



## Service Provider Network Meeting

December 20, 2023

### Questions and Answers

**Question:** Is your team able to red line or highlight what changes have been made or being made going forward in future versions of the guidelines?

**Answer:** Yes. Our team will red-line or highlight changes to additional versions of the guidelines to allow for easier reference.

**Question:** The appendix does not contain the draft ICM protocol. Will you be sending the ICM protocol in the revised guidelines?

**Answer:** Case Management: Service Providers are expected to offer comprehensive case management for each assisted client. This includes making referrals to other support services as needed, assisting with job search activities, job development, job retention, gathering evidence to support outcomes, ongoing monitoring to reflect individual needs and progress and other activities outlined in the Program Guidelines. The Service Provider is expected to track referrals to other services and supports.

Integrated Case Management: When a client's case management plan includes support services external to the service provider (example: social assistance providers) the Service Providers are expected to maintain communication with the external support services with the aim of working towards client's employment goals and reducing duplication of efforts.

Protocol will be followed up with LRES.

**Question:** Could a digital version of the employer registration form be sent to service providers?

**Answer:** Yes, Digital copies of the forms can be provided.



**Question:** Could we rely on a running FAQ that would keep the network updated? for communication openness?

**Answer:** The Q&A document will be updated as needed and shared with the network

**Question:** KPI Reporting: For the case management system, has that been distributed to service providers? Is there a process that LRES has thought of? It was discussed to monitor the CAMS and Web Tracker to see if there is an alignment there.

**Answer:** Document has not yet been provided to Service Providers. LRES will provide data from CAMS to Service Providers on a monthly basis. At this time Service Providers are not expected to complete a reporting form to return to LRES. EPC's will be monitoring and discussing the data with the Service Providers. If there is misalignment with the service providers data and CAMS data, it will be discussed with the Service providers and the Ministry.

**Question:** To whom do we give importance while referring back? Is it fair to use guidelines as a reference or signed amendment contracts between LRES and service providers?

**Answers:** Yes, it would be fair to use the guidelines to provide clarification on the information provided in the contract between LRES and Service Provider. Please contact the SSM if further clarification is required.

**Question:** Are we only using the registration form exclusively for employment placement?

**Answer:** When arranging a placement for a client, Service Providers should complete an Employer Registration Form as well as the Employment Service Training Incentive Placement Agreement where applicable.

**Question:** In terms of the set KPIs to achieve for reporting on CaMS for Service Providers, can we access the information on our own instead of reaching out to SSM's (LRES)? Are we thinking of developing any process that provides us with the opportunity to download the reports as per set



parameters? Would LRES communicate with the Ministry that the SP can pull reports from CaMS?

**Answer:** Currently, you cannot access your own reports through CaMS. All reports at this time will be sent out by your SSM. LRES are developing reporting tools. Reports will be shared with Service providers when they are available, at a minimum monthly. We will work on providing snapshots on a more frequent basis.

In addition, Service Providers have developed an internal tracking system.

**Question:** Regarding the follow-up with clients that are in the system, would CAMS inform which follow-up needs to be completed by when? Would CAMS be informing SPs? How would the reporting look from LRES to service providers? Is it advisable that we use our own tracking tool for now until we get further directions?

**Answer:** Reporting tools are being developed and will be shared with Service Providers as they become available. SP can use their own tracking at this time.

**Question:** As stated on Guidelines page 67 - Regarding major employers, could you perhaps elaborate on your definition of large employers (Ramp Up)?

**Answer:** A major employer is one who has thirty (30) or more employees.

**Question:** Could your team please provide some clarification around what the Employer Engagement and Community Partnership Manager role is and specifically with Elgin-based employers?

**Answer:** The Manager, Community Partnerships and Employer Engagement **will** support delivery of employment services by:

- Providing strategic oversight and leadership in the design, development, coordination, delivery, evaluation, and promotion of employment services and related programs across the London catchment area;
- Developing and maintaining relationships with employers, unions, labour groups, and employer networks.
- Collaborating with economic development and workforce development organizations to capture labour market information;
- Developing and maintaining relationships with community partners;

and



- Supporting development and implementation of communication strategies

**Question:** We have several agencies with different sources of funding. Our CS charter is the same for all clients regardless of service funding. Typically has our logo. If LRES needs to be on CS charter, need all logos.

**Answer:** The guidelines state that the LRES Logo must be on CS Charter. Template have already been sent out by your EPC.

**Question:** Will there be visible identity guidelines coming out for the logo? E.g., Certain size

**Answer:** Template have been sent out to all EO offices

**Question:** When you close the action plan for education and training, what happens to the client file? Is the action plan closed, or the common assessment closed or is the whole file closed? What would be the scenario for clients who are in long-term education? LRES said that the action plan must be restarted once it is closed, and the client returns. What would be the procedure?

**Answer:** When clients are referred to some training or education intervention, the appropriate plan item is entered in CaMS, the EAP should be modified to “active - on hold” until the client completes training or education and returns for additional services. When the client completes the training or education activity, the plan item is considered successful and the SSMs should then end the plan item with status = completed and outcome = attained.

**Question:** Do you have to have a plan item when you refer a client back to school? Should let the system and all users know that they will be going back to school.

**Answer:** Education and training would have to be a part of the Employment action plan (EAP). When clients are referred to some training or education intervention, the appropriate plan item is entered in CaMS, the EAP



should be modified to “active - on hold” until the client completes training or education and returns for additional services.

**Question:** Under 8.4 of the guidelines - Facilitating the Common Assessment Tool- on page 33, it states can reclaim the money under the employment-related financial support section on page 49 of the updated guidelines. Concern: What would be the appropriate procedure if an audit were to occur and LRES discovered a problem? If the problem was fixed, what would be the process? How do you get the money back? The money had gone to the employer so that provides a problematic situation. A

**Answer:** Although at this time there is no set procedure in place LRES will be working with you to ensure the expense is eligible. In the cases where an expense is not eligible, LRES does reserve the right to deduct said ineligible expense from your next scheduled payment. If clarification is needed on anything that may be an unusual situation, please contact LRES. Usual practices are not anticipated to be an issue.

**Question:** YJC and the legacy YJC is going to close on December 31st, they are not considered Legacy clients. Would they return in new CaMS, no longer being legacy clients?

**Answer:** Correct, they can be restarted as a new client and entered into the new system.

**Question:** Are Employers expected to be registered in CAMS if they are not receiving Financial Supports?

**Answer:** Employers only need to be in CAMS if they are receiving financial incentives.

**Question:** Will CAMS monitoring check point be triggered if the employer is not in CAMS?

**Answer:** Yes, the monitoring check point will be triggered if the employer has not been entered in CAMS.



**Question:** If a new client gets a job but there is a delay with getting the common assessment completed, can we put it in CAMS retroactively if they get a job before CA is done?

**Answer:** As the Common Assessment is the first step in assisting clients to find employment, they cannot be added retroactively it will be assumed they found employment on their own and does not require EO support. CAMS

**Question:** What is the status of the action plan in BJO when we close it, is it positive or negative?

**Answer:** When a client is engaged in a program, such as Better Jobs Ontario, that has **training** as the immediate outcome the Service Provider will keep the case open and provide support when the client completes a training/education course or program the. the client is counted as a 'client served' once they complete the program they are referred to. Subsequently, they may be associated with performance-based funding if the client completes training, finds employment, and meets all other Performance Based Funding (PBF) requirements.

When an IES client in case-managed services is referred to an employment-focused EO training program that has **employment** as the immediate outcome, such as the Ontario Bridge Training Program or Apprenticeship training:

- The client referral may be counted as a "client served;" but
- The client's employment will **not** be eligible for Performance Based Funding and will **not** be included in the calculation of outcomes for the Performance Management Framework.

**Question:** How long should the training for BJO programs be to trigger the file closure? Is there a specific timeline? It would be helpful if we could get more clarity over time.

**Answer:** When a client is engaged in a program, such as Better Jobs Ontario, that has **training** as the immediate outcome the Service Provider will keep the case open and provide support when the client completes a training/education course or program the. the client is counted as a 'client served' once they complete the program they are referred to. Page 61 LRES Guidelines



**Question:** We have some clients that do DZ driving training that is not covered under BJO programs; can we leave them open and follow up? All are part of an action plan to return to long-term employment. Does the action plan need to be closed?

**Answer:** Service Providers will offer programming that develops clients' employability. These programs may focus on industry-specific needs (e.g. Smart Serve, WHMIS, etc.). Service Providers are expected to develop approaches to support clients in applying to their services and make effective referral pathways. When a client is engaged in a program, such as Better Jobs Ontario, the Service Provider will keep the case open and provide support. (Page 41 LRES Program Guidelines )

**Question:** How would we serve clients who are pursuing post-secondary education and who are high school students looking for work?

**Answer:** Clients under the age of 18 must be formally excused from attending school by the Ministry of Education to access case-managed services, as per Ontario's Education Act. Or Clients under the age of 18 who have completed high school (clients who have late birthdays and graduate while still 17) would be eligible to receive casemanaged services.

If they are over the age of 18 and attending post-secondary school, they can participate in job search programs.

**Question:** We register an employer, I noticed there is no date or signature on the employer's registration form. Date, signature, and employer registration are required. Will you be sending an updated form?

**Answer:** LRES is currently waiting for a response from The Ministry, as this form is their directive. In the interim, please use the forms as they are. The forms are typically done together and the registration forms purpose is information based, no commitment, a signature from the employer is not required. In contrast, the Employment Service Training Incentive Placement Agreement is a true agreement making commitments thus the signature line.

However, for the Service Providers internal processes and requirements, we do not take issue with the employer signing the bottom of the Registration form.



**Question:** Legacy clients can access the flow through funding. How much is it? How we could support legacy clients in accessing the flow through funding funds.

**Answer:** The use of Flow-Through funding in regard to amount used, how it is used etc. is wholly at the Service Providers discretion.

**Question:** Can we combine the hours with another employer for the same client if someone is already working 20 hours per week? To be eligible for performance-based funding, a client must enroll with a new employer if they use services for more than 20 hours per week?

**Answer:** No, you cannot combine hours. For Service Providers to receive a Performance Based Funding payment for a client who is **already employed** and working **20 hours or more** on average per week, the Performance Based Funding begins when the client is working an average of 20 hours or more per week with a **new employer**.

**Question:** Can you clearly define what an 'early' exit' is? The terminology in the guidelines is causing some unclarity. Pre-employment is not a client service. As soon as clients are served through CAP or CAT, they are entered into the system. The language of early exits is confusing.

**Answer:** Early Exit is when a clients Employment Action plan is closed BEFORE the 12 months of successful employment and monitoring period is completed. It could be in the pre-employment phase, or, within the employment reporting and monitoring phase. That will have a direct impact on your performance-based funding as the client would no longer be hitting those markers. However they do still count towards your Volume.

**Question:** What is the statement about "achieving the outcome at the funded outcome level"? If we do an EAP and they do not find a job even though they completed all the steps, how would we measure success for the client? Would it be based on hitting all the required milestones?

**Answer:** In the event that a client does not trigger performance-based funding by gaining employment within 100 days of the original Common Assessment it would be the LRES recommendation to readminister the Common Assessment to have an updated assessment of where the client is at and





what barriers they are facing that might not have been at the time or were not captured.

**Question:** In an optimal scenario: if a person actively seeks a job and gets a job, they are not technically closed until 12 months after they started the job, it's a long-term process. In the old world we would do an Employer registration and we would facilitate placement incentives. The employers would not do the form if there were no incentives. When are we expected to complete the employer expectations form? There is not any specific closure upon getting a job. Is that correct? What would be the successful outcome of a milestone?

**Answer:** That is correct. Getting a job does not lead to a file closing. The client would be monitored for the checkpoints for 12 months.

LRES will investigate the employer form.

**Question:** If we do not put employer in CAMS and the client is working, will we get performance-based funding and employer outcome?

**Answer:** Yes you will still receive Performance Based Funding when your client hits the milestone markers

**Question:** Monitoring is triggered if the client is employed. Are there other instances where they are employed?

**Answer:** Performance based funding is only triggered if the client is employed 20 or more hours per week.

**Question:** What happens if someone gets a job under 20 hours or if that all they want. How are they monitored?

**Answer:** If a client works under 20 hours, they do not qualify for Performance Based Funding (PBF), but you would still monitor them.



**Question:** Clarification is required on communication requirements on pages 20 and 21 of the Guidelines .. If an agency is servicing a number of referrals, it could be a work-load issue. Could you maybe provide further details? For example, when a client shows up for their first appointment, you get a referral and know what to expect. Do you have to contact the SA caseworker for all clients who missed an appointment as per guidelines? What is the process around that? Where should we submit the updates to the system? Once we established contact with the client, further channels of communication would open up. Is there an option for the agency to download a spreadsheet to report on each individual? Do we have a process for that for individual contacts? What is the expectations around communication with the SA caseworker? Do you call back and forth on a continual basis?

**Answer:** If the referral is for an Ontario Works client and contact has been unsuccessful in 5 business days, please reach out to the Ontario Works Caseworker. They might be aware of the clients circumstances changing, ie, phone ran out of minutes.

If the referral is a RASP or TRF referral, the file can be closed when:

- First contact - end of flowing business day of receiving the referral
- Second contact – within 10 business days of receiving the referral
- Close if unable to contact after 10 business days and 2 follow-ups

If the client does not attend the initial appointment, it can be entered in the comment box of the Common assessment and it can be quickly sent to the SA. Additional communication is expected when the SP connects with the client.

**Question:** A current list of caseworkers along with their contact details would be beneficial. Will you be sending a list of contacts?

**Answer:** Unfortunately, we are unable to provide a list of Social Assistance caseworkers as it goes against MFIPPA disclosure laws. At the end of Module 2 in the Common Assessment Tool there is a “Comments/ note” box which allows you to send a message to the Case Worker and trade contact information on a case-by-case basis.



**Question:** There is a need for some clarity on the Life Stabilization elements, as mentioned on Guidelines page 37. Government identification could also be viewed as job assistance. Does that element have to be provided?

**Answer:** We can appreciate the primary focus of case management is on employment issues. However, the expectation, should these matters arise, is the EO caseworkers and SA caseworkers collaborate on coordinating services needed to support the client's progress. This includes any outstanding or concurrent life stabilization service.

This support can include:

- Coordination and referral to other human/social/community, housing, legal, and other education or training services (e.g., local school or school boards);
- Assessment and referral to mental health or addictions services.
- Accompaniment to medical, legal, or social services appointments.
- Help with applications for government identification, bank accounts, health card, etc.; and
- General emotional support.

**Question** Due to the number of staff and clients, we will need to have a spreadsheet to extract information to send to the appropriate caseworker. E.g., For each client we need to know the caseworker so we can update the Case Worker

**Answer** Continuous follow up is not needed. There should be an ability to communicate when there is a milestone or a customer service standard is needed (e.g., Did not show up, need funding, got a job etc.)