination	30	30		0.75	30	0.75
Employed/Career Path	69	69		1.73	69	1.73
Training/Education	10	10		0.10	10	0.10
Suitability (Participant Profile)	30	30		0.45	30	0.45
Intake in Assisted Services	100	100		0.50	100	0.50
Intake in Workshop Activities / Information Sessions	100	100		0.50	100	0.50
		Service Quality Standard Commitments		5.46		5.46

➲ **Step 4:** *View Adjustment*

Enter the **Adjustment Amount** in the **Allocation** panel. Click <u>Submit Proposal</u>.

Allocations				
Budget Line	Original Allocation	Current Allocation	Adjustment Amount	Proposed Allocation
Operating Funds	$864,435	$864,435	426267	$1,290,702
Employment and Training Incentives for Employers	$74,100	$74,100	73720	$147,820
Employment and Training Supports for Clients/Participants	$3,900	$3,900	3880	$7,780
Field Support	$0	$0	0	$0
Other Funding 1	$0	$0	0	$0
Other Funding 2	$0	$0	0	$0
	Totals $942,435	$942,435	$503,867	$1,446,302

➲ **Step 5:** *Submit Recommendation Confirm*

The adjustment has been submitted with a status of "Submitted".

2.6.2.4 Update/Resubmit a Target and Allocation Adjustment

A service provider can go back and update any saved adjustments if it has not yet been submitted. This process can also be used if the ministry returned a proposed adjustment which needs to be resubmitted. If a Target and Allocation Adjustment is returned it will be in "Open" status and the history panel will show the details.

<u>**System Steps**</u>

➲ **Step 1:** *Dashboard*

Find the saved adjustment in the **Adjustments** panel. Notice the status is "Open**".**
Click the <u>Ref#</u>.

➲ **Step 2:** *View Adjustment*

Complete the necessary changes. Users can edit the **Reason**, **Rationale**, and **Adjustment Amount** in both the Target and Allocation fields.

⮕ **Step 3:** *View Adjustment*

Click <u>Save</u> if you wish to make further adjustments/review or click <u>Submit Proposal</u> to send the adjustment to the ministry.

2.6.2.5   Close Target and Allocation Adjustment

If an adjustment has been submitted and it has then been returned by the ministry, the service provider can decide to close or cancel the request. In addition, if the service provider begins an adjustment and saves it, then decides it is no longer required, the Service Provider Submission Authority can go in and close the adjustment.

System Steps

 Step 1: *Dashboard*

Find the adjustment to be closed and click the Ref#.

 Step 2: *View Adjustment*

Review the adjustment and in the **Payment Information** panel, click Close Adjustment.

 Step 3: *Close Adjustment*

On the *Close Adjustment* page complete the mandatory fields and click OK. The status will change to "Closed".

The **Closure Reason** options are:
* Opened in Error
* Withdrawn
* Rejected

The **Comments** field is used to provide an explanation for closure.

	Note: Service Provide can only close a saved Target and allocation Adjustment, once it is submitted, the Service provider can no longer make any changes.