



MEMORANDUM TO: Service Providers

FROM: Director

DATE: July 27, 2010

SUBJECT: **The transfer of clients between legacy Ontario Employment Assistance Services (OEAS) and Job Connect (JC) programs to the new Employment Service (ES) August 1, 2010.**

OBJECTIVE

The purpose of this bulletin is to provide your organization with additional information on how “legacy” Ontario Employment Assistance Services (OEAS) and Job Connect (JC) clients requiring service beyond August 1, 2010 are to be transferred to the new Employment Service (ES).

BACKGROUND

On August 1, 2010, ES replaces the OEAS and JC programs with an integrated service that provides clients with a consistent array of employment services at each service access point. Most OEAS and JC agreements will end July 31, 2010. Clients across Ontario may continue to require service beyond July 31, 2010 and will need to transition to ES.

CLIENT TRANSFER

Process:

First and foremost, it is important to note that ES is not a continuation of legacy OEAS and JC programs, but rather a new and distinct employment program. As such, clients wishing to continue with their employment services or to access new services beyond August 1, 2010 ***must register as new ES clients.***

This includes:

- Clients visiting your ES delivery site and completing an ES Participant Registration form - **mandatory** for clients who use ES assisted services or are being referred to other EO programs (for example: Second Career)
- Creating a client's Employment Ontario (EO) Case in EOIS-CaMS – based on information and client consent obtained through the ES Participant Registration form. **An EO Case cannot be created unless an ES Participant Registration form has been completed by the client giving your organization the necessary personal information and legal consents.** Please also note that if an EO Case already exists in EOIS-CaMS, there is no need to create another one (although you may wish review and add any new information). A client's EO case is a “folder” within which all subsequent employment interventions will be added; it remains open for the rest of the client's life **and does not tie them to any particular organization for service delivery purposes.**
- Developing an ES plan with the client based on an assessment of the client's employment and training needs. Goals of the plan may include participation in assisted service components of ES or a referral to another EO program (for example, Second Career). **While a client may have multiple ES plans created throughout their working life, only one ES plan can be open at any time.** It is the ES plan that ties the client to your organization for service delivery purposes and outcomes derived from the ES plan will be used in the performance management of your organization.

Client Communication:

It is expected that your organization has already been in communication with many of your current clients regarding changes to service delivery and will continue to do so throughout this transition period.

Recommended communications with clients should include:

- An update of your organization's presence in the city/town/village (for example: changes in the number/location of service delivery sites)
- If your organization has disbursed a portion of its clients or has been allocated a portion of another service provider's clients (with prior approval from the Ministry) due to ES transition related capacity issues, it is expected that contact with the client would include a description of these changes.
- A list of ES alternatives should the client no longer wish to receive services from your organization based on the presence update (for example: the service site is closing or your organization is leaving the city/town/village)