London Regional
Employment
Services

Customer Service Charter

Our goal is to make your experience as simple and stress free as possible, offer relevant employment and/or training supports, connect you with an employer that is a good fit for you, and provide 12 months of follow-up supports to ensure your continued success.

Our network commits to providing you an environment where your diversity, perspectives, and experiences are valued and respected. We believe in taking flexible and innovative approaches to ensure your unique needs are met.

Our Commitment to Quality Services

You will be supported by a knowledgeable team of employment services professionals who understand local labour market needs and unique issues facing job seekers and employers. We take a customer-centred approach to determine the level and type of employment supports needed for you and will always treat you with dignity and respect. We are as invested in your success as you are!

Confidentiality

You have the right to confidentiality and protection of your personal information. Before we begin working with you, we will explain why your information is being collected and how it will be used, and we will only do so with your consent. We also ensure safeguards are in place to protect the personal information you have shared with us.

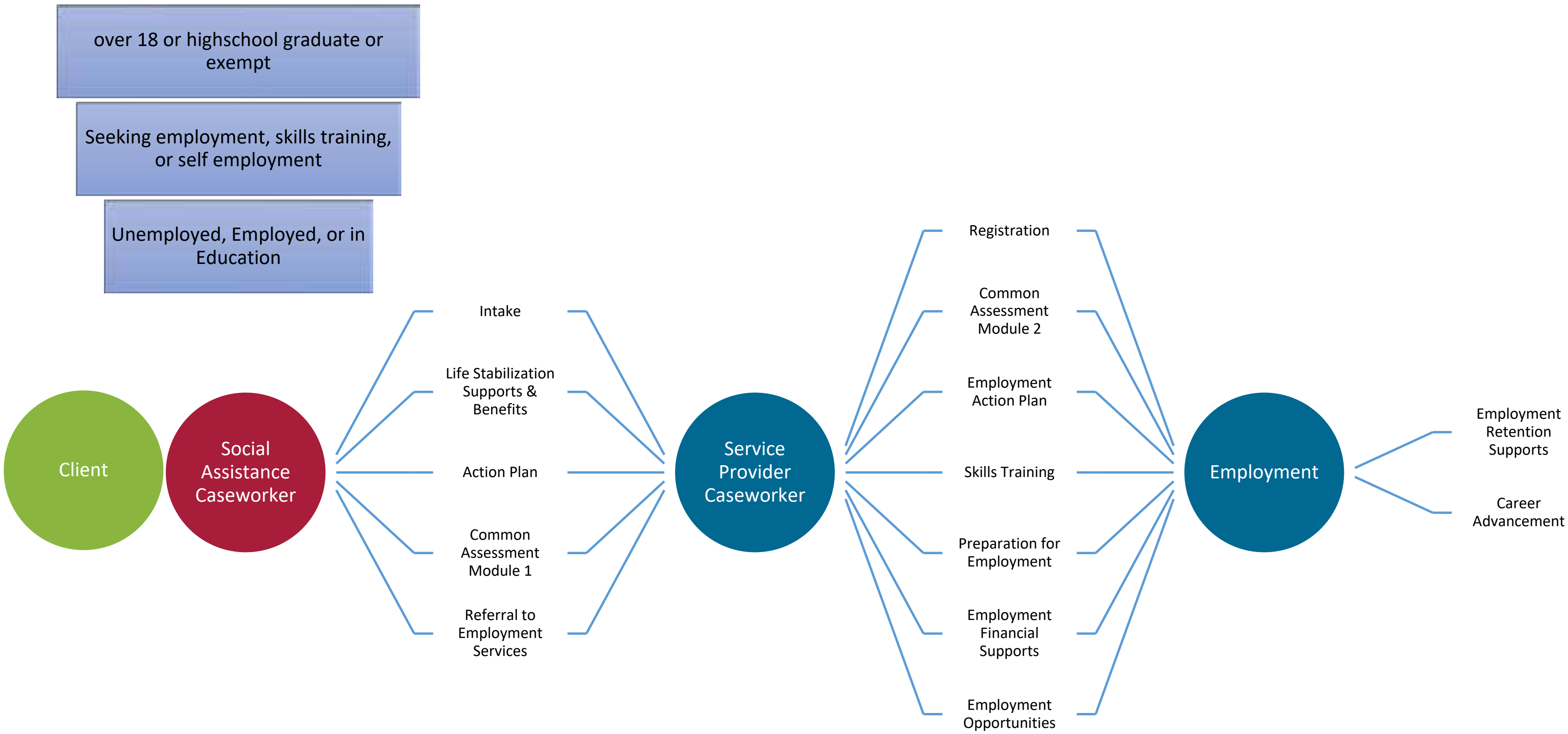
Accessibility

Customers can access services by phone, email, virtually, and in person. In-person services will be delivered at sites meeting Accessibility for Ontarians with Disabilities Act (AODA) standards. Interpretation services can include options such as live-agent interpreter services, accessibility tools such as Ubi Duo machines, use of Google Translate, etc. Accessing services should never be a challenge for you.

Service Standards

Service	Standards
Telephone / Voicemail	All telephone calls and voicemails (for both internal and external customers) will be returned within one business day (24 hours).
Email, Fax, and Mail	All emails, faxes, and mail will be acknowledged within two business days (48 hours) of receipt.
Time Until Appointment	Customers will have a scheduled appointment within five (5) business days of initial contact.

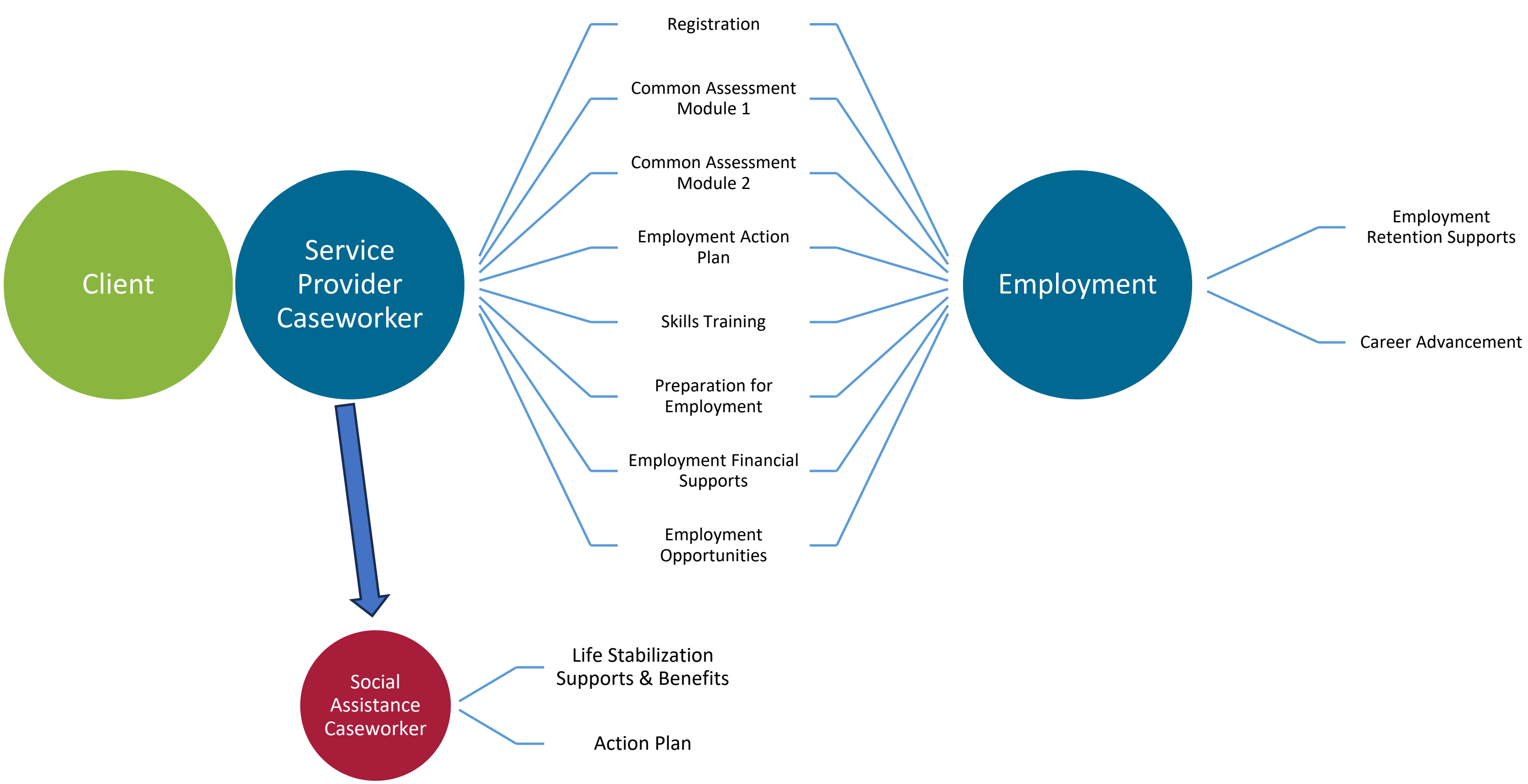
SOCIAL ASSISTANCE CLIENT PATHWAY – Referred by OW or ODSP



ODSP refers primary ODSP participants directly to service providers.
ODSP refers dependent of primary ODSP participants to Ontario Works Offices for referral to service providers.
Some clients may benefit from being referred to community resources based on their needs at any time during their pathway.
Accessing community supports concurrently should not prevent the client from participating in employment and training services.
A client could access any or all of the employment services available to reach employment.
A client could exist service at any time along the pathway for reasons other than employment. i.e In long term training, health, moved etc.

April 2024

SOCIAL ASSISTANCE CLIENT PATHWAY – Referred by OW or ODSP



April 2024

Roles & Responsibilities
Social Assistance vs. Service Provider Caseworkers

Social Assistance Caseworker	Both Caseworkers	Service Provider Caseworker
• Life stabilization and crisis support.	• Case conference on issues relating to barriers.	• Employment supports, including educational and training leading to employment.
• Financial supports for life stabilization. • Please refer to job seeker financial supports document for more information.	• Coordination of benefits if they are considered both life stabilization and employment. • Ensure no duplication of benefits, or no other source of funding.	• Financial supports for employment related and job specific items. Please refer to the job seeker financial supports document for more information.
• Complete Module 1 with the client.	• Motivation and engagement throughout the process.	• Completion of Module 2 with the client • With self-referral, service provider completes both Module 1 and 2.
• Create and manage Action Plan.	• Cross-communication and updates.	• Create and manage Employment Action Plan.
• Income submission.	• Encourage client to inform Social Assistance or Service Provider of employment details.	• Employment Details.

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Assessing Readiness for Employment Services

Readiness for employment services does not mean a client is “job-ready,” but rather that the individual can actively and meaningfully participate in employment-related services to prepare for and find a job.

TIPS for Social Assistance Caseworkers

Client Stage	**Not Ready**		**Ready For Employment Services**	
	Monitor	**Explore**	**Engage -Job Search Ready-**	**Engage -Employment Ready-**
Definition of ‘Readiness”	• A client may have **significant** support needs. Some areas of a client’s circumstance may present significant barrier to participating in employment services and should be addressed prior to accessing (or being referred to) employment services. • Client may be in crisis.	• A client may have **some** support needs which are being addressed and expresses interest or motivation in participating in some employment related activities. • Requires flexibility and may be inconsistent with participation in employment activities. • Client not in crisis.	• A client has support needs which are identified, goals established, and can be supported concurrently while participating in employment services. • Client has some degree of motivation to take the necessary steps to prepare, find and maintain employment actively and meaningfully. • Client not in crisis.	
Who determines client readiness?	• Social Assistance caseworker	• Social Assistance caseworker in collaboration with Service Provider on specific client situation.	• Social Assistance Caseworker will case conference with Service Provider, if required and complete Action Plan to determine job search readiness.	• Service Provider caseworker. • Complete Employment Action Plan to determine employment readiness.

Eligibility Criteria for Case-Managed Services	• To be eligible for case-managed employment services in IES, the potential client must:
	  ○ Be at least 18 years of age;
	  ○ If under 18 must have completed high school or is excused from school by the Ministry (as defined by the Ontario Education Act);
	  ○ Live in Ontario; and
	  ○ Be eligible to work in Canada.
	• If a client is over 18, is a high school student (focusing on education), but wishing to access employment resources, they can access self directed resources with a service provider. i.e. individual seeking part-time summer employment or during school year.
	• On a case-by-case basis, a Service Provider can assess if case managed services are beneficial for a client in college or university.			

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What services can be accessed?	• N/A for employment • Community supports like mental health crisis, medical etc.	• Resource and information sessions with service providers • Module 1 must be completed by Social Assistance caseworker, unless client self-refers, with a note clearly indicating what services the client is being referred to. For example, Client would benefit from accessing self directed workshops/sessions.	• Refer to Service Provider via Module 1 for full range of case management services.	• Full range of case management services. • Can also be self-directed.
How to motivate clients utilizing established strategies and best practices.	• Social Assistance caseworker • Support and coach to establish the need and/or want.	• Social Assistance caseworker • Establish the need and/or want for change.	• Social Assistance caseworker. • Determine and maintain motivation by supporting change.	• Service Provider caseworker will maintain motivation to participate in employment services to reach goal.
Best practices for Social Assistance caseworkers	Confirm client: ○ Has ID or is in process of obtaining ID. ○ Has SIN / Work Permit. ○ Is eligible for EO services (Permanent Resident, Convention Refugees, Refugee Claimant, CUAET, Canadian Citizen). ○ Has means for transportation to Service Provider or able to access virtual services. ○ Understands the referral and name of Service Provider. ○ Is ready, motivated, and committed to engage with Service Provider.			

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Job Seeker Financial Supports

It is important to recognize that Social Assistance does not have a budget for employment supports, however caseworkers are committed to minimizing and removing barriers which prevent participants from accessing and engaging in employment supports prior to referral to a service provider. Participants will be assessed by caseworkers to determine if financial supports can be issued.

	Social Assistance Financial Supports	Coordination of Benefits	Employment Related Financial Supports
Client Stage	At any stage	During lifetime of Employment Action Plan	During the lifetime of an Employment Action Plan
Definition & type of 'Financial Supports'	• Funding available to people related to basic needs, shelter, health, and other benefits. • Employment related / job specific expenses will not be covered. • Financial supports for life stabilization. • Basic needs: - Crisis resolution - Housing - Financial support - Food security - Transportation - Self-efficacy • Health supports: - Primary care and ongoing medical concerns - Mental health and addictions • Community supports: - Dependent care - Cultural connections - Cultural transition - Justice and legal support - Newcomer services **ODSP Specific** • **Basic needs:** Outside of the flat rate of basic needs, there are no additional funds provided through ODSP.	• Coordination of financial support if they are considered both life stabilization and employment. • Ensure no duplication of benefits, or no other source of funding. • Caseworkers are encouraged to direct clients to community-based resources offering no cost or low-cost service. **Examples of items for consideration:** • Short-term counselling if not available/suitable for free services; • Repairs to mobility devices; • Record suspension; • Phones, internet, transportation and clothing.	• Funding available to job seekers to support client employment outcomes. • These supports are used to remove temporary barriers (including disability-related for PWD and ODSP) to participation in employment and training activities or starting/maintaining a job. **Financial supports for employment related items include:** • Accommodation needs such as assistive devices and adaptive technology, job-specific communication skills training, and on-the-job supports. • Diagnostic assessment. • Certification charges. • Academic credential or professional accreditation assessment. • Language skills assessment. • Short-term skills training. • Emergency/infrequent childcare. • Employment-related transportation. • Work clothing and/or grooming. • Employment-related special equipment and supplies. • Translation of international academic documents. • Specialized hardware. • Stipends • Interpreter Services.

	• **Health supports**: ODSP doesn't provide any funding for any treatments related for health. • Repair costs for mobility devices that do not exceed the replacement cost of the device, may be covered. If directed by doctor or regulated health professional through a completed form MSN there may be supports for: • Medical transportation supports; • Surgical supplies and dressings; • Diabetic supplies CPAP supplies not provided elsewhere; and • Incontinence supplies. **Important to note** that drug prescriptions and basic dental care, eye glasses, hearing aids–are not directly paid by ODSP. Clients may however be eligible via MCCSS (Discretionary Benefits).		• Job Coach. • Mental Health Worker. The above can also be utilized if a client has a job offer and needs financial assistance with items to be able to accept the offer. • Self-employment related expenses can be approved as job seeker financial support if they fall in the above categories.
Who assesses & approves?	Social Assistance Caseworker	Both Social Assistance and Service Provider Caseworkers	Service Provider Caseworker
What are the considerations for issuing financial supports?	An active Action Plan **OW Specific:** • Will be issued based on the above life stabilization categories. Cell phones, internet, and transportation will be issued prior to client referred to employment services, to remove temporary barrier to access service. **ODSP Specific:** • Cell phone and internet - special circumstances to connect with health	• If supports are linked to preparing for, finding, securing employment, Service Provider would assess and determine the feasibility. • If the support is needed to help clients become ready for EO services, Social Assistance would assess and determine the feasibility. • Coordination of benefits will be assessed by both caseworkers in collaboration.	An active Employment Action Plan (EAP) • Support aligns with goals and needs outlined in EAP. • Demonstrated evidence of financial need and match between service intensity level and amount used. • No other source of funding is available for the client (e.g. OW, OSDP, Assisted Devices, trillium, etc.).

	practitioners or for safety provided no other funding is available. • Bus pass only if it is more economical to provide bus pass than mileage/taxi rides for medical travel. • A limited # of bus tickets may be issued if required to participate in stability support activity. **ODSP**: only if medical transportation costs are equal or above the cost of a bus pass. – could use the Participation benefit but it's a max of 500 per 12 months.		
How much funding is available?	**OW Specific** • $253 OEAAB / year • $100/month for participation benefits **ODSP specific** • $500 in a 12-month period *** *Client must be assessed to determine availability of funds, eligibility, and feasibility.***		• $6000 total for lifetime of EAP ($2500 individual support + $3500 employer support.) • ODSP reserve, where applicable, can only be used to support clients who are ODSP income support recipients. This reserve may be used for both job seeker financial supports and employer financial supports.
What can be viewed?	• SA and EO caseworkers can view applicable and appropriate information from an SA client's Action Plan and EAP, except for any sections that cannot be shared due to legal, regulatory, or privacy considerations. • As a result, through CaMS, Service Providers can view financial supports provided to referred SA clients and for what purposes, as well as vice versa for SA caseworkers. • SA Caseworkers can view the EAP along with all plan items. *** EO caseworker will add detailed notes with the financial supports provided with the plan item, to identify the amount and timeframe*** Ex. Bus pass for the month of April or $20 bus tickets for week of April 1-5		
Best Practices	• Arrange case conference for both caseworkers to engage in discussions and cooperative efforts to guarantee the client obtains the necessary supports needed for their success. Consider coordination of benefits.		

COMMUNICATION TO CLIENT UPON REFERRAL TO EMPLOYMENT SERVICE BY SOCIAL ASSISTANCE CASEWORKER

Hello (client name),

You are referred to (name of SP) to access employment service.

What you can expect:

- The service provider will contact you within 2 business days to set up an appointment.
- Be prepared to answer your phone or email promptly.
- Your appointment should be scheduled within 5 business days to start the process.
- At your appointment, the service provider will ask you several questions relating to your employment and training goals and complete an employment action plan.
- The service provider will provide you options for services or training based on your employment goals and employment action plan.
- Your Employment Ontario and your social assistance caseworkers will be working collaboratively with each other and together with you to ensure your success.
- Once you find a job, your employment caseworker will continue to work with you and support you for 12 months with regular check ins.
- Keep both your caseworkers updated with your progress and provide the information they require to help you to continue be successful.

Closure Request Form

Service Provider or Social Assistance Caseworker Requested

Please check the box below that pertains to your request.

	I am a Service Provider: **Name**: .
	I am a Social Assistance Caseworker **Name**:

Closure Information	
Caseworker Name:	
Caseworker Contact Email:	
Caseworker Contact Phone:	
First Request Date:	
Second Request Date:	
Reason for Request	

Reason for Request:	
Comments:	

Case Reference Number:	
Client Name:	
Client Contact:	
Client Consent: Signature / Attestation	
Date:	

Current Service Provider	
Service Provider:	Choose an item.
Caseworker Name:	
Processed Date:	

Please Note: This request must be processed within two (2) business days.

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Communication and Case Conference Protocol Between Service Providers and Social Assistance Offices

Issue	Source of Discussion	Escalation/ First Step	Time Frame of Contact	Action	Follow Up Required
Module 1 not submitted by Social Assistance	• Service Provider	• To Social Assistance caseworker	• When client is in the office	• Social Assistance caseworker to submit the Module 1	• If not submitted within 2 days, follow up with SSM. • LRES to follow up with Social Assistance management to have Social Assistance caseworker submit/cancel module 1. • The Service Provider caseworker will then complete Module 1.
Module 1 incorrect	• Service Provider	• To Social Assistance caseworker	• Weekly report	• Service provider to return module 1 with an explanation	• Service Provider will complete a new Module 1.
Module 1 returned but client has an appointment booked	• Social Assistance caseworker	• Service Provider	• Weekly report	• Social Assistance caseworker to advise management if reoccurring.	• Social Assistance management to advise LRES. • LRES to contact the Service Provider to advise that Module 1 was returned but an appointment was scheduled with client. • LRES and Service Provider to determine a process to avoid duplication of work for client.
Returned referrals	• Service Provider or Social Assistance caseworker	• Service Provider or Social Assistance caseworker	• Immediate or weekly	• Service Provider to include note of why returned. • If the Social Assistance caseworker wishes to cancel or refer to another Service Provider, they will contact the Service Provider to return referral.	• Ensure timely processing of request. • Case conference to be completed, if needed.
Life stabilization Supports not issued	• Service Provider	• Social Assistance caseworker	• Weekly report or more often if required.	• Social Assistance caseworker to assess for eligibility.	• LRES to be notified if there is a dispute in supports definition
Employment Financial Supports not issued	• Social Assistance caseworker	• Service Provider	• Weekly report or more often if required	• Service provider Caseworker to assess for eligibility.	• LRES to be notified if there is a dispute in supports definition.

Dispute if funds fall into Life Stabilization or Employment Supports	• Social Assistance or Service Provider caseworker	• Social Assistance or Service Provider caseworker	• Immediately	• Both caseworkers will engage in discussions and cooperative efforts to guarantee the client obtains the necessary support.	• This situation could also present a chance for joint consideration of expenses if the support aligns with both programs. • Caseworkers should determine the most appropriate categorization of the cost (i.e. Life stabilization or Employment) and the client should be issued the funds from the correct program. • Social Assistance and/or Service Provider management to be consulted if agreement cannot be obtained.
Dispute regarding Job readiness of client	• Service Provider	• Social Assistance caseworker case conference	• Prior to returned referral	• Social Assistance or Service provider management to be consulted if dispute cannot be resolved.	• LRES to be contacted if dispute cannot be resolved by management.
Referral Timeline not met (client complaining about timeline for service)	• Client or Social Assistance caseworker	• Service Provider	• When customer service timelines are not met or weekly.	• Service Provider to meet Customer Service standards.	• LRES to be notified if Service Providers are not meeting timeline. • If appropriate, Social Assistance caseworker can cancel the referral and refer to another Service Provider, only with client consent.
Client Complaint re: Social Assistance Caseworker	• Service Provider	• Service Provider management, if applicable	• Depending on the nature of the complaint.	• LRES to be notified (TBD by Social Assistance management), if required. • LRES to forward to Social Assistance management	• Social Assistance management to follow internal complaints process
Client Complaint re: Service Provider Caseworker	• Social Assistance caseworker	• Social Assistance management	• Depending on the nature of the complaint. • Immediately if it is a serious complaint (e.g. Harassment, discrimination, sexual harassment etc.)	• LRES to be notified. • LRES will follow up with Service Provider management.	• Service Provider management to follow internal complaints process.

Timeline to meet with Social Assistance Caseworker	• Client to Service Provider caseworker	• Social Assistance caseworker	• Weekly report	• Social Assistance Caseworker can provide appointment to client.	• Service Provider caseworker can complete Module 1 & 2, if appropriate. • If further follow up is needed, escalate to LRES who will escalate to Social Assistance Management as appropriate.
Service Provider Management or Executives	• Client to Social Assistance caseworker	• Discuss with Social Assistance Management	• As soon as possible	• Social Assistance Manager to inform LRES.	• LRES to follow up as appropriate depending on the nature of the complaint.
Duplication of issued benefits discovered	• Any	• Discuss with Management	• As soon as possible	• Case conference between Social Assistance and Service Provider management to determine next steps and resolution	• LRES to follow up as required.
Safety /AODA non-compliance issues identified	• Client to Service Provider caseworker	• Caseworker to discuss with Social Assistance management	• As soon as possible	• Social Assistance Management to inform LRES	• LRES to follow up.

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Referral Process

Please read the document in full to understand the referral to Integrated Employment Services process, along with the requirements for those already working with Employment Ontario (EO), self-referred clients or clients requesting to work with another Service Provider (SP).

Please Note: For clients with an active EAP from another catchment, file closure must be requested and completed prior to referral to LRES network for case managed services. This can be request in several ways:

1. The client requesting the closure from their previous Service Provider;
2. LRES Service Provider can request it; or
3. Social Assistance (SA) Caseworker can request it.

<table>
<tr><th>Job Ready Clients
(OW and ODSP)</th><th>Referral to Integrated Employment Service</th></tr>
<tr><td>Outcomes
• Employment
• Training and Education
• Self-Employment

Please Note: If client’s outcome goals change, Service Provider Caseworkers are to inform the Social Assistance Caseworker as this may have an impact on assistance.</td><td>Employment:
• All clients including those with voluntary participation will be encouraged to participate in EO services.
• For those with mandatory requirements, unless deferred or accessing stability support, will be encouraged to participate in EO services.
Training/Education:
• SA recipients pursuing post-secondary are required to apply for OSAP. Singles would no longer be eligible for assistance.
• Encourage training/education + employment (e.g., p/t) to learn skills, networking, and additional income.
• Training and education (short-term courses) should match/be necessary to reach employment goals.
• With discussion, exceptional circumstances – i.e. need a few credits to complete HS diploma – discussion between SP and SA CWs to determine if it would make more sense for client to focus solely on education or if remain open with EO and update resume, interviewing techniques, job search assistance.
Self-Employment:
• SA recipient would be referred to EO who in turn would work with self-employment agencies/resources.
• SA Caseworker would be responsible for approving or fully or partially denying the business plan – maintaining financials.
• Coordination of supports by SP and SA Caseworkers.
To be eligible for case-managed employment services in IES, the potential client must:
• Be at least 18 years of age;
• If under 18 years of age, must have completed high school or excused from school by the Ministry (as defined by the Ontario Education Act);
• Live in Ontario; and
• Be eligible to work in Canada.</td></tr>
</table>

	If a client is over the age of 18, is a high school student (focusing on education), but wishing to access employment resources, they can access self-directed resources with a service provider. For example, individual seeking part-time summer employment or during school year. On a case-by-case basis, a Service Provider can assess if case managed services is beneficial for a client in college or university.

Identification
 	
If client is in process of obtaining ID, Social Assistance Caseworker to refer to Service Provider Caseworker with a note.
	• The Service Provider must verify the client's identity through acceptable photo identification. This ID must be valid, not expired, Government-issued identification that can verify their name, date of birth, and address information.
	• Valid ID includes a driver's license; Ontario photo card and/or passport. It is important to note that a health card or SIN is not considered an acceptable form of identification, as this is prohibited by the Privacy Act.
	• If the client is only able to provide their health card as a form of ID, Service Providers may use the dual process method to verify their identity by viewing any two of the following pieces of information from two different reliable sources which contain:
	  • The individual's name and address (e.g. property tax assessment, government-issued benefits statement, Notice of Assessment, or utility bill).
	  • The individual's name and date of birth (e.g. original birth certificate, marriage certificate, or temporary driver's license).
	  • The individual's name that confirms they have a deposit account or credit card or other loan account with a financial institution (e.g. credit card statement, bank statement, or loan account statement).

Social Assistance Caseworker	• Complete Action Plan. • Complete Module 1 of Common Assessment Tool (CAT) with client. • Add a note that provides any details that would be beneficial for the Service Provider to know. (i.e. best times to contact the client, best form of contact, best place to meet, special circumstances, special needs, etc.). • Refer to Service Provider based on client choice, taking into consideration the location or services that will best meet their needs. • Ensure that Module 1 is submitted immediately upon completion to the identified SP.
Tips	• Add a case note that provides any details that would be beneficial for the Service Provider to know. (i.e. best times to contact the client, best form of contact, best place to meet, special circumstances, special needs, etc.). • Ensure client is able to reach the Service Provider's site/location. • Provide transportation support for the first appointment (if applicable, and available). • Encourage Service Providers to meet with client virtually or with Service Providers who are co-located, or hoteling.
Service Provider Caseworker Virtual meetings are acceptable.	• Contact client within two (2) days. • Assign to a Service Provider Caseworker. • Schedule an appointment to start the process within five (5) days and document in the notes section to indicate contact and appointment dates. • Complete Module 2 of CAT. • Create an Employment Action Plan. • Link the most recently completed CAT to the client record.

	If an error is discovered in Module 1, cancel the original one and redo Module 1. Please be sure to inform the caseworker of the error and that the module has been redone. Service Provider Caseworker to add a note in the cancelled Module. If the client's circumstances change (e.g. change of address, change in disability status), details can be updated within the client's EAP via CaMS.
Returned Referral Process	**See section on returned referral**
Common Assessment Tool	• The CAT provides information to inform decision-making by the caseworkers; it does not directly determine eligibility for SA, level of IES, or specific services needed. • The CAT informs service level determination, appropriate referrals and supports, and sequence of services as part of integrated case management. • The two plans – the Action Plan and the Employment Action Plan-are linked within the digital systems to support ICM.
Collaborations	• SP and SA Caseworkers are expected to collaborate on coordinating services needed to support the client's progress, including any outstanding or concurrent stabilization services. • Coordination of financial supports where applicable are expected. • All SA clients will receive case-managed services until their outcomes are achieved. Exception is for non-job ready clients or those focusing on education but wishing to accessing employment resources or information session via self-directed services.
Case Notes	• SA & SP Caseworkers can view applicable and appropriate information from an SA client's Action Plan and EAP, except for any sections that cannot be shared due to legal, regulatory, or privacy considerations. • As a result, through CaMS, Service Providers can view financial supports provided to referred SA clients and for what purposes, as well as vice versa for SA caseworkers. • It is expected that case notes provide sufficient information and details to assist caseworkers when reviewing the files for progress and next steps.

Communication
 	
Refer to communication protocol
	• Communication from the Service Provider to the SA caseworker should occur in the following circumstances:
	  ◦ Service Provider is unable to connect with the client.
	  ◦ The client does not attend the first appointment.
	  ◦ The client requires stabilization supports.
	  ◦ The client closes case and is no longer participating in Integrated Employment Program.

Employment
 	
Refer and Utilize Employment Details Template
	• Communication from the Service Provider Caseworker to the Social Assistance Caseworker should occur as soon as reasonably possible when a client obtains a placement or employment. The communication should include the following information at a minimum:
	  ◦ Place of employment.
	  ◦ Hours of employment, if known (full time/part time/casual).
	  ◦ Start date of employment.
	  ◦ First pay date.
	  ◦ Pay period.
	• Clients should be encouraged to reach out to their SP or SA Caseworker to inform them of employment updates and access additional retention resources if applicable.

Dispute Resolution	• In the event of a dispute arising over a referral and the assessment of job readiness, the SA caseworker and SP caseworker will schedule a case conference to deliberate and establish the subsequent actions.

	• When there is a dispute concerning financial assistance categorization, specifically whether it pertains to employment expenses or Life Stabilization costs, the SA CW and SP CW will arrange for a case conference. Both caseworkers will engage in discussions and cooperative efforts to guarantee the client obtains the necessary support. This situation could also present a chance for joint consideration of expenses if the support aligns with both programs. • Caseworkers should determine the most appropriate categorization of the cost (i.e. Life stabilization or Employment) and the client should be issued the funds from the most suitable program.

Job Ready Clients ***(OW and ODSP)***	**Already working with an Employment Ontario Service Provider**
Social Assistance Caseworker	• Complete Action Plan. • Complete Module 1 of CAT with client. • If the client has an existing Employment Action Plan (EAP) (i.e. Common Assessment (CA), or other EO legacy program), the SA caseworker will be alerted. • Do not refer to SP.
Tips	• Encourage client to continue with their employment action plan with their current SP. Case conference with SP any concerns. • If the client is asking for a change in Service Provider, the Caseworker is to request file closure and make a referral to the new Service Provider.
Service Provider Caseworker	• If referral was submitted by Social Assistance in error, Service Provider will choose outcome – already with EO and send back the referral and continue to work with client. Or • Close file if requested.
Common Assessment Tool	• The CA is returned with already in service with EO. • No plan will be linked. • If legacy, assess the appropriateness of a closure and open new CAT.

Job Ready Clients ***(OW and ODSP)***	**Self-Referred**
Social Assistance Caseworker	• Complete Action Plan. • Module 1 not needed as already completed by Service Provider. SA CW to review.
Tips	• Case manage the client as if they were referred by Social Assistance Caseworker.
Service Provider Caseworker	• Complete Module 1 and Module 2. • Add SAMS member ID in CaMS, if available. • Create Employment Action Plan.

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	• Provide SA staff with information needed to support stabilization. • If SAMS is linked, SA CW is alerted. • If SP determines that client needs a source of income a referral to OW/ODSP will be made. • If module 1 is created in error by SA, SP will return it noting the client already engaged with EO.
Common Assessment Tool	• Plans will be linked by member ID/SIN.

Job Ready Clients ***(OW and ODSP)***	**Request to work with another Service Provider**
Social Assistance Caseworker	• Determine where the client is in the process and the reason for the request to switch. • Reach out to SP to assess situation and next steps (continue working with client, or request closure of file). • Module 1 Stage: request a return of referral to SA CW. • Active EAP Stage: closure request is required and a new Module 1 and referral to new SP is made. • Utilize closure request template.
Tips	• Avoid unnecessary closures and re-referrals as the client would have to start the process from the beginning.

Returned Referral Process

Scenario	EO Service Provider Caseworker	Social Assistance Caseworker
Submitted in Error to SP	• Add case note on file for the return reason	• Assess, amend, and re-refer accordingly to the correct SP.
Unable to Contact Client	• Reach out min 3 times within 10 days using different communication methods like phone or email, prior to referring back. • Reach out to SA for alternative contact or support in reaching the client prior to returning the referral. • Document attempts made to reach client. • Add a case note on file for the return reason.	• Review file, reconnect with client, and re-refer if applicable. • To provide updated contact or information if applicable.
Inappropriate Referral *(not ready to participate in employment activities)*	• Clearly document reason for ineligibility. • Case conference with SA for next steps and what is required for future participation and/or referral. • Add a case note on file for the return reason.	• Determine stabilization or other supports required for client to be job ready and to access employment supports. • Re-refer when client is ready to engage in employment activities.
Client not interested in service	• Determine reason for not interested, encourage client to participate and engage. • Add a case note on file for the return reason.	• Determine compliance and eligibility. • Re-refer when client is ready to engage in employment activities.

Client referred to access financial supports ONLY	• Determine if client is interested in pursuing employment services.
	  ○ If yes, complete the module, and start case management process.
	  ○ If no, advise client of ineligibility, update case notes and refer back.
	  ○ Follow communication protocol.
		• Determine and process financial support through stabilization supports or discretionary benefits.
		• Re-refer when client is ready to engage in employment activities.

Early Exit *(client relocating, health reasons, focusing on training/education)*	• Update case note on file, assign outcome to service plan, and close file. **** file can be placed on hold for a short period of time, if client is anticipating return to service. Ex. travelling for a couple of weeks, or short-term training or health****	• Determine if file closure is appropriate or monitor for re-referral when ready. ****monitor for return to service****

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Dispute and Resolution Process

Service Commitment

Irrespective of whether individuals are job seekers, employers, community members, or members of the Employment Service Provider Network, LRES aims to ensure they all have a positive experience. A dedicated process is in place for individuals to file disputes or complaints if their expectations are not met. LRES assures that all disputes and complaints will be handled promptly, fairly, respectfully, and transparently. No job seeker, employer, community member, or Service Provider shall face penalties for filing a dispute or complaint.

Process for Job Seekers, Employers, and Community Members

Step 1: Individuals are advised to contact their respective Service Provider to discuss concerns. The Service Provider will:

- Acknowledge the complaint within two (2) business days.
- Collect all necessary information from the individual.
- Strive to resolve the concern within 30 days of the complaint being made.

Social Assistant caseworkers are encouraged to connect with the service provider and case conference.

Step 2: If a resolution cannot be obtained, individuals are encouraged to contact the LRES team at lres@lresnetwork.ca or 519-661-2525.
The team will:

- Acknowledge the complaint within two (2) business days.
- Collect all necessary information from the individual.
- Aim to resolve the concern within 30 days of receiving the complaint.

Social Assistant caseworkers are encouraged to connect with their managers to reach out to LRES.

Step 3: If a resolution cannot be obtained, they may contact lres@lresnetwork.ca or 519-661-2525 and ask for the Manager, Employment Services Operations.

The Manager will:

- Acknowledge the complaint within two (2) business days.
- Collect all necessary information from the individual.
- Present the information to a committee of members not involved in the original decision.
- The committee will make a final decision within 30 days of receiving the complaint. This decision will be considered conclusive and will be communicated to the individual in writing.

Social Assistant managers are encouraged to connect with LRES point of contact.