

ESCases Glossary and Definitions

This document is designed to ensure that all Service Providers use the same terms consistently and with a shared understanding. This resource is key to keeping everyone aligned in our processes and communications. Please note that these definitions will be updated frequently, with additional definitions added as needed, to reflect any changes or new developments in our practices.

ESCases Definitions

Client Reference Number: This is the client's personal reference number obtained from EOIS-CaMS and links a client's ESCases profile with the information created in EOIS-CaMS.

ESCases Stages

- Stage 0: Unassisted:** A preliminary stage where a client's profile, or shell, has been created in the ESCases system. Basic data may be entered into the grey tabs, but the client is not yet linked with the Case Management System (CaMS).
- Stage 1: Ready:** The stage where the client is linked with CaMS but does not yet have an Employment Action Plan (EAP) in place.
- Stage 2: EAP Started:** The client is linked to CaMS and has an EAP, but no specific plan items have been added to their file.
- Stage 3: Plan Content Started:** The client now has an EAP with associated plan items, indicating the development of a structured pathway to achieve employment goals.
- Stage 4: Active on Outcomes:** The client has completed the identified plan items and has achieved an outcome, such as securing employment. This stage includes follow-up checkpoints at 1, 3, 6, and 12 months to track progress.
- Stage 5: EAP Closed:** The final stage where the client has either completed all required checkpoints or has voluntarily left the program, leading to the closure of their EAP.

Common Vernacular/Definitions

Unassisted Client: A client who has conducted an in-person visit to the service provider's location to gather information about employment services but has not yet formally enrolled in any programs or services. This client is currently utilizing resources offered by the service provider, such as a resource room, computers, or other available services, but has not undergone a Common Assessment (CA). These clients are monitored for statistical purposes, to transition them to assisted status if additional supports are required.