Service Provider Standard Operating Procedures

A set of standard operating procedures (SOPs) is essential for ensuring consistency, efficiency, and quality in the service delivery process. The SOPs provided, designed to guide Service Providers through the specific activities related to client management and documentation within the systems: CAT (Common Assessment Tool), EOIS-CaMS (Employment Ontario Information System - Case Management System), and ESCases (Employment Services Case Management/CaMS Integration), will help align all Service Providers with the established general principles, particularly in terms of data collection, client support, collaboration, and the integration of automation.

By adhering to these procedures, Service Providers will be better equipped to deliver high-quality services, maintain accurate and comprehensive client records, and meet the overarching objectives of the service delivery framework.

SOP 1: New Client Onboarding

Objective:

To ensure a standardized process for entering and accessing new client information.

Procedure:

- For new clients, complete and submit Modules 1 and 2 in the Common Assessment tool. When a client is referred, complete and submit Module 2 in the Common Assessment tool. After submission, the client's information will populate in CaMS. You will need to obtain the client reference number in CaMS.
- Ensure all required fields are completed accurately, including contact information and Common Assessment results. Within 24 hours, open ESCases and link the client to CaMS using the client reference number. Update the client details in ESCases.

SOP 2: Management of Client Activities

Objective:

To standardize the management of all client activities related to Employment Services (ES) within ESCases.

Procedure:

- All Employment Action Plans, assessments, appointments, advice given, client feedback, agreed-upon next steps, and life stabilization interventions associated with the individual client must be created, updated, and noted within ESCases to effectively manage client activities, enhance communication, and provide personalized support to clients.
- All updates and notes must be immediately reflected in ESCases. Examples of interactions to document include consultations, follow-up calls, emails, and any form of case-related communication.

SOP 3: Collection of Crucial Client Information

Objective:

To ensure comprehensive collection and documentation of all crucial client information in ESCases.

Procedure:

- During the initial intake, collect all available information such as name, date of birth, contact details, and any other essential identifiers. Do not use placeholders in place of this information.
- Ensure common assessment information is captured in ESCases such as employment history, current status and employment goals.
- During subsequent interactions, review and update this information to maintain its accuracy and completeness.

SOP 4: Management of Financial Activities

Objective:

To standardize the entry and approval of all financial activities associated with employment services in CaMS and ESCases.

Procedure:

- Enter details of all financial transactions related to Employment Action Plans, including employer and job-seeker financial supports, into ESCases including the appropriate documentation and rationale.
- Follow the established approval workflow for financial activities, ensuring all transactions are reviewed and authorized by the SSM. Follow the employer and job-seeker financial supports process documents to ensure information is correctly captured in ESCases.

SOP 5: Case Note Categories

Objective:

To ensure consistent information entry for more efficient client support.

Procedure:

- When entering a case note, select the appropriate Communication and Type from the drop down and ensure the following standards are followed:
    - Accuracy- notes accurately reflect the interactions, assessments and outcome.
    - Clarity and Objectivity – use clear, concise language. Maintain objectivity and avoid biased or judgmental language, subjective interpretations or assumptions.
    - Consistency – Use a standardized format or template to promote consistency.
    - Documentation of Consent – Document informed consent, note any changes or updates to consent.
    - Outcomes and Closures – document any goals achieved, referrals made and recommendations.

Implementation and Compliance

Training: All service providers will receive comprehensive training on these SOPs, including hands-on sessions with ESCases.

Monitoring and Evaluation: Regular audits will be conducted to ensure compliance with these SOPs. Non-compliance issues will be addressed through additional training and process adjustments when applicable.

Feedback Loop: Service Providers are encouraged to provide feedback on the SOPs, which will be reviewed quarterly for continuous improvement.

Interim SOP: Integration of Existing Clients into ESCases

Objective:

To ensure all existing clients are seamlessly integrated into ESCases.

Procedure:

- The SSM will determine the cutoff date for existing clients to be retroactively added to ESCases.
- Extract a list of all clients in CaMS as of the cutoff date.
- Manually enter or batch import these clients into ESCases using the client reference number from CaMS, ensuring that all necessary information is accurately transferred.
- Verify the completion and accuracy of this process through random audits of client entries.