

# Employment Service Client Pathways

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## ABOUT THIS DOCUMENT

The Employment Service (ES) Client Pathways document is intended to provide an overview of the various ES client pathways for ES service providers and Ministry of Training, Colleges and Universities (MTCU) staff.

The client pathways illustrate broad steps in a simple manner to provide readers with a quick reference tool to navigate client flow from a client's entry to ES through the Client Service Planning and Coordination component, where ES service providers determine whether a client is appropriate for Assisted Service or Resource and Information, right through to a client's exit and follow-up.

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. Practice Firms). 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.

The client pathways in this document are **not intended to be inclusive or definitive** of all processes or replace current guidelines and procedures, nor are the client pathways intended to be purely linear outlines of client flow. 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. Similarly, additional client pathways may be added to this document and/or revised as program changes may occur over time.

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

We hope this document will be used as a reference tool to complement existing material.

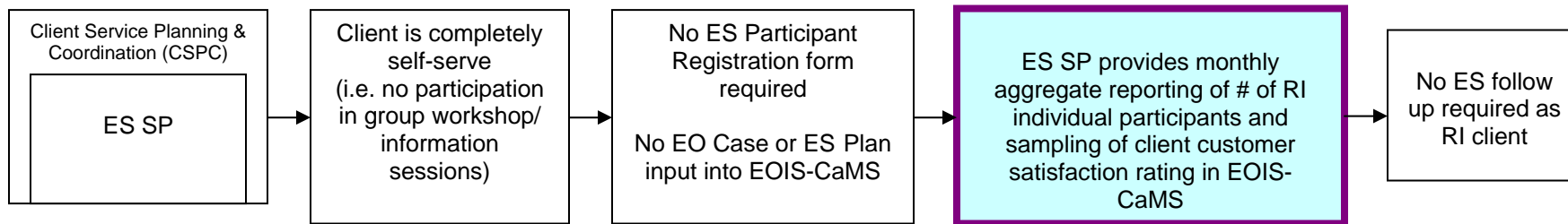
## LEGEND

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Text	EOIS-CaMS considerations

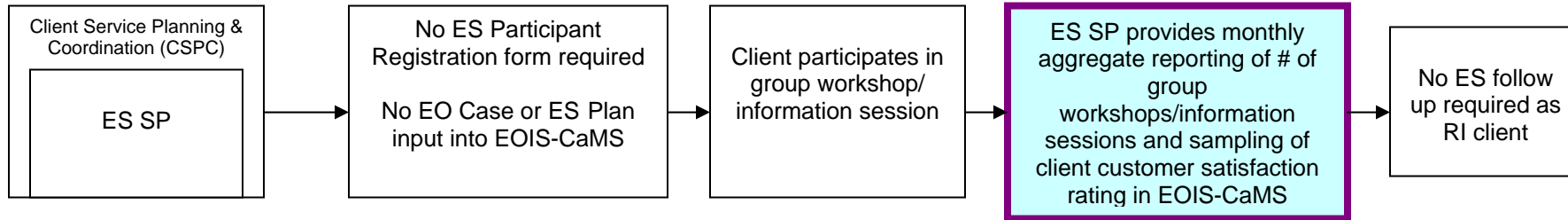
## ACRONYMS

<b>C</b>	CaMS	Case Management System
	CSGC	Common Systems for Grants and Contributions (federal system)
	CSPC	Client Service Planning & Coordination
<b>E</b>	EO	Employment Ontario
	EOIS	Employment Ontario Information System
	EOIS-CaMS	Employment Ontario Information System-Case Management System
	EO SP	Employment Ontario Service Provider
	ES	Employment Service
	ES SP	Employment Service Service Provider
<b>M</b>	MTCU	Ministry of Training, Colleges and Universities
<b>O</b>	OEAS	Ontario Employment Assistance Services
	OJCP	Ontario Job Creation Partnerships
	OSEB	Ontario Self Employment Benefit
<b>P</b>	PDC	Product Delivery Case
	PF	Practice Firm
	PWD	Persons with Disabilities
<b>R</b>	RI	Resource & Information
<b>S</b>	SC	Second Career
	SIN	Social Insurance Number
	SP	Service Provider

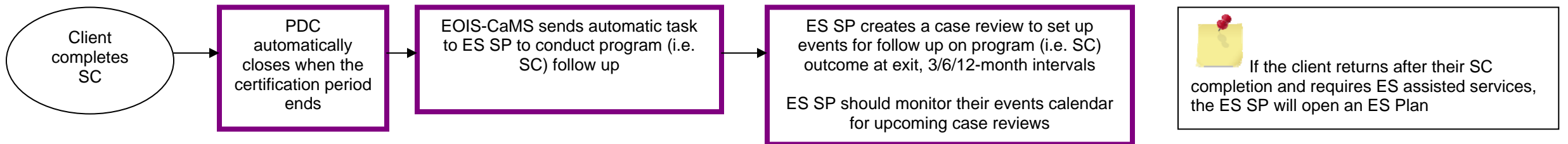
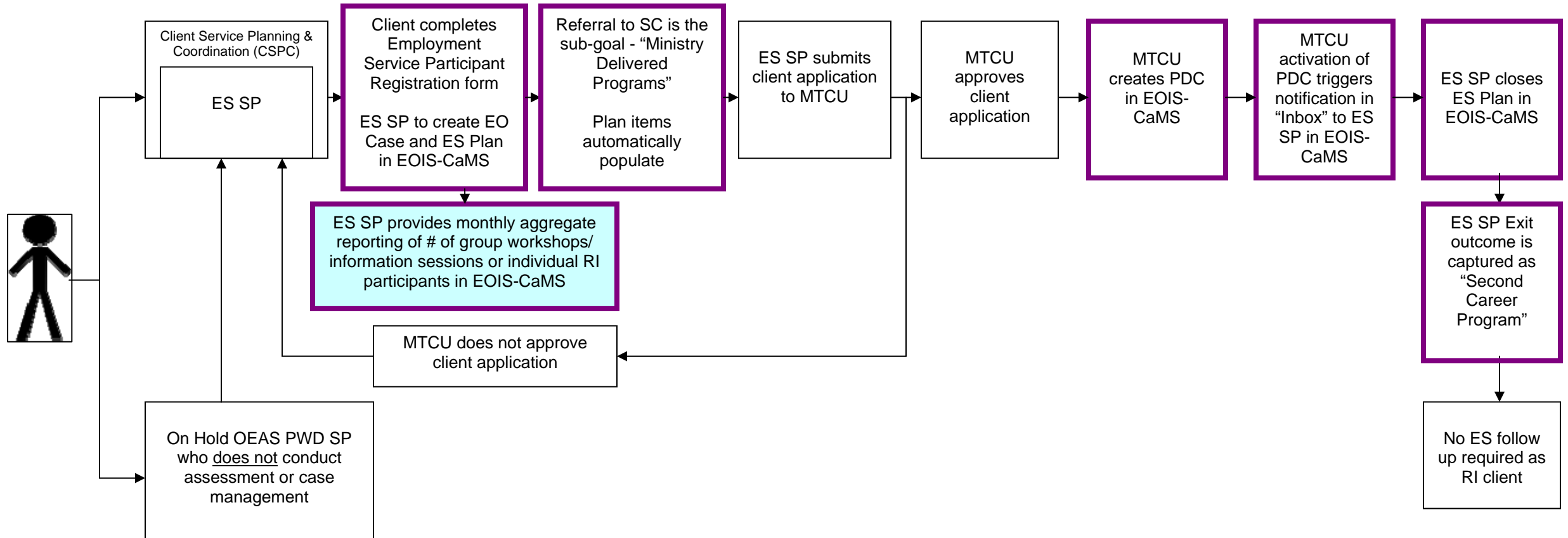
## ES RI CLIENT PATHWAY: SELF-SERVE



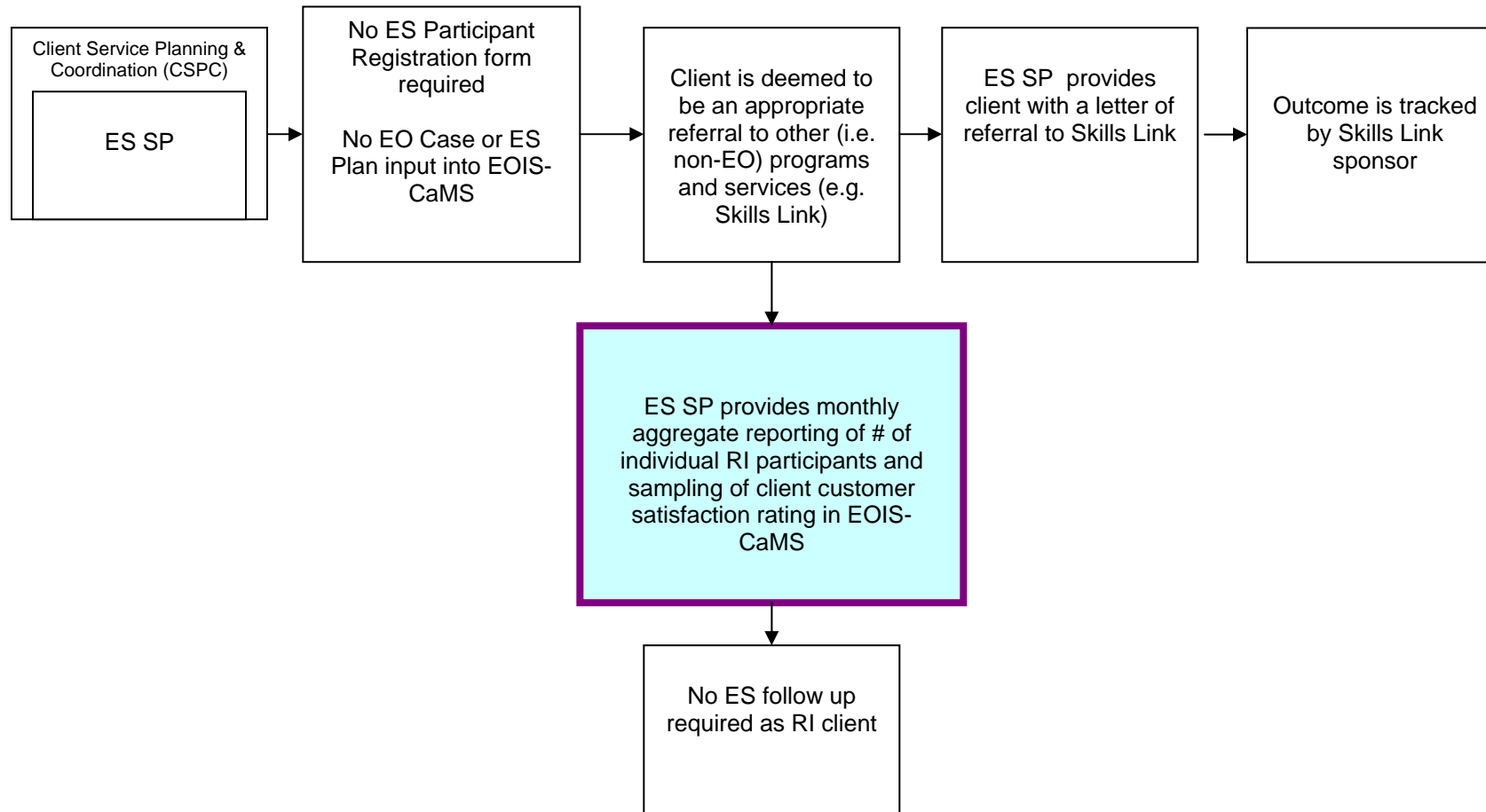
## ES RI CLIENT PATHWAY: GROUP WORKSHOP/INFORMATION SESSION



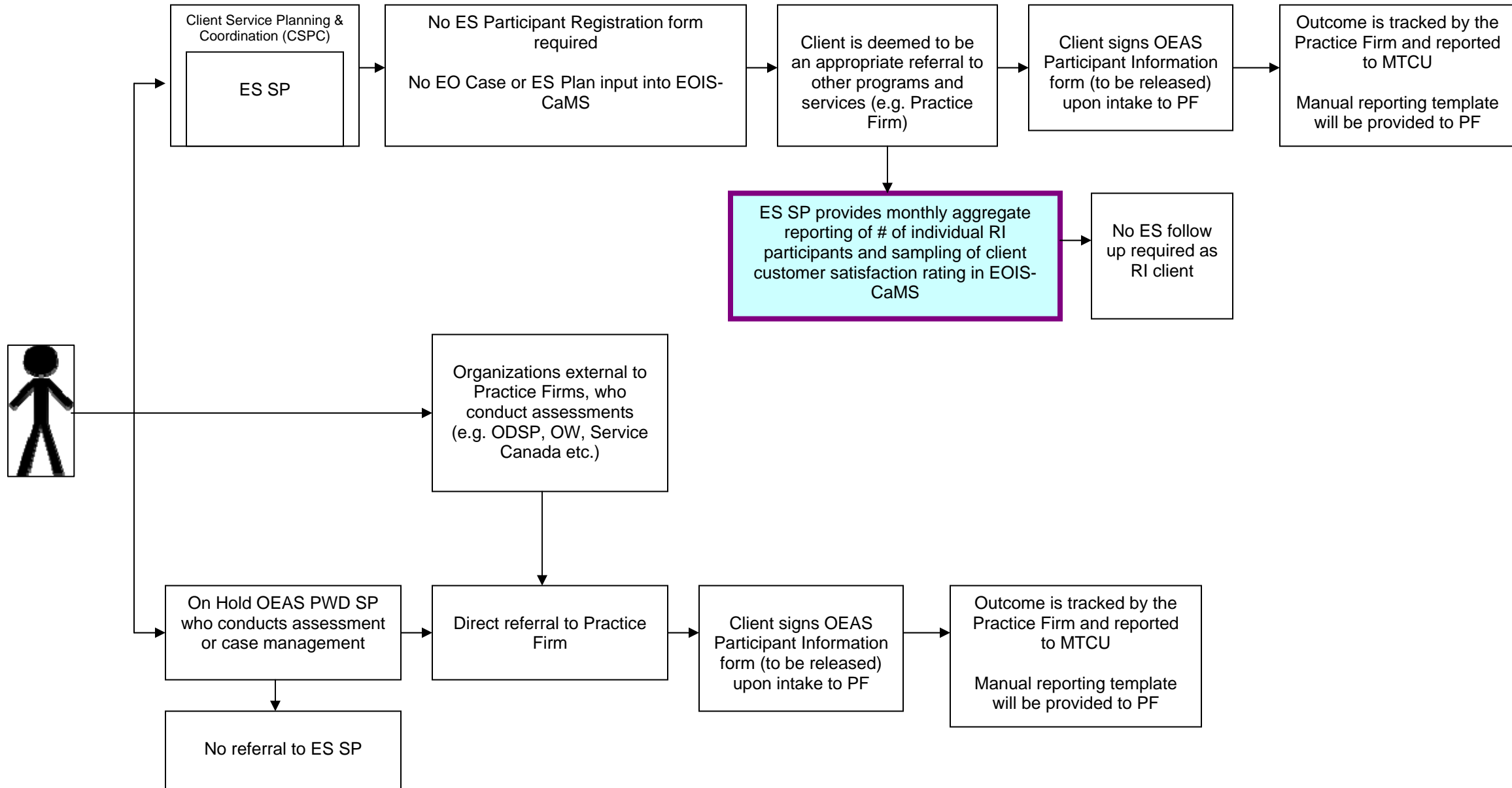
# ES RI CLIENT PATHWAY: REFERRAL TO SECOND CAREER



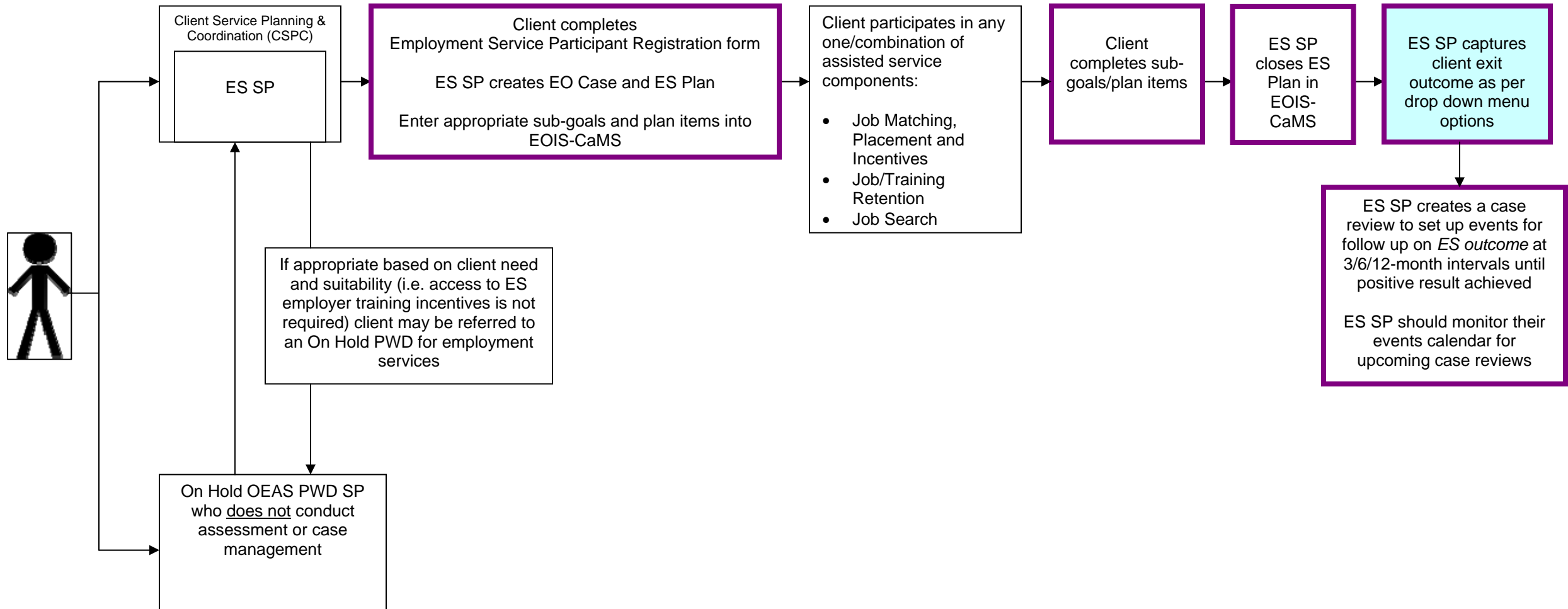
## ES RI CLIENT PATHWAY: REFERRAL TO SKILLS LINK



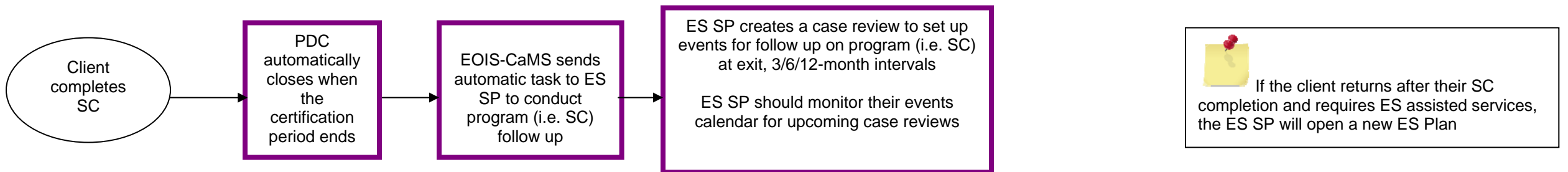
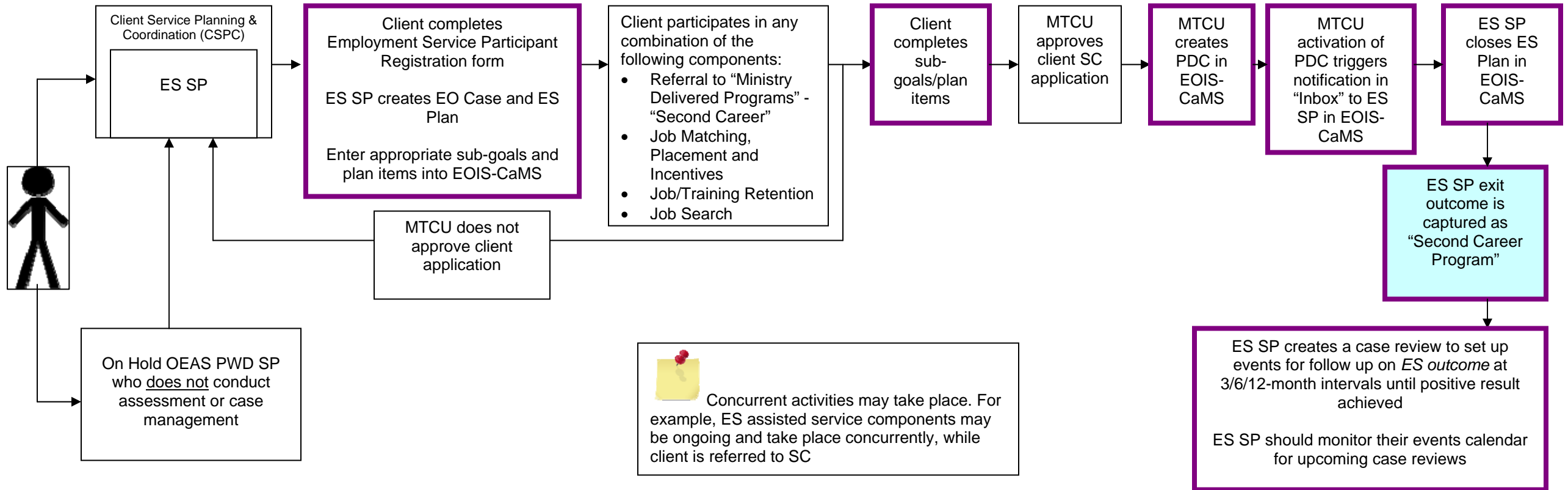
# ES RI CLIENT PATHWAY: REFERRAL TO PRACTICE FIRM (Updated March 1, 2011)



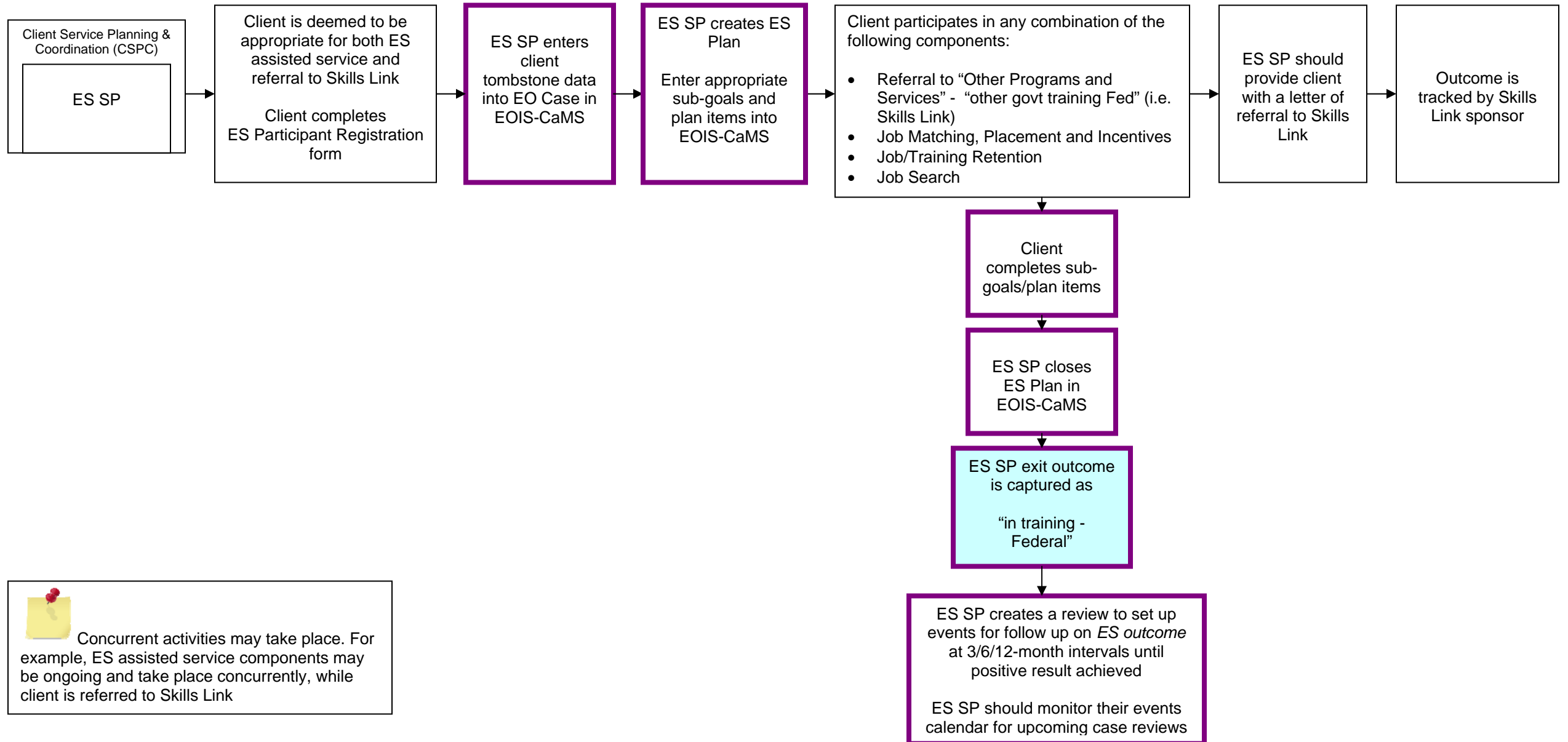
# ES ASSISTED SERVICE CLIENT PATHWAY



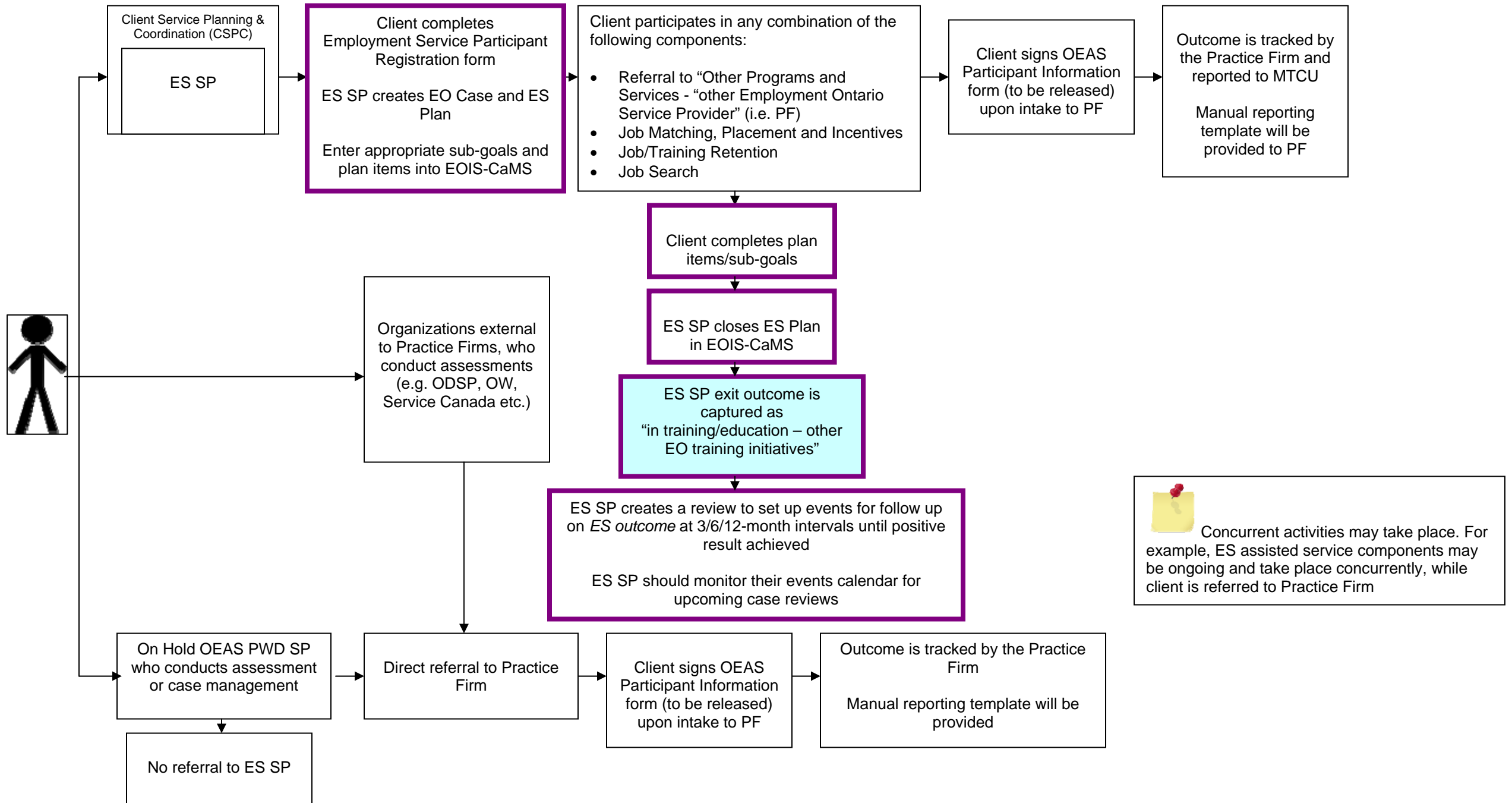
## ES ASSISTED SERVICE CLIENT PATHWAY: REFERRAL TO SECOND CAREER




## ES ASSISTED SERVICE CLIENT PATHWAY: REFERRAL TO SKILLS LINK

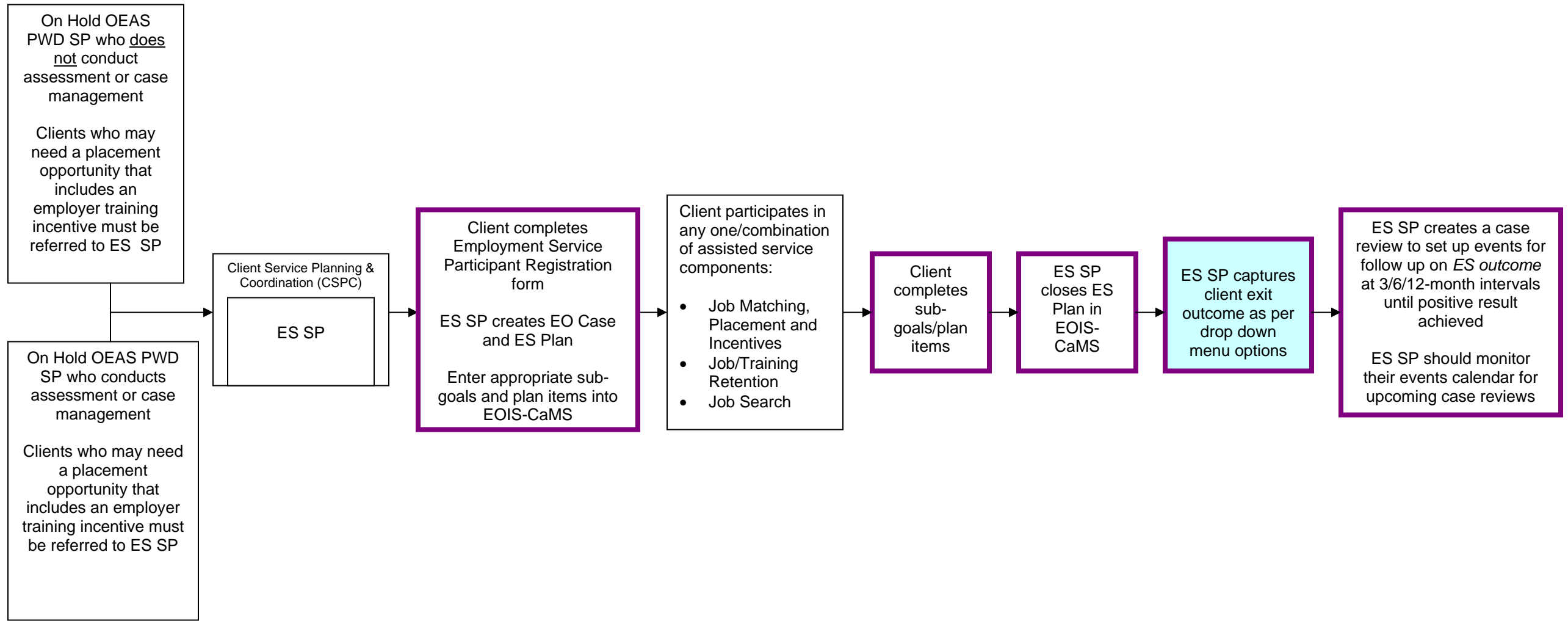


# ES ASSISTED SERVICE CLIENT PATHWAY: REFERRAL TO PRACTICE FIRM (Updated March 1, 2011)

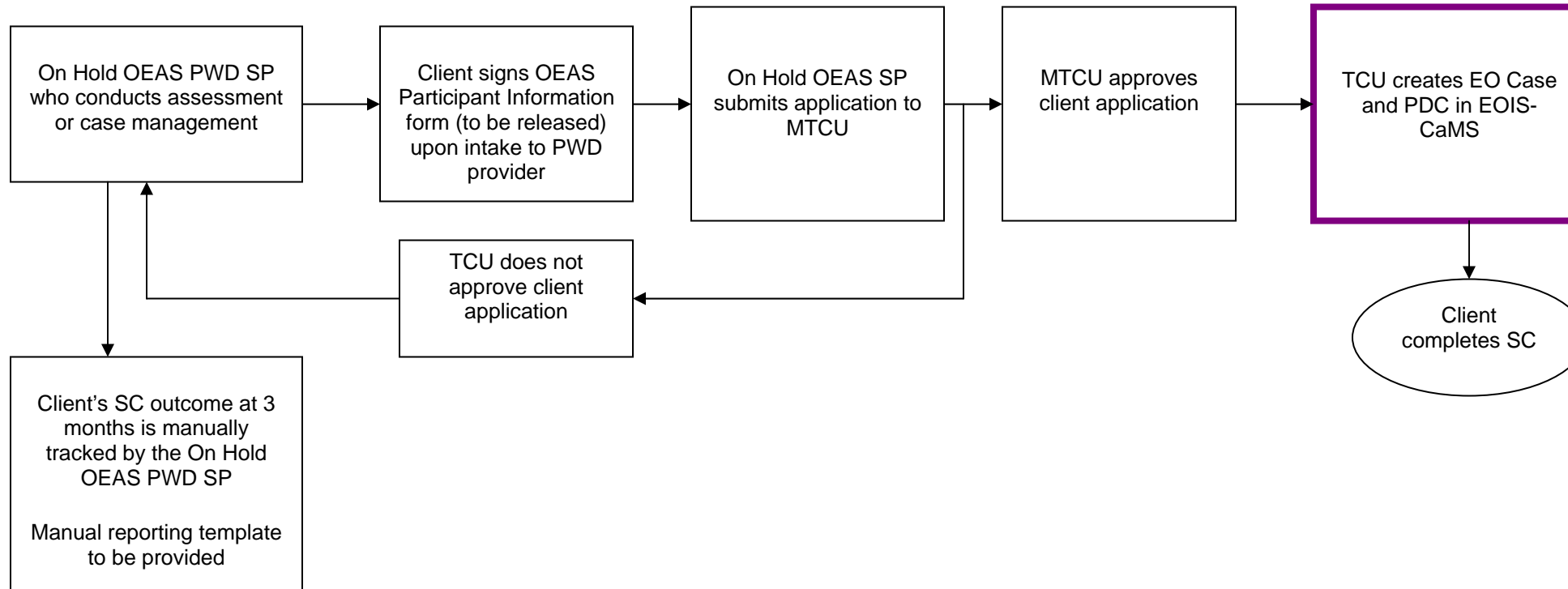


 Concurrent activities may take place. For example, ES assisted service components may be ongoing and take place concurrently, while client is referred to Practice Firm

# ES ASSISTED SERVICE ACCESS TO TRAINING INCENTIVES CLIENT PATHWAY: PWDS



## CLIENT PATHWAY FOR ON HOLD OEAS PWD SERVICE PROVIDER (PROVIDES ASSESSMENT): REFERRAL TO SC



## CARRY-OVER SECOND CAREER CLIENTS

