

**Ministry of Labour, Training and
Skills Development**

**Ministère du Travail, de la Formation et
du Développement des compétences**



Program Delivery
Support Branch

Direction du soutien à la
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Memorandum

To: Ontario Employment Assistance Service (OEAS) Service Providers

From: David Cronin, Director, Program Delivery Support Branch (PDSB),
Employment and Training Division

Date: September 15, 2020

Subject: Review of Ontario Employment Assistance Services (OEAS) clients that are
active in more than one Employment Ontario (EO) program at the same
time.

Objective

The purpose of this memorandum is to advise Ontario Employment Assistance Service (OEAS) service delivery sites on the necessary steps to ensure that client records are appropriately documented to support tracking of outcomes. This applies to situations where clients are registered in more than one Employment Ontario program.

What Is Happening?

In April 2020, the Ministry announced a plan to transition all OEAS clients into the Employment Ontario Information System – Case Management System (EOIS-CaMS), starting with providers in the three Service System Manager (SSM) managed prototype areas.

In the process of implementing the first phase of this work and transitioning client records into EOIS-CaMS, the Ministry has noted that a subset of OEAS clients are concurrently receiving supports in more than one EO program.

Service providers must ensure that EO clients are accessing the most suitable program for their needs, and can only be case managed by a single service provider. Client

outcomes are only officially achieved by the service provider who is case managing the client.

In instances where a client has completed a program, or the program no longer meets their needs, the client file must be closed, and they should be formally referred to the program that best meets their needs.

The only exception for concurrent services applies to clients who are enrolled in Literacy and Basic Skills (LBS) program. LBS clients may be enrolled concurrently in another EO program

Clients who are currently receiving supports or are accessing more than one employment program will need to have their service plans adjusted to reflect enrolment in one program that is most appropriate for the client.

Who Is Affected?

OEAS service providers outside of the SSM prototype areas.

What Should Be Done Now?

Effective August 2020, service providers are to review all clients who are active in more than one program and assist the client in selecting the most appropriate program in which to continue receiving services. Other service plans should be closed, and the appropriate outcome recorded.

Contact Information

For enquiries or further clarification, service providers should connect through their established channels.

Sincerely,

David Cronin

Program Delivery Support Branch, Employment and Training Division

CC:

Tariq Ismati, Central Region Director

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Andrew Irvine, Northern Region Director

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