

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.

SOP 6: Deletion of Client Records

Objective

To ensure accurate and reliable record keeping by standardizing the deletion of client records. This procedure is designed to maintain the integrity of our data systems for precise reporting, accurate client counts, and effective service delivery management, while complying with data management policies and regulations.

Criteria for Deletion

Eligibility for Deletion:

- Clients are eligible for deletion if they are classified as "unassisted" and have not been linked with CaMS.

Duplicated Records:

- Duplicated client records that have not been linked with CaMS within ESCases can be deleted.
- Duplicated records that are linked with CaMS should follow the merge process or be closed appropriately if merging is not applicable.

Procedure

- Verify that the client meets one of the deletion criteria: unassisted/unassessed status or unlinked duplicated record.
- Before deleting a client record, you must create a case note documenting the reason, verification process, and deletion date to maintain a transparent, accountable audit trail and ensure data integrity in compliance with organizational standards.
- Validate there is no EAP during the delete procedure, if an EAP exists cancel the deletion process.
- Once validated, proceed with the deletion of the client's record from the system.

SOP 7: Merging of Clients

Objective

This SOP aims to maintain accurate and complete client data, facilitating effective client support and management by standardizing the process for merging duplicate client entries. This ensures consistent management of client records through proper data collection, record completion, and support.

Criteria for Merge

- 1. Clients with Different Names:**
 - Duplicate client records that appear under different names but refer to the same individual. This may include variations due to typographical errors, name changes, or other discrepancies.
- 2. Clients with Multiple Service Plans:**
 - A single client who has been inadvertently assigned more than one service plan, leading to fragmented or duplicate records.

Procedure

For specific step-by-step instructions on each part of the merge process and to ensure you are following protocols correctly, please refer to the appropriate sections in the user manual. This reminder emphasizes that once you merge records, the process cannot be undone, and it's important to follow the steps carefully.

For Clients Duplicated Under Different Names:

Access the merge tool via the client management icon on the navigation bar by selecting "Merge Clients." Utilize the search function to identify potential duplicate client records, ensuring that identifying information is entered accurately to locate all relevant records. Once identified, add these duplicates to the merge list. Conduct a thorough review of each record and select the primary client record that best preserves comprehensive and accurate client data. Proceed to finalize the merge, acknowledging that this process is irreversible, and ensure seamless integration of data from secondary records into the primary record.

For Clients with Multiple Service Plans:

Access the merging interface for service plans via the client management icon on the navigation bar. Use the search functionality to find clients with multiple service plans. Select the relevant client and service plans for merging. Carefully evaluate the details of each service plan and determine the one that most accurately meets the client's ongoing needs. Complete the merge, keeping in mind that this action is final and cannot be undone, ensuring that the selected service plan adequately reflects the client's service requirements.

Note:

For both types of merges, finalize the process by confirming your selections. This action is irreversible, so it is crucial to ensure that all relevant data from the secondary record(s) are integrated correctly into the primary record.

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.