Employment Related Financial Supports for Clients and Employers: Job Aid

1.0 Overview of Standard Process using Employment Related Financial Supports (ERFS)

Legend	Client	Service Provider	SSM

General Process	Responsibility	Steps
Request Financial Assistance	**Client**	Client contacts EO Caseworker for employment related requests or EO Caseworker determines client may benefit from employment related requests.
Process Request	**Service Provider**	Ensures Common Assessment 1 and 2 are completed and client has been assessed for financial supports. Reviews Coordination of Benefits chart to confirm request is within SSM Guidelines. If the amount exceeds SSM Guidelines for an individual the Service Provider will need to contact the SSM for approval. SP Caseworker confirms there are no other funding sources available to client. SP caseworker collaborates with SA caseworker if required.
Approve/Deny Financial Request	**Service Provider**	Approve or Deny Financial Request or request additional information. Follow internal process to issue funds to client.
Submit Required Documentation	**Client**	Client purchases employment related supports and submits an itemized receipt to SP.
	Service Provider	Once itemized receipt is received, the Service Provider edits EAP plan item, uploads documents to ESCases, and submits receipts to the SSM. Note: Some documentation may not be acceptable forms of evidence (see below)
SSM Review	**Service Provider**	Once documentation received, the SP to upload additional documents to ESCases (see steps below). If the request is denied and returned from the SSM, the Service Provider will follow internal process to obtain proper information and resubmit to the SSM.
	SSM	Review submitted documentation Approve or Deny submissions for reimbursement.

Note: Client Supports should be reported by service providers to the SSM in ESCases within 3 business days of issuing the expenditure. After the details have been reported, the SSM will review for approval.

Note: Employer Supports should be reported by service providers to the SSM in ESCases within 15 business days of completing the placement. All reports will be reviewed and must contain all required information, including attachments of evidence of the expenditure (e.g. proof of payment to the employer) and the completed Training Incentive Placement Agreement.

1.1 Required Documentation

Employment Related Financial Support Requests: Approved Documentation	
Job Seeker Financial Requests	Itemized Receipts; Invoices, Purchase Orders vouchers etc. Invoices must show proof of payment.
Employer Supports	Training Incentive Placement Agreement and Proof of payment to the employer.

Note: Plan items for transportation or work clothing and/or grooming of $100 (including HST) or less will not require a receipt to be submitted; however, service provider caseworkers are required to document approval, amount, eligibility, and distribution of employment related funds on file and in the plan item. Please retain documentation for future file audits. *All receipts must be retained for 7 years in legible condition.*

Note: See the short-term training matrix and checklist for the rationale/documentation on short term training and/or certification.

Documentation considered **NOT** eligible for evidence of expenditures:

- Gift cards should only be used in exceptional circumstances to address specific needs of clients facing barriers in reaching employment goals and must be accompanied by an itemized receipt of what was purchased.
- Screenshots of accounts or account payments will not be considered as evidence.
- Debt payments are not considered legitimate expenses without SSM pre-approval.
- Purchases from individuals (e.g., handwritten receipts from a buy and sell online group) are not eligible.
- Credit card receipts without itemized receipts will not be accepted, with the exception of bus tickets/passes directly from London Transit (e.g., $30 visa charge at a gas station without the receipt to show that gas was purchased)

1.2 Job Seeker and Employer Financial Request:

How to Add Attachments in ESCases

1. From the home page of the client profile, select the “EAP Details” tab
2. From the EAP Details page, locate the sub-goal with the plan item that you wish

to upload to
3. Click on the Cloud icon, then click on "Upload new file"
4. Enter description and select file
5. Click “Submit”

Complete an Employment Related Financial Support Plan Item and Submit for Review

1. Toggle open plan item
2. From the plan item, provide the following information:
    - Actual Start Date
    - Actual Cost
    - HST Amount
    - Paid Date
    - Actual End Date
    - Caseworker
    - Rationale
    - Outcome

Click the "Ready for Review" check box

3. Click Submit.

Note: Only when the documents have been received and attached would you submit the verification to SSM. The plan item can be edited once an end date and outcome have been assigned. When editing plan item check the box 'Ready for Review' and click 'SAVE'

1.3 Eligible Expenses

Expense Category	Examples
Technology	Pre-paid card for cell-phone coverage Internet hotspots Devices needed for employment-related activities
Short-term transportation expenses	Transit fare, gas costs, or car insurance to attend employment-related activities or for onboarding a new job
Work clothing or grooming	Clothing or grooming needed for employment related activities such as a job interview or for onboarding a new job
Special equipment and supplies	Safety equipment (e.g., work boots, safety vest) needed for employment-related activities or onboarding a new job (except for employer-provided personal protective equipment)
Costs related to occupational certification	Taking an exam, Obtaining documentation verifying completion of educational/skills training requirements Language skills assessment Academic credential assessment Translation of international academic documents
Short-term training costs (to be completed within 3 months) Note: Short -term training matrix to be completed with LMI assessment	Registration fees Tools to complete training

Emergency/infrequent childcare (up to maximum of 2 weeks)	One time childcare to attend employment-related activities or onboarding a new job
Work-related disability supports (for those who self- identify as having a disability)	Diagnostic assessments of employment capacities Work-related assistive devices Adaptive technology Job specific communication skills training On-the-job supports such as sign language interpreter, reader, note taker Others as deemed appropriate
Note: Additional Job Seeker Financial Supports approved by the Ministry effective April 1, 2024	Mental Health Supports. Interpretation Services. Job Coaching.

Pre-approval of expenses is required by the SSM prior to confirming coverage to a client and providing payment for the expense or ordering the expense in the following circumstances:

- The total amount of the individual financial support item exceeds $2,500.00.
- Total employer supports used for the specific client exceeds $3,500.00 over the course of their Employment Action Plan.
- The proposed expense is related to servicing debt (e.g., cell phone debt, car payments)
- The proposed expense is not listed in the Eligible Expenses chart above.

1.5 Bulk Purchases

- To capitalize on economies of scale, service providers can purchase items in bulk or service providers may refer clients to services /vendors where they maintain an account and payment is provided on a regular basis. Bulk purchase receipts may be uploaded with the following:
    - Client name and EAP number must be included beside the item provided to the client.
    - The amount of the item(s) provided to the client and the HST amount to be written beside the item.
    - Personal information on other clients included on the invoice must be removed/redacted (e.g. client name, client reference number).

1.6 TIPs

- When completing the rationale, include why it is required (e.g do not use “client would benefit from”). Statement such as “enhances employability” should be explained and indicate how it would enhance employability.
- Training must have a supporting description of the training and time frame.
- When entering a name of an employer enter (employer) after the name in brackets (eg. Bill Smith (employer)).