



MEMORANDUM TO: ES Service Providers

FROM: Director

DATE: December 2, 2011

SUBJECT: **Service Coordination Calculation, Clarification on the Referred In indicator and What is a Formalized Referral?**

OBJECTIVE:

There have been questions regarding the clarification of the “Other” category under the “Referred In” indicator of the Service Coordination ES core measure. The purpose of this memo is to provide you with clarification on this topic so you can better review your referral processes and ensure you only count formalized referrals. There is also potential to look at whether you should be formalizing any additional referrals that you have been making.

BACKGROUND:

Service Coordination is a core measure under the customer service dimension. There are 4 indicators that make up the Service Coordination measure, these include:

- Referred in
- Referred out – registered in education/ training to complete high school or equivalent
- Referred out – registered/participating in training
- Referred out – registered or confirmed receiving services with other community resources that support employability.

It is important to note that although this “Referred In” information is collected at the start of service, it is not included in performance measure calculations until the assisted client’s service plan has been closed in EOIS-CaMS.

Clarification on the “Referred In” Indicator

“Referred In” means the individual was formally referred to ES through a recognized referral process, not word of mouth. Formal referral includes those from another Employment Ontario service provider (aside from a fellow ES provider) or another community organization.

Under the “Referred In” indicator there is a pick list that can be chosen from. All categories in the “Referred In” pick list will form part of the Service Coordination performance calculation with the exception of “no response” and “ES service provider” (see the following link for further details:

http://www.tcu.gov.on.ca/eng/eopg/publications/20110622_performance_indicators_definitions.pdf)

It is important to note that the “Other” category in the “Referred In” pick list does not reflect informal or unstructured referrals but rather reflects those community based referrals the SDS may have received from other local providers which cannot be captured by the broader categories noted in the pick list. If the referral was structured and formalized between the two parties and if the pick list does not provide an appropriate category then this performance category can be used. For example, if a participant is provided with a structured referral by a local United Way organization to an ES site in order to access Client Service Planning and Coordination and Job Search assistance, this would be an appropriate use of the “Other” category as there is no other option in the existing pick list that closely reflects this, and the referral was a result of a recognized process between the local United Way agency and the ES service delivery site.

If the client was referred informally (e.g. media, word of mouth, going to an ES site as a result of seeing billboards or other advertisement etc.), then the “no response” category must be used.

What is a Formalized Referral?

For both the Referred In and Referred Out indicators of the Service Coordination measure there is an expectation that these referrals are structured and formalized. It is important to note that the Ministry’s expectation of “structured” does not mean that a formal memorandum of understanding or other contract exists between the two parties (ie the service delivery site and the referring organization). What it does mean, however, is that there must be some form of established protocol between the two organizations – and which is mutually understood and adhered to – in order to ensure that the client referral protocol is meeting the needs of both parties.

The exact nature of how the referral protocol is to be set up and maintained is between those two parties – and as such it will vary from situation to situation. This can be as simple as providing business cards, which the client uses to gain entry into the program they are being referred to. It could also mean the two organizations agree on specific client criteria for referrals and a completed form is used to refer the client back and forth. Or it could simply mean that one organization calls the other and indicates that a referral client is coming over within an hour, providing the client’s name, and indicating that they appear to meet the receiving organization’s program criteria. (It is not expected that the sending site provide a full assessment of the client). In the end, it is the Ministry’s expectation that Service Delivery Sites (SDSs) understand the difference between formal and informal referrals, how they factor into the Service Coordination performance considerations, and review their processes to ensure that they only count what has been formalized. Similarly, as part of overall service coordination activities, service delivery sites may wish to look at whether they should be formalizing any additional referrals they have been making.

Formalized referrals do not include situations where a client is given information and accesses a complementary resource in the neighbourhood where the sending organization has no protocols or formalized arrangements with the site. This type of referral could be done through an Information and Referral process and is not reflective of an ongoing referral relationship established between the two parties.

Future Release of CaMS

In April 2012 there will be a change in the calculation for service coordination. Details will be provided closer to the end of the fiscal year.

If you should require further information please feel free to contact your Employment Training Consultant (ETC).