Performance-Based Funding Process

Service Provider Process

Performance-based funding can be provided to Service Providers when the following provisions have been met for a case-managed client:

- A common assessment is completed, and the client is segmented into a stream.
- An agreed to action plan is developed.
- The client completes the pre-employment activities and begins their monitoring phase.
- The outcome entered is "employment."
- The client completes the employment services questionnaire at the 1, 3, 6, and 12-month milestones.
- The required individual client employment or funded outcomes is achieved at each of the check points (1,3,6, and 12 months.)

The following steps must be completed in CaMS by the Service Provider to request performance-based funding:

- Submit a request for payment by uploading the submission through the CaMS database.
- Submit documentation to confirm eligibility for performance-based funding.
- The milestone checkpoint is completed with the 'Milestone Achieved' checkbox selected.

Tips to enter information in CaMS to confirm the documentation:

- Enter the start and end date of the outcomes as the same date.

- The checkpoint date will be system generated. To ensure the documentation covers the checkpoint, enter the end date for the milestone as the last date of the paystub period.

Case Outcomes

▶	Outcome at 3 months	23/04/2024		
▶	Outcome at 1 month	23/02/2024	15/03/2024	Employed
▼	EAP Outcome		23/01/2024	Employed

Outcome Date: 23/01/2024   Questionnaire Reference Number: ▬▬▬▬

Current Employment   Client is employed at 20 hours or more per week

Attachments

Date	Type	Name	Description

LRES Process:

The SSM reviews the performance-based funding request on a weekly basis, or more often if required, and checks the following:

- Reviews checkpoint dates.
- Reviews documentation/evidence.
  - Proof must clearly show the checkpoint date.
- The SSM will approve the request if all the information is provided or reject the request and add a note when follow up is needed.

To receive a payment, the following information must be included as documentation in CaMS. Please note that it will be reviewed by the SSM.:

- A paystub or employment letter showing the following:
  - Confirming the client is working at least 20 hours at a new job.
    - A first paystub showing starting at zero (0) cumulative hours (which may include the current hours worked) and working at least 20 hours per week,
    - Hours increased to 20 hours or is working at a new job and working at least 20 hours if the client was previously employed.
    - Employment letter must include start date or indicate the date employment hours increased to meet the 20-hour threshold. Documentation must include details of the employment offer.
  - Confirm the client is working at the time of the checkpoint.
    - Documentation must contain the employment date for the checkpoint period claimed (e.g., check point 1, 3, 6 or 12 months.)
    - Confirm the client is working at least 20 hours per week for the checkpoint period.

- o Attestation will be accepted **only** if paystub or employment letter cannot be obtained and all options to obtain proof of employment have been exhausted. See page 5 for the attestation template. You will need to complete the sections in blue.
- o The Attestation template must be used to include:
    - ▪ A rationale of evidence and steps taken to obtain the correct documentation.
    - ▪ A rationale that explains the evidence that the service provider has in support of the accuracy of the attestation.
    - ▪ A summary of the attempts to collect the employment letter or paystub.
    - ▪ Any other factors relevant to the attestation.

Rejected Submission

If LRES rejects the request for performance-based funding the following steps must be completed:

- Read the note to determine the reason for rejection.
- Click "Add Attachment" to re-upload documentation for proof of employment.
- Select "Resubmit Milestone" to signal that the milestone checkpoint has been remedied.

Note: Some common reasons for rejected submissions include:

- Screen shot of employment offer link provided with no attached details.
- Lack of clarity to show that the job offer is with a new employer when clients are employed at time of registration with a Service Provider. Verification is required that it is a new employer, or hours have increased to 20 hours or more with the same employer.
- Clarification of which employment is counted toward milestone period for clients working more than one job.
- End dates of outcomes are not consistent.
- Clarification is not provided in notes.
- All attachments are not included. If more than three attachments are to be uploaded, incorporate all documents as a PDF and upload into CaMS.

The following are some standard notes that will be provided when submissions are rejected:

- No attachment. Resubmit with required documents.
- Paystub does not include milestone date.
- Unable to determine if new employer.
- Update employment history records (if applicable) and ensure the employment at entry is captured.

Note: The Employment Tab should be updated, or new employment details added to assist the SSM with determining the correct employment information.

Submission to the Ministry

The performance-based funding approval process requires Service System Managers (SSM) to review cases and forward them to the Ministry for review.

The performance-based funding (PBF) will be submitted to the Ministry when the following occurs:

- Initial PBF submission to the Ministry when a PBF has been identified as "Milestone Achieved' by the Service Provider. SMM approved funding will be reviewed by the Ministry.
- Re-submission to the Ministry when a PBF has its initial monitor completed and has been identified as "Re-submission Required" by the Ministry".

Re-submission Approval

If the initial monitor indicates re-submission required, review the notes to determine the information required by the Ministry. To resubmit the information required:

- The client needs to provide additional proof to a Caseworker.
- Caseworker uploads additional proof in CaMS and selects "Resubmit for Milestone" to signal that the Performance Based Funding Milestone has been remedied.
- To approve resubmitted Performance Based Funding Milestone, click "Approve Performance Based Funding Milestones".

Notes:

- Performance-based funding is paid quarterly.
- Reports are due within 15th business days at the end of the quarter.

Attestation

This attestation in accordance with the LRES integrated Employment Servies Program guidelines is intended to document and confirm a client's employment and details thereof.

I, **EO Office Employee Name** on behalf of **Service Provider** am submitting this attestation as proof of employment for **Clients Full Name**.

We as the Service Provider have **Summary or attempts to collect the employment letter or pay stubs**.

We can confirm **Clients Name** is employed at **Place of Employment** by **a rational that explains the evidence that the Service Provider has in support of the accuracy of the attestation**.

In addition, **Any other factors relevant to the attestation**.

I, **Lead Service Provider Employment Casework of Clients EAP** hereby attest that all above information is correct and we have exhausted all other options of confirming employment.

Signature: _____ Date: _____

Service Provider Manager Name Printed: _____

Signature _____ Date: _____

LRES Employment Program Coordinator: _____

Signature _____ Date: _____