

Ministry of Training,
Colleges and Universities

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TO: Service Providers

FROM: Ministry of Training, Colleges and Universities

DATE: December 17, 2010

SUBJECT: Employment Service (ES) Client Pathways

OBJECTIVE

The purpose of this bulletin is to provide your organization with a reference tool on ES client pathways that may be used as a complement to existing guidelines, bulletins and other documents.

ABOUT THE ES CLIENT PATHWAYS

The Employment Service (ES) Client Pathways document is intended to provide an overview of the various ES client pathways for ES service providers.

The pathways illustrate broad steps in a simple manner to provide readers with a quick reference tool to navigate client flow. Where applicable the pathways include both Resource and Information and Assisted Service ES clients, as well as the pathways for clients involved in other EO programs and services (e.g. programs for persons with disabilities).

The pathways also attempt to illustrate some of the process steps for client set up and capture of client exit and follow-up outcomes in the Employment Ontario Information System – Case Management System (EOIS-CaMS). Lastly, the pathways highlight some of the performance management considerations for different kinds of clients.

It is important to note that the client pathways are **not intended** to be inclusive of all processes or replace current guidelines and procedures, nor are the client pathways intended to be purely linear outlines of client flow or instructions.

It is important to keep in mind that client service and “pathways” are driven by client need, which will be unique to each client and their circumstances.

ES service providers should continue to employ existing guidelines, directions provided by bulletins, and other supporting tools that exist to facilitate the delivery of the ES and other EO programs and services.

NEXT STEPS

If your organization has any questions regarding the Employment Service Client Pathways document, please contact your Employment and Training Consultant (ETC).