EMPLOYMENT ONTARIO INFORMATION SYSTEMS (EOIS) - SERVICE PROVIDER USER GUIDE

COMMON ASSESSMENT USER GUIDE

Version 2.0

March 2023

DOCUMENT HISTORY

Version	Date	Description
1.0	April 2021	Initial draft
1.1	April 2022	Updated screenshots and formatting for accessibility compliance
2.0	March 2023	Updated content and screenshots

CONTENTS

INTRODUCTION

This guide provides technical information to Employment Ontario (EO) service providers on how to use the Common Assessment (CA) system. Common Assessment is a digital tool administered as a questionnaire. Data collected through the tool is used to stream clients using the segmentation model. For Social Assistance clients, Module 1 of the tool will inform the creation of a life stabilization action plan, while the addition of Module 2 will inform the creation of an Employment Action Plan (EAP). The two plans will become integrated into one client action plan during Integrated Case Management (ICM). CA will also support appropriate referrals and sequencing of services through integrated case management. For Employment Ontario clients, both Module 1 and Module 2 will be administered by the service provider caseworkers and inform the creation of the EAP.

This guide does not provide information on the associated business processes/rules for using the system.

Note: All information in this guide is accurate as of the date of publication.

Browser Considerations

The Common Assessment tool is compatible with Microsoft Edge and Chrome. Internet Explorer is not a supported browser.

It is not recommended to use the BACK and FORWARD buttons in the web browser. Using these buttons could result in lost information and other issues.

Language

Common Assessment is available in English and French. To toggle the language, go to the Search page and select the **Français** button (which is displayed while in English mode) or the **English** button (which is displayed while in French mode). The language can only be toggled on the Search page.

Timeout Periods

A timeout is when the user is automatically logged out of the system. The timeout will occur when the system considers the user to be inactive. In order to be active, a user must have clicked on a link or perform an action within the current page. The timeout period is 20 minutes, and this cannot be adjusted. If the system times out, data that was on a page that had not yet been saved will be lost.

Important: The system currently does not autosave. When completing Modules 1 and 2, select the **Save and resume later button** frequently to ensure no information is lost.

System Access

Service System Managers (SSM) can add, update or deactivate the CA role for a user. Through the Service System Manager Registration Authority (SSMRA) new users are provided with access to CA.

For more information, see the EOIS-CA–System Access Guide.

Service Provider User Roles and Permissions

The user roles and permissions in the CA system are:

- Common Assessment Edit
- Common Assessment View-Only

Each of the user roles has different permissions and system access, which is detailed below:

USER ROLE	Permissions

Common Assessment Edit	• Create an assessment
	• Edit an assessment
	    • EO service provider created assessments and referred assessments only
	• Search for a client
	• View the summary page
	• View the history page
	• Assign/reassign a service delivery site
	• Assign/reassign a caseworker (referrals only)
	• Cancel an assessment
	    • EO service provider created assessments only
	• Return a referral

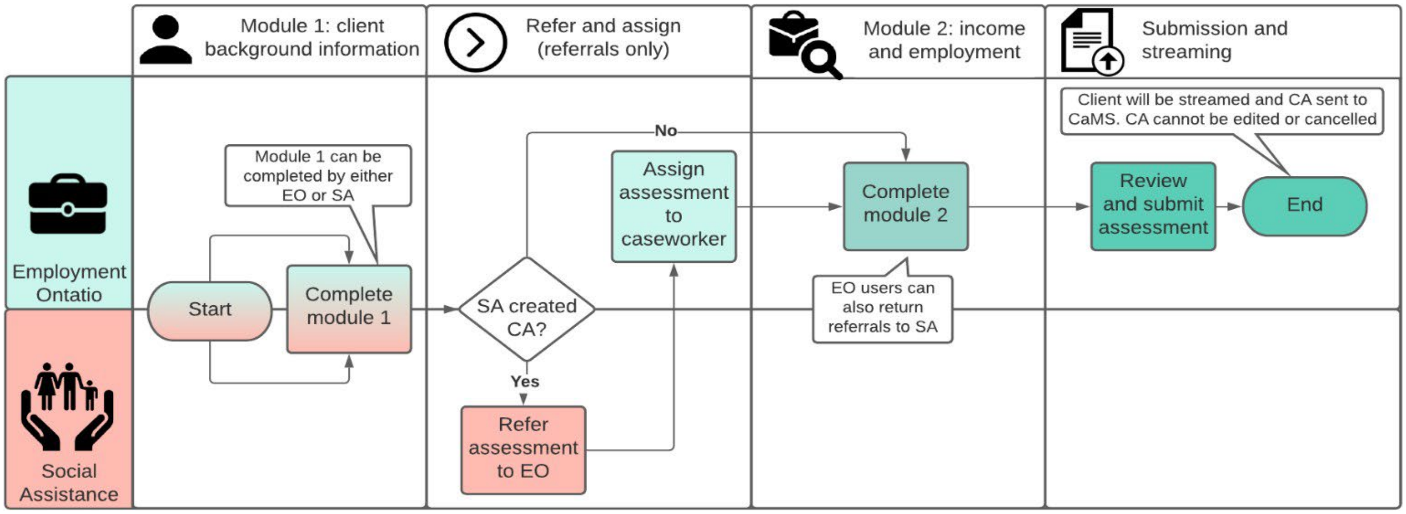
Common Assessment View-Only	• Search for a client • View the summary page • View the history page

Acronyms

ACRONYM	Full Term
CA	Common Assessment
CaMS	Case Management System
EAP	Employment Action Plan
EO	Employment Ontario
MCCSS	Ministry of Children, Community and Social Services
MLITSD	Ministry of Labour, Immigration, Training and Skills Development
SA	Social Assistance
SAMS	Social Assistance Management System
SDS	Service Delivery Site
SLD	Service Level Determination
SP	Service Provider
SSM	Service System Manager

Assessment Lifecycle Diagram

This diagram provides a high-level overview of the lifecycle of an assessment, following a 'happy path', i.e., no returns to SA, cancellations, etc.



Assessment Statuses

There are different assessment statuses based on whether an SP or SA created the assessment.

SP Created Assessments

The following outlines all the statuses for SP created assessments:

STATUS	Description
In-progress	The assessment has been created but has not yet been submitted. Users with the CA Edit role can still edit the assessment.
Cancelled	The assessment has been cancelled. It is no longer editable and is now read-only.
Submitted	The assessment has been streamed and submitted. The CA data will now be available in CaMS.

SA Created Assessments

The following outlines all the statuses for SA created assessments:

STATUS	Description
In-progress	The assessment has been created but has not yet been referred to EO.
Referred – open	The assessment has been referred to EO, but an EO service provider has not yet been assigned to the assessment. Users with

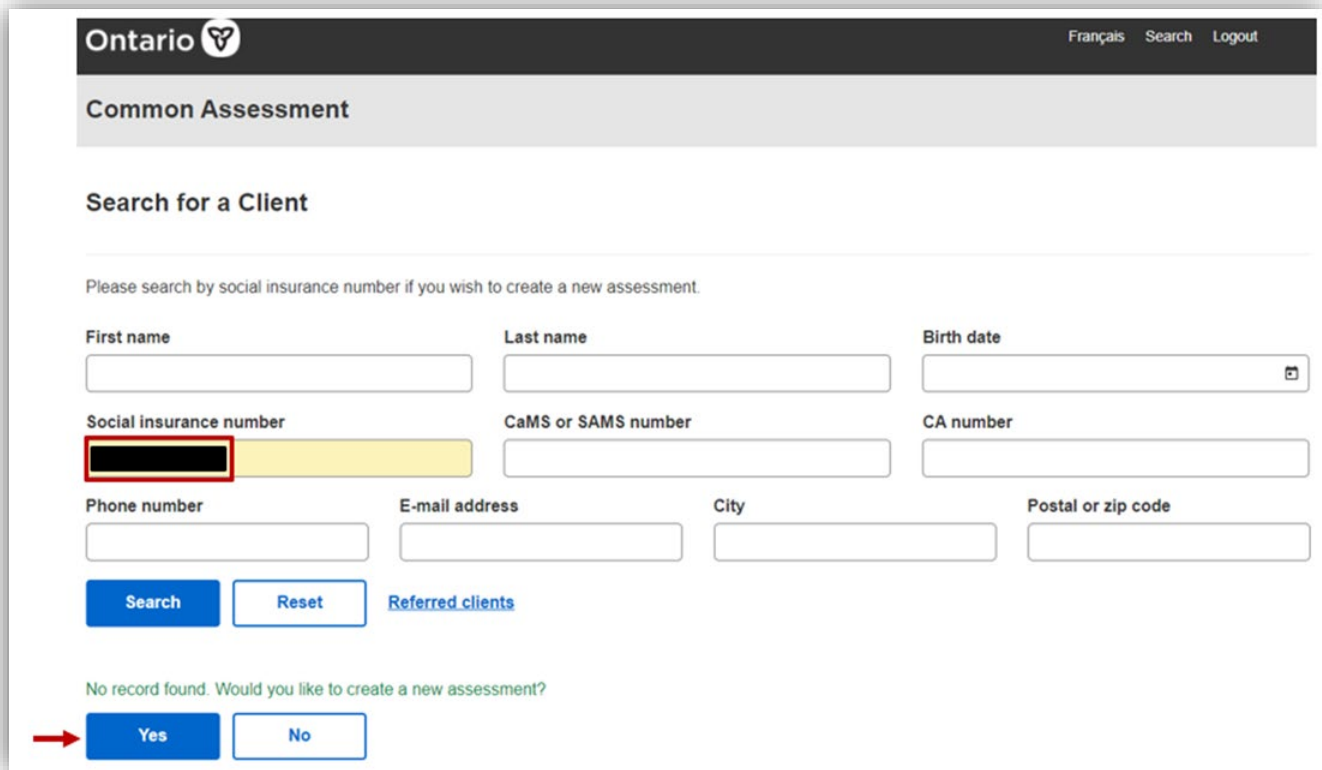
	a CA Edit role must assign an SP caseworker to the assessment before it can be edited.
Referred – assigned	The assessment has been referred to EO and an SP caseworker has been assigned to the assessment. The assigned SP caseworker (with an edit role) can edit the assessment.
Referred – returned	The assigned SP caseworker has returned the assessment to SA. The SA caseworker will have been notified of the return via notification to SAMS.
Service pending	The assigned SP caseworker has set the service level determination (SLD) to ‘Service pending’. The assessment can be edited; however, the SLD must be updated to ‘Case-managed’ before the assessment can be submitted. Note: SP created assessments can also have an SLD of ‘Service pending’, but this is not considered a status in the system.
Cancelled	The assessment has been cancelled.
Submitted	The assigned SP caseworker has submitted the assessment. The client has been streamed and the data from CA is available in CaMS.

CREATING AN ASSESSMENT

Only SP users with an edit role can create an EO assessment. Note: clients cannot have more than one active assessment. When creating a new assessment, you will be required to conduct a search to ensure that no duplicate records are created.

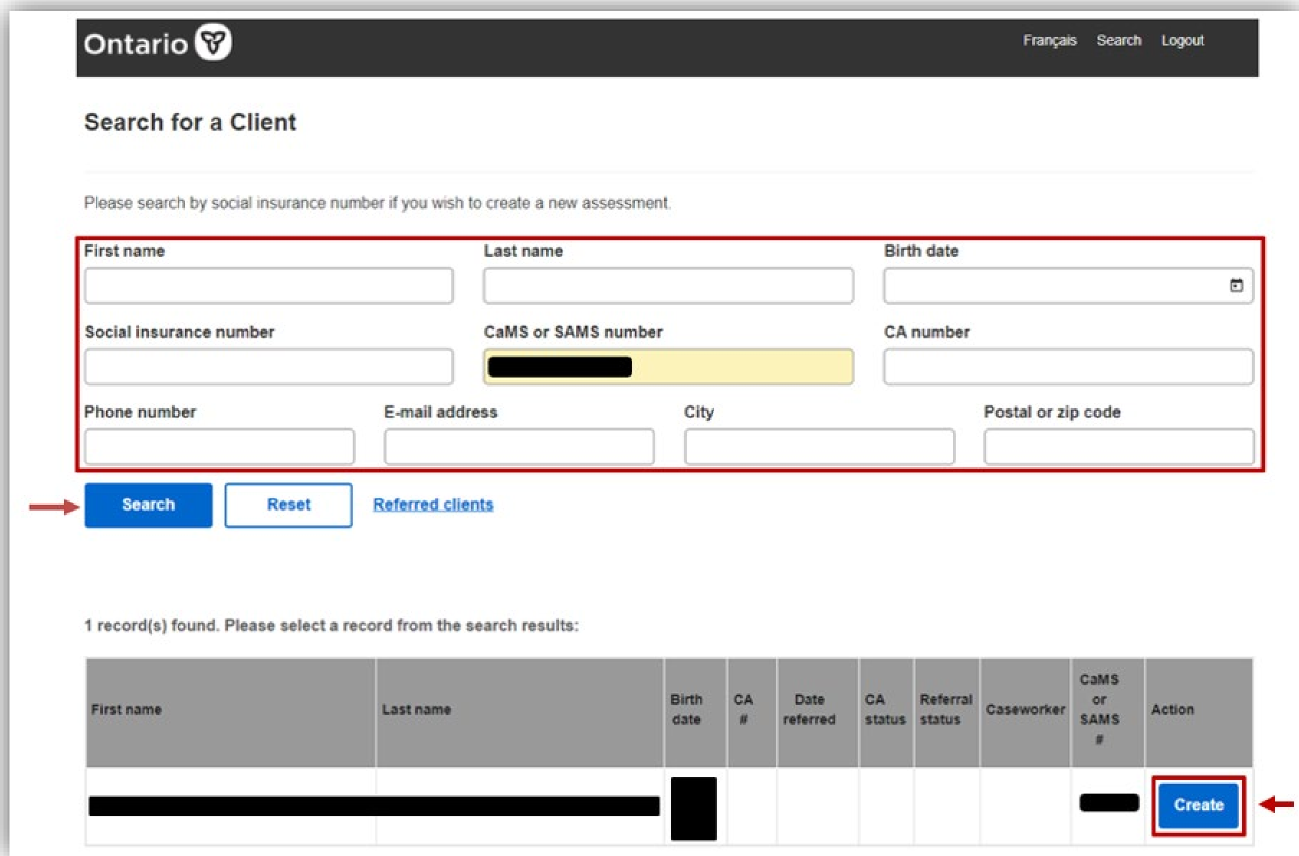
Instructions

1. Before creating an assessment, see if the client already has an assessment in the system, either:
    a. Conduct a search for the client by entering the **Social insurance number**,



OR,

    b. Conduct a search for the client. If a CaMS record is found, select the **Create** button from the search results table. Note: The **Create** button will only be displayed when the search result has an associated CaMS record and there is either no status (i.e., no assessment has ever been created for the client) or the status is **Submitted**.



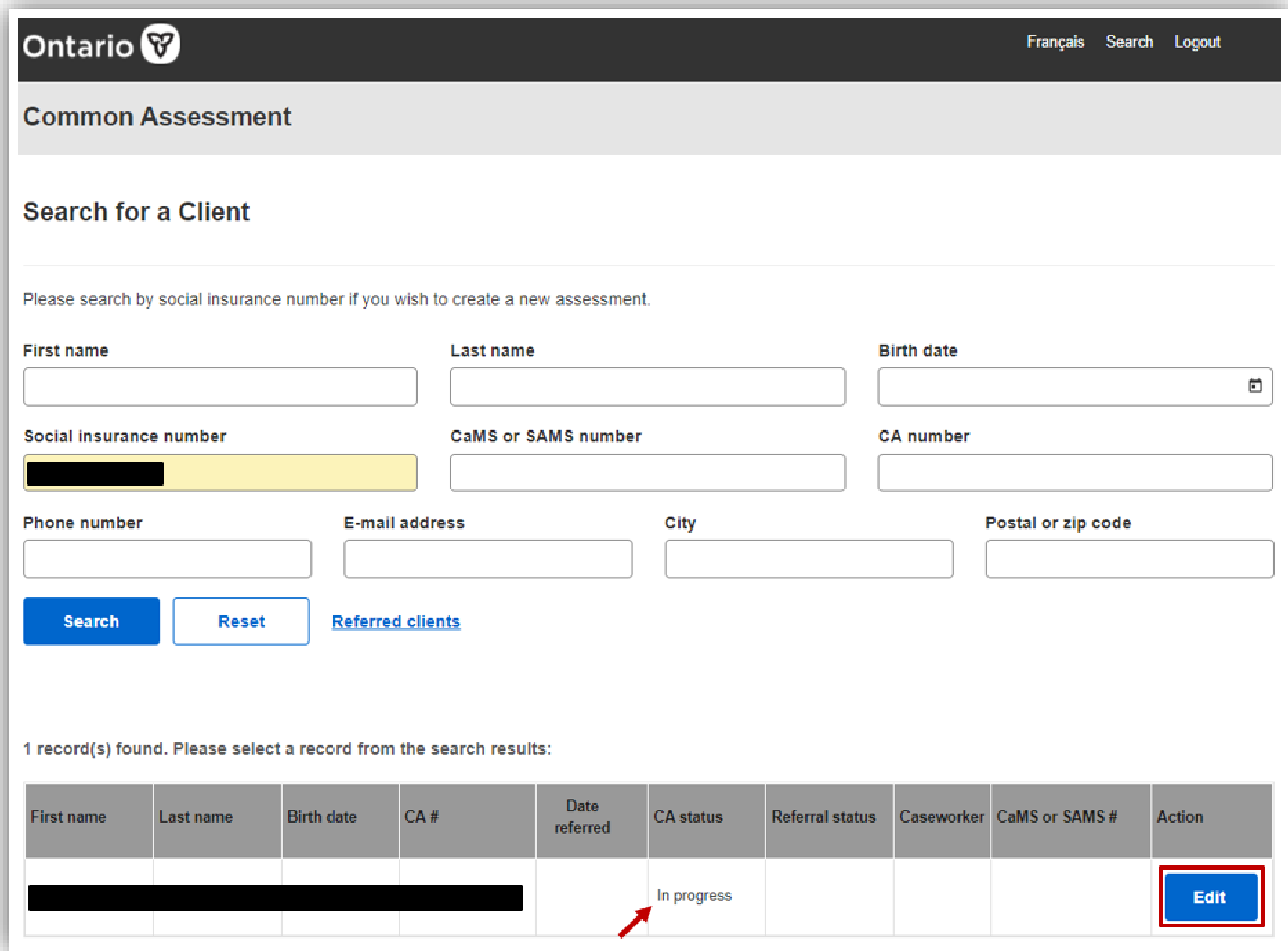
2. Next, the system will display the Intake page, where the client must consent to **the Notice of Collection and Consent**. Consent from the client must be received to proceed with the assessment. Select the acknowledgement checkbox, then the **Proceed to next step** button to continue.

3. There are different steps based on how the assessment was created:

   a. If the assessment was created by searching for the client via their Social Insurance Number (SIN) and no record exists, Module 1 will be displayed with only the SIN populated.

   b. If the assessment was created via the **Create** button (in the search results table), Module 1 will be displayed with some information auto-populated from the CaMS record.

Note: If the system conducts a search and finds the client has an incomplete, active assessment, it will show in the table as “In progress” for the user to update and/or continue completing. To continue with the active assessment, select the **Edit** button.



4. Continue completing Module 1 or save the assessment and resume it later. See Editing an assessment > Module 1 for more information.

SEARCH PAGE

The Search page is the home page for CA. The Search page can be accessed via selecting the **Search** link, located on the top-right of the screen.

On the Search page, users can access the following functions:

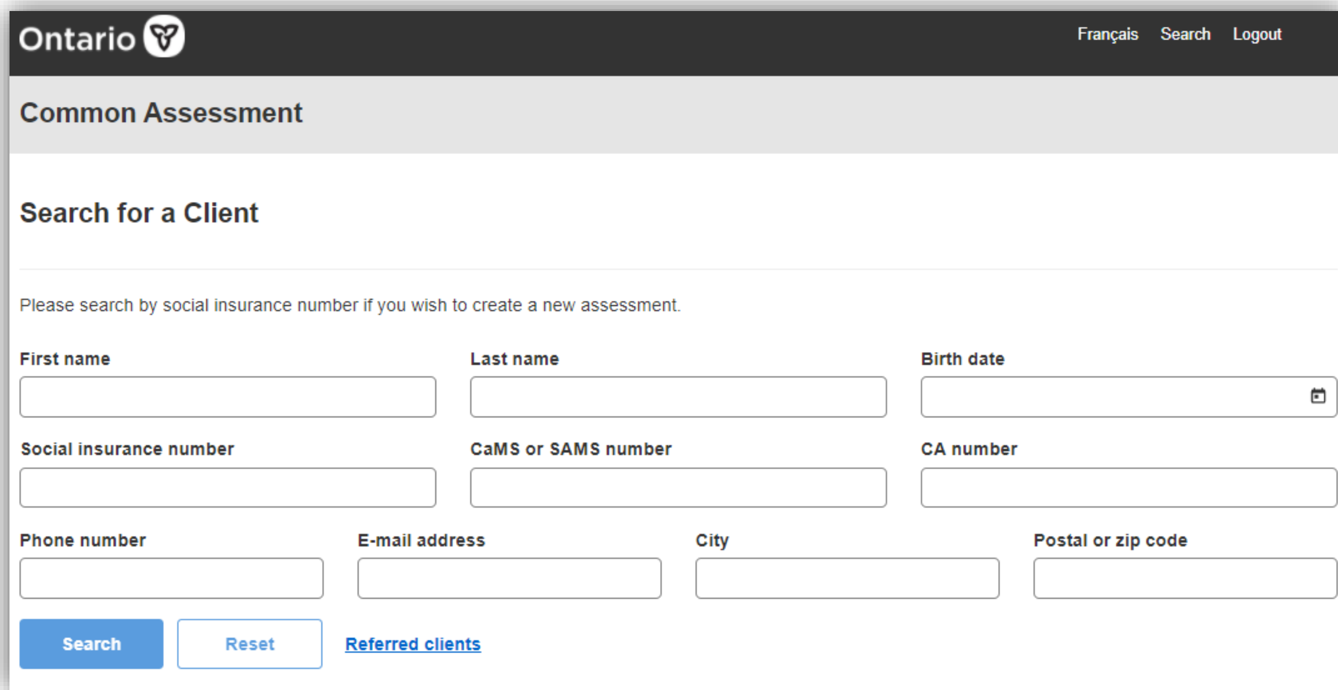
- Searching for a client
- Creating an assessment
- Viewing the referred clients list

Searching for a client

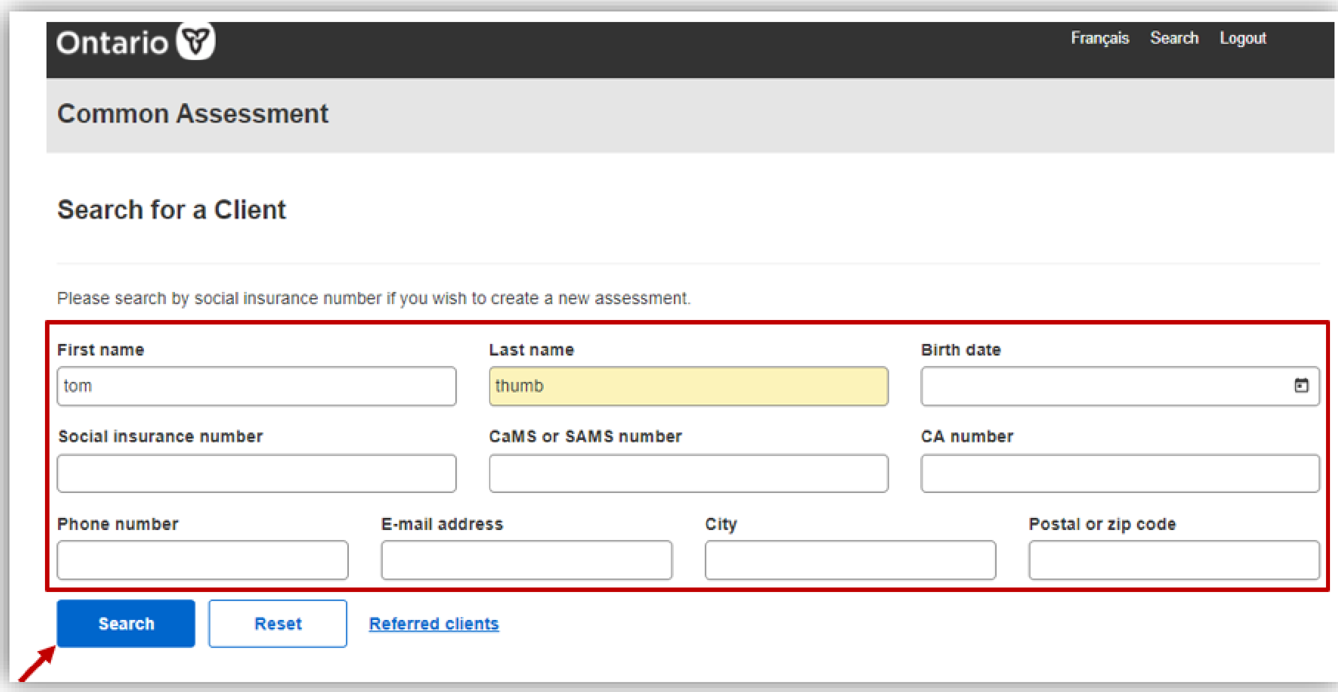
Instructions

1. To search for a client, navigate to the **Search** page. You can search for a client using one or more of the following criteria:

   - **First name**
   - **Last name**
   - **Birth date**
   - **Social Insurance Number**
   - **CaMS or SAMS number**
   - **CA number**
   - **Phone number**
   - **Email address**
   - **City**
   - **Postal or zip code**

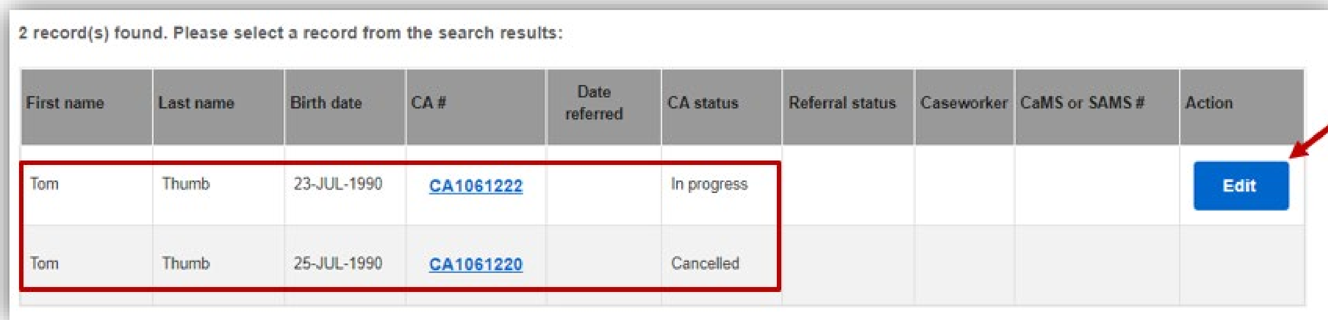


2. After entering your criteria, select the **Search** button. You can also select the **Reset** button to clear the search fields.



3. If a record(s) was found, it will appear at the bottom of the page in the search results table. Important: Selecting the **CA #** hyperlink in the search results table will navigate to a **read-only**

version of the **Summary** page. If you navigate to the **Summary** page this way, you will **not** be able to edit or submit the assessment. You must select the **Edit** button in the Action column to proceed with updating/submitting the assessment.

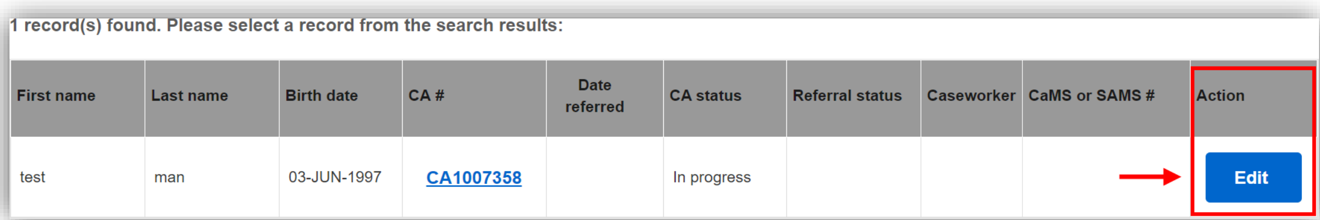

2 record(s) found. Please select a record from the search results:

First name	Last name	Birth date	CA #	Date referred	CA status	Referral status	Caseworker	CaMS or SAMS #	Action
Tom	Thumb	23-JUL-1990	CA1061222		In progress				Edit
Tom	Thumb	25-JUL-1990	CA1061220		Cancelled				

Action buttons in the search results table

Depending on the type and status of the record, the following action buttons may be available in the **Action** column of the search results table:

- **Create**
- **Edit**
- **Assign**
- **Reassign**
- **No button** (i.e., the column is blank)


1 record(s) found. Please select a record from the search results:

First name	Last name	Birth date	CA #	Date referred	CA status	Referral status	Caseworker	CaMS or SAMS #	Action
test	man	03-JUN-1997	CA1007358		In progress				Edit

The user's permission to making changes to the record is based on whether the record was created by an SP or SA user and/or by the record's status. See the tables below for more information on what action buttons will appear for a record based on type (SP or SA created) and status.

Important: The tables outline the permissions for a user with a CA Edit role.

SP created assessments

Status	No button	Create button	Edit button
No status	No	Yes	No

In-progress	No	No	Yes
Cancelled	Yes	No	No
Submitted	Yes*	Yes**	No

*For records that do not have an associated CaMS record

**For records with an associated CaMS record

Status	No button	Create button	Edit button	Assign button	Reassign button
No status	No	No	No	No	No
In-progress	Yes	No	No	No	No
Referred - Open	No	No	No	Yes	No
Referred - Assigned	No	No	Yes*	Yes**	Yes***
Referred – Returned	Yes	No	No	No	No
Cancelled	Yes	No	No	No	No
Submitted	No	Yes	No	No	No

*If the assessment is assigned to the logged in user

**If the assessment is not assigned to a caseworker

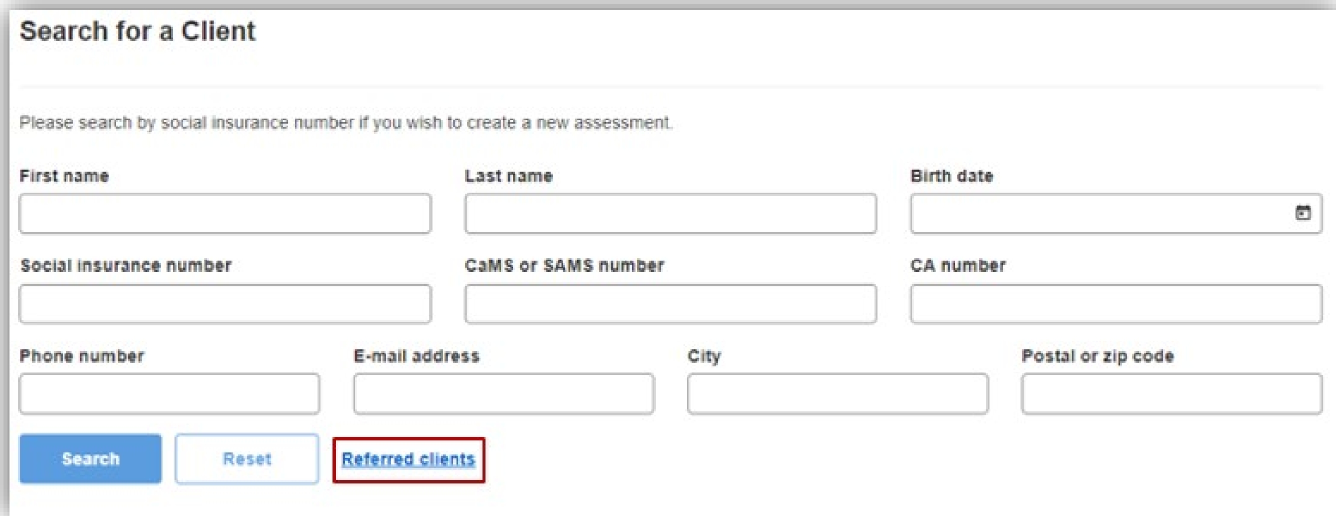
***If the assessment is assigned, but not assigned to the logged in user

Referred clients list

When SA has referred an assessment to EO, it will appear in the **Referred clients** list on the **Search** page. The **Referred clients** list displays all non-submitted (i.e., referred > open and referred > assigned) referrals within the logged-in SP user's catchment area.

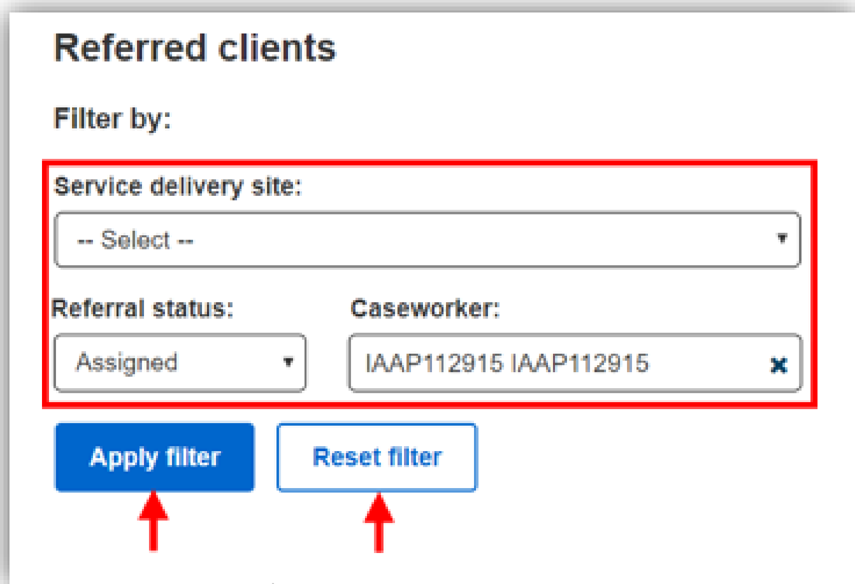
Instructions

1. To access the referred clients list, select the **Referred clients** link on the Search page.



2. The list will be displayed and contains the following features/functions:
   a. Filtering:

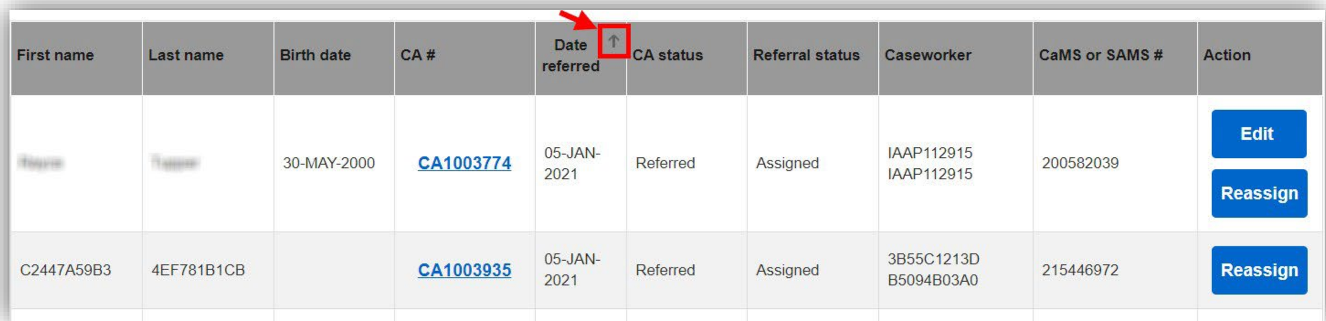
      - Ability to filter by service delivery site, referral status, and/or SP caseworker. Select the **Apply filter** button to filter the results based on the criteria selected or the **Reset filter** button to clear the filter criteria.



   b. Sorting:

      - The following columns can be sorted (ascending and descending): **First name, Last name, Birth date, CA #, Date referred**, and **CaMS or SAMS #**.

To sort, hover over the column header – an up arrow will appear to sort by ascending order and a down arrow will display to sort by descending order.



The list will display 50 records per page. Select the page numbers or **First, Previous, Next** or **Last** buttons to scroll through the results.

Assigning/reassigning a referral

Assessments with a status of Referred > Open must be assigned to an SP caseworker before any updates can be made to the assessment. Once an assessment has been assigned, it can also be reassigned to a different caseworker if the assessment has not been submitted or returned to SA. Only users with the Common Assessment Edit role can assign and reassign referrals.

Instructions

1. There are a few different ways to locate a referral for assignment/reassignment:

    a. Conduct a search for the referral using the Search for a client section.
        i. Select the **Assign** or **Reassign** button in the Action column; or
        ii. Select the CA # hyperlink to open the **Summary** page where you will be able to assign/reassign the assessment.

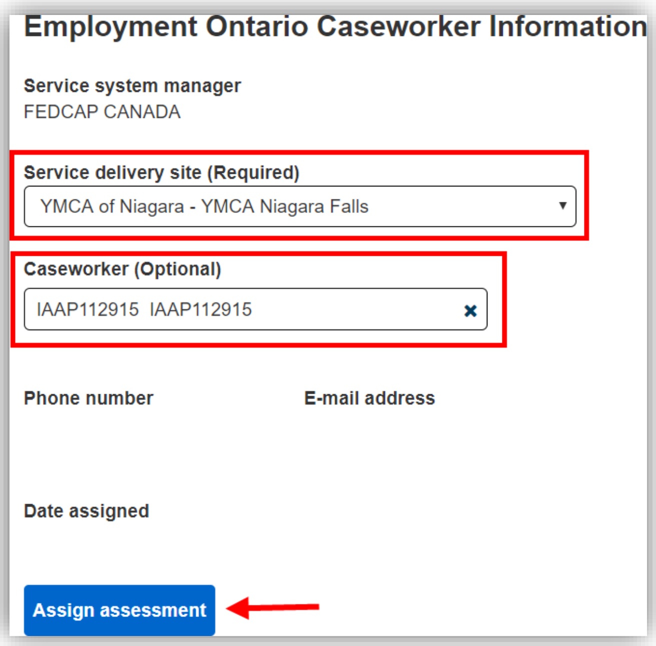
    b. Navigate to the Referred clients list to find the referral.
        i. Once you have located the referral and you would like to assign/reassign, select the **Assign** or **Reassign** button. Note: The **Reassign** button will appear

for assessments that are Referred > Assigned and the **Assign** button will display for assessments that are Referred > Open.

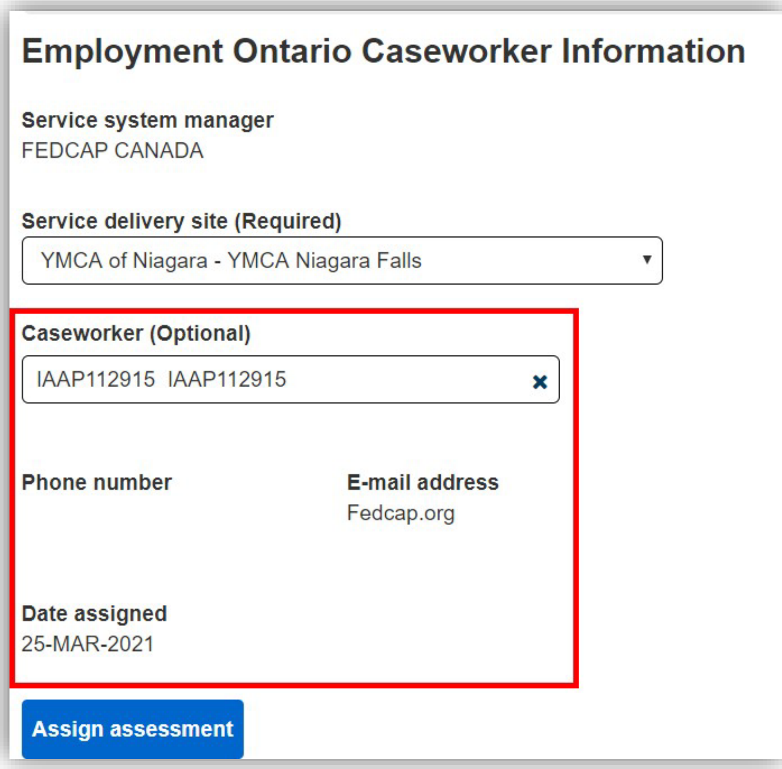
First name	Last name	Birth date	CA #	Date referred	CA status	Referral status	Caseworker	CaMS or SAMS #	Action
C54E140A2D	0D889E28A5		CA1004020	05-JAN-2021	Referred	Open		303276923	Assign

First name	Last name	Birth date	CA #	Date referred	CA status	Referral status	Caseworker	CaMS or SAMS #	Action
[illegible]	[illegible]	30-MAY-2000	CA1003774	05-JAN-2021	Referred	Assigned	IAAP112915 IAAP112915	200582039	Edit Reassign

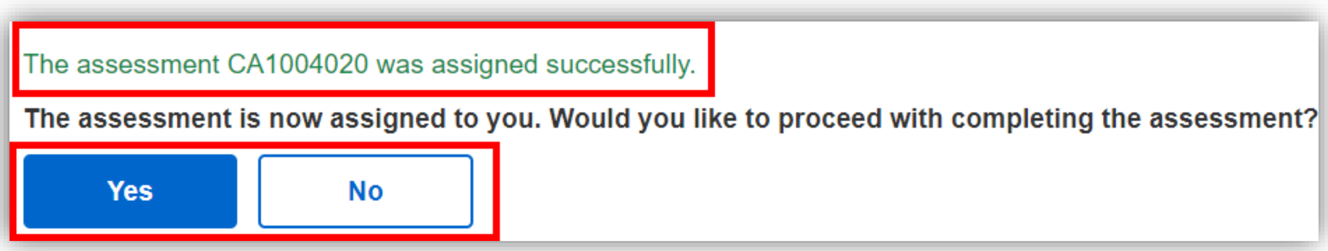
2. On the Summary page, scroll to the **Employment Ontario Caseworker Information** section. Optional: If you need to change the service delivery site, select a new service delivery site from the **Service delivery site** (SDS) dropdown menu. Select a caseworker from the **Caseworker** dropdown menu. Once the SDS and caseworker have been selected, select the **Assign assessment** button to save your changes.



3. The caseworker information section will now display the assigned SP user's name and contact information, as well as the assignment date.



4. A confirmation message will appear at the top of the page. If the assessment has been assigned/reassigned to the logged-in SP user, they will have the option to continue editing the assessment. Select **Yes** to open the assessment for editing or **No** to return to the Search page.

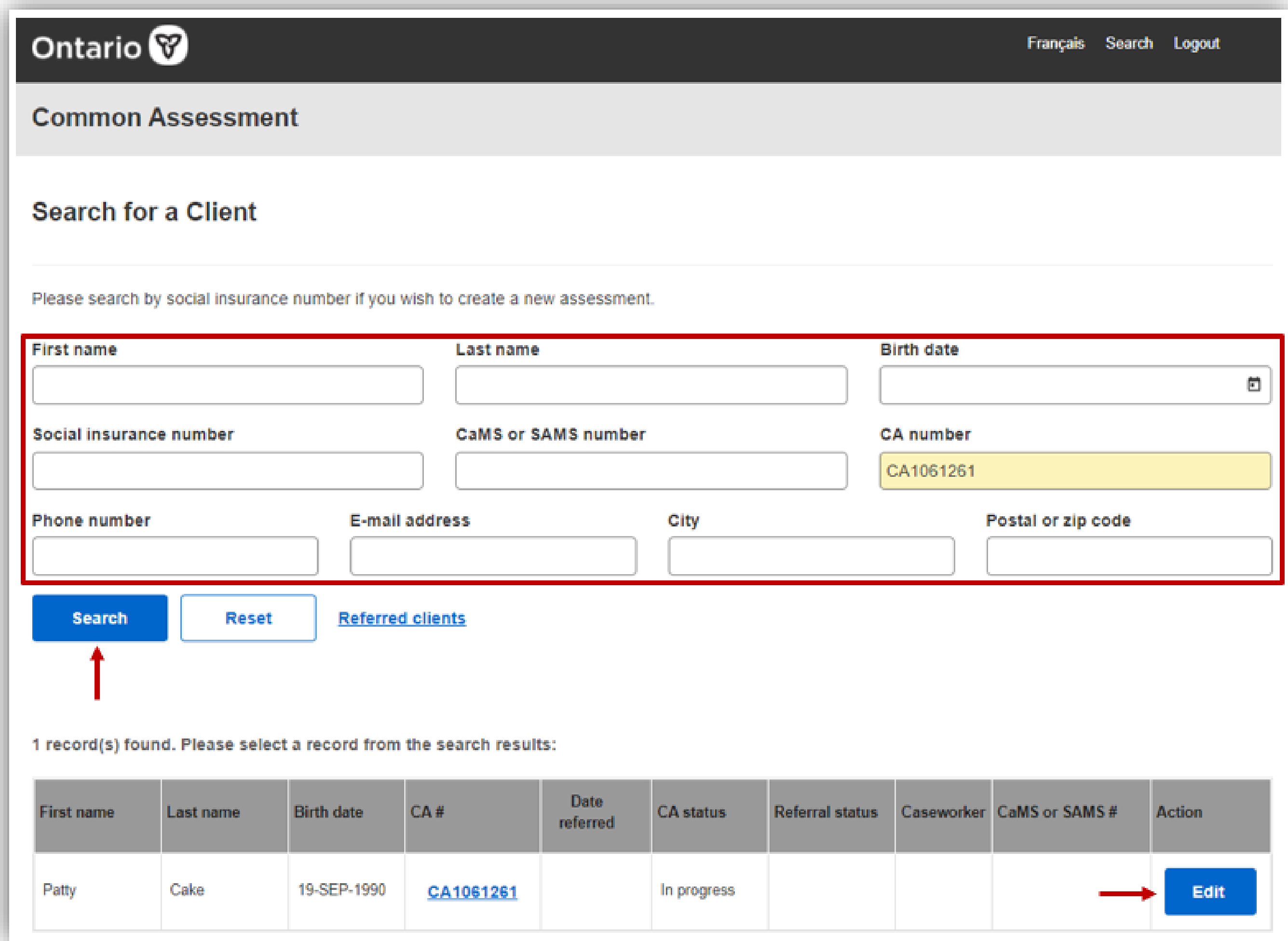


EDITING AN ASSESSMENT

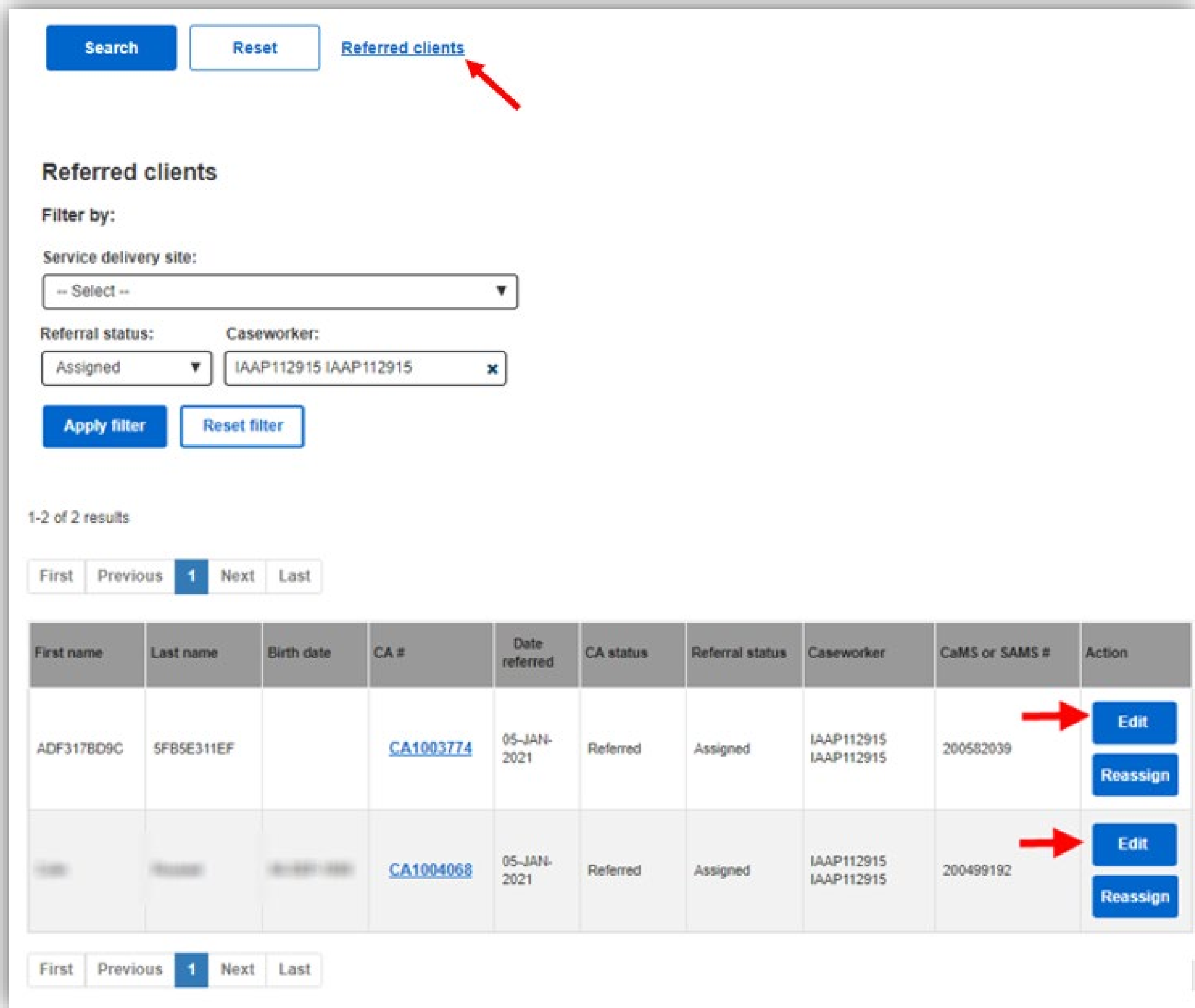
Editing an assessment is only available to SP users with an edit role. The ability to edit an assessment has restrictions and conditions. Please see the Action buttons in the search results table for details on when an assessment can be edited by SP users.

Instructions

1. There are a few ways to navigate to an assessment to begin editing it.
   a. For both SP created assessments and SA referred assessments, you can conduct a search for the client on the **Search** page.
      i. Select the **Edit** button in the **Action** column of the search results table to begin editing the assessment.



b. For referred assessments, you can select the **Referred clients** link to locate the assessment.
    i. Select the **Edit** button to begin editing the assessment. Note: for more information on when you can edit a referred assessment, see SA created records



Module 1

Module 1 of the assessment focuses on the client's background information and contains the following sections:

- **Basic Information**
- **Mailing Address and Contact Information**

- **Demographic Information**
- **Skills**
- **Supports and Service Needs**
- **Service Level Determination**

Module 1 can be completed by either SP or SA users; however, only SP users complete the Service Level Determination question**.**

Instructions

1. On Module 1, (if applicable) continue completing the questionnaire and/or updating responses.

    a. The service level determination (SLD) appears near the bottom of the page. If applicable, enter/update the SLD.

    b. At the bottom of the page, you have a few options. You can:

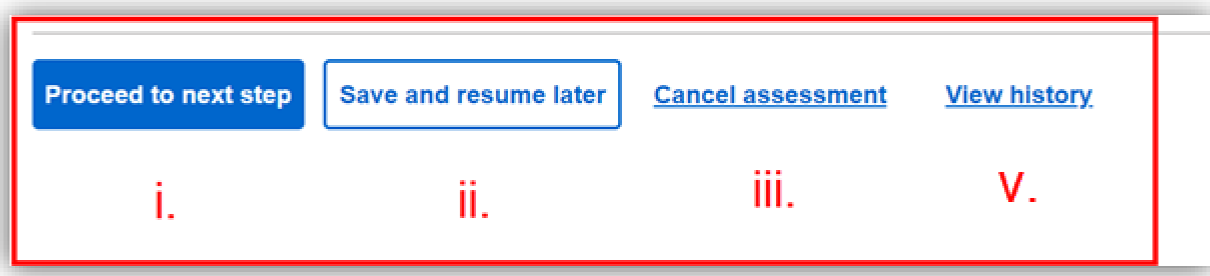
        i. Select the **Proceed to next step** button to navigate to Module 2. Note: all questions must be answered before proceeding to Module 2.

        ii. Select the **Save and resume later** button to save the assessment.

        iii. If it is an SP created assessment, select the **Cancel assessment** button to cancel the assessment.

        iv. If it is an SA created assessment, select the **Return assessment** button to return the referral to SA.

        v. Select the **View history** button to navigate the history page.



Bottom of page – SP created Assessment

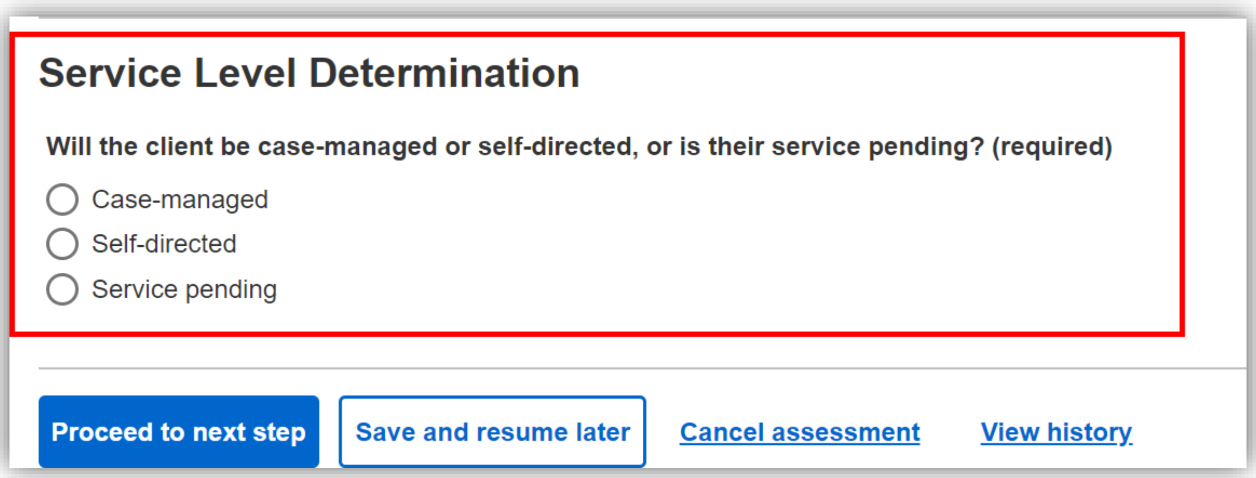
Bottom of page – SA created assessment

Service Level Determination

The service level determination section appears near the bottom of the page on Module 1 for both SP created and SA created assessments. There are three options for service level determination:

- **Case-managed**
- **Self-directed**
- **Service pending**
    - If **Service pending** is selected, it will block the submission of an assessment. The user must change the response to case-managed before submitting the assessment.

The response can be updated at any time before assessment submission.



Module 2

Module 2 of the assessment focuses on income and employment and contains the following sections:

- **Income and Assistance**
- **Disability Information**
- **Employment Status and History**
- **Employment Goals**

Only SP users can complete Module 2.

Instructions

1. On Module 2, SP users continue completing the questionnaire and/or updating responses.

2. At the bottom of the page, you have a few options. You can:

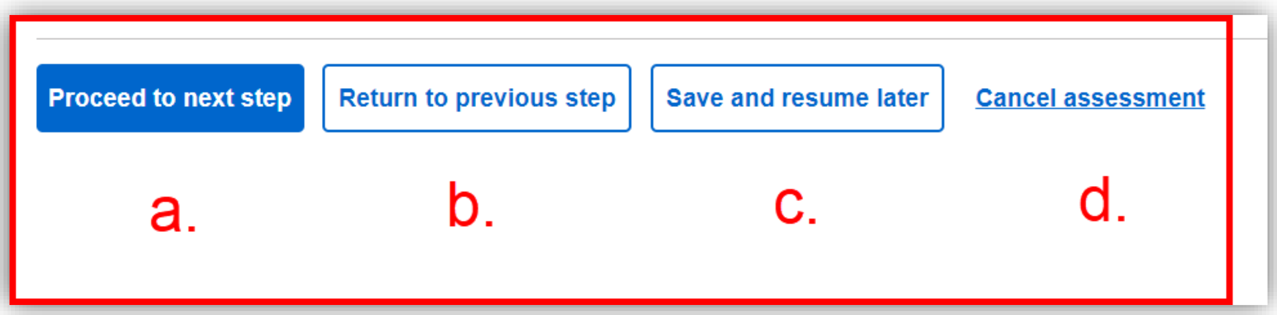
    a. Select the **Proceed to next step** button to navigate to the Summary page. Note: all questions must be completed before proceeding to the Summary page.

    b. Select the **Return to previous step** button to go back to Module 1. Note: all information entered in Module 2 will be saved after selecting this button.

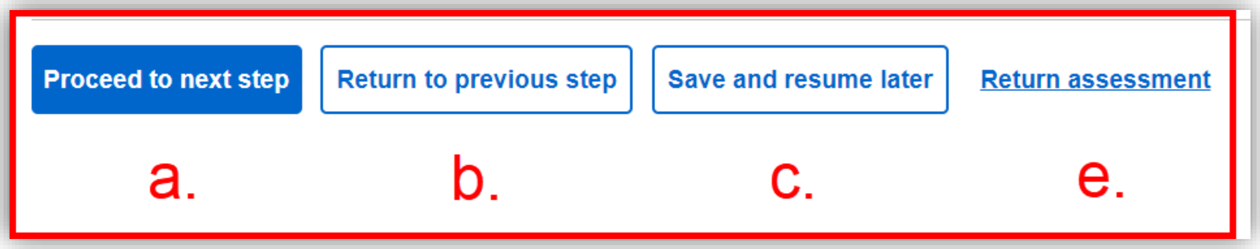
    c. Select the **Save and resume later** button to save the assessment.

    d. If it is an SP created assessment, select the **Cancel assessment** button to cancel the assessment.

    e. If it is an SA created assessment, select the **Return assessment** button to return the assessment to SA.



Module 2 – bottom of page – SP created assessment



Module 2 – bottom of page – SA created assessment

RETURNING A REFERRAL

Only SA created assessments (i.e., referrals) with a status of **Referred > Assigned** can be returned to SA. When the assessment is returned to SA, the SA caseworker will be alerted to the return via an automated notification in SAMS.

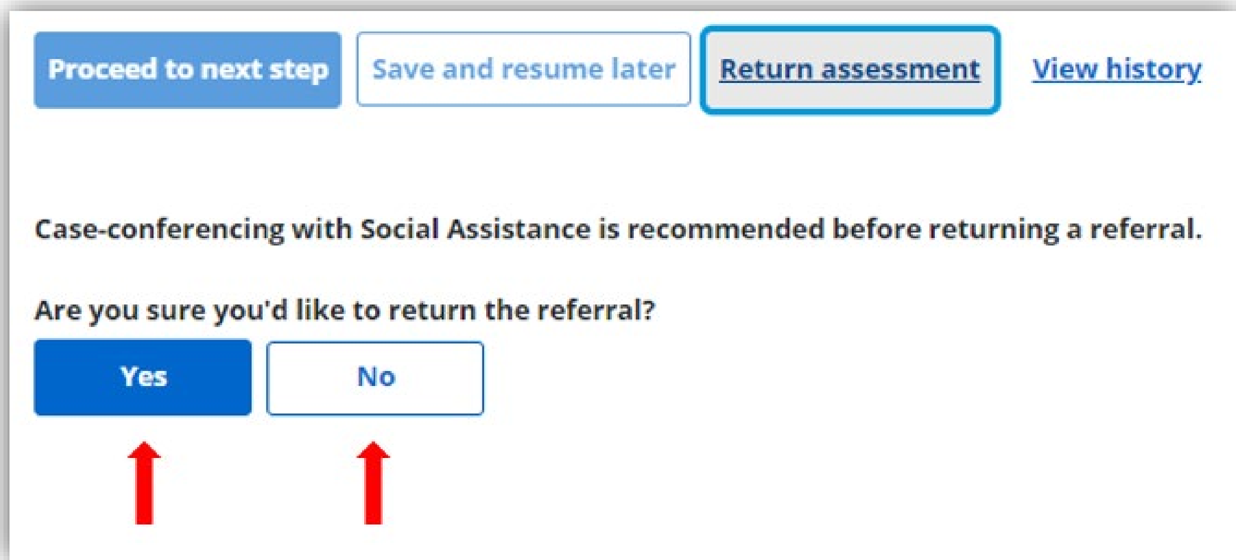
If a referral has a status of **Referred > Open** and a return is required, assign it to an SP caseworker, then proceed with returning the referral to SA.

Only users with a CA Edit role can return a referral. To return a referral, the assessment must be assigned to the logged in SP user.

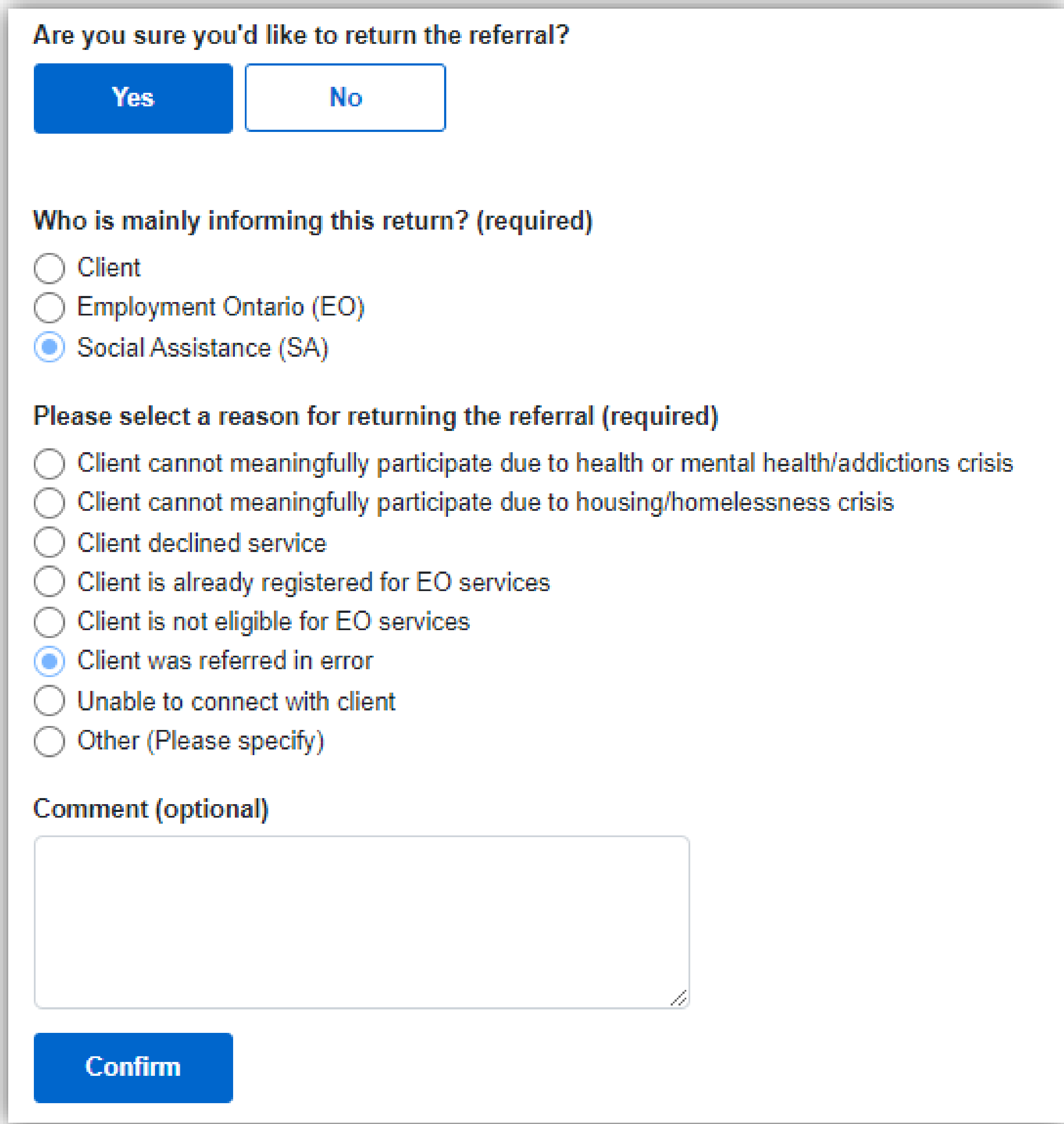
Instructions

1. To return a referral to SA, select the **Return assessment** button on the bottom of the page on either Module 1 or Module 2.

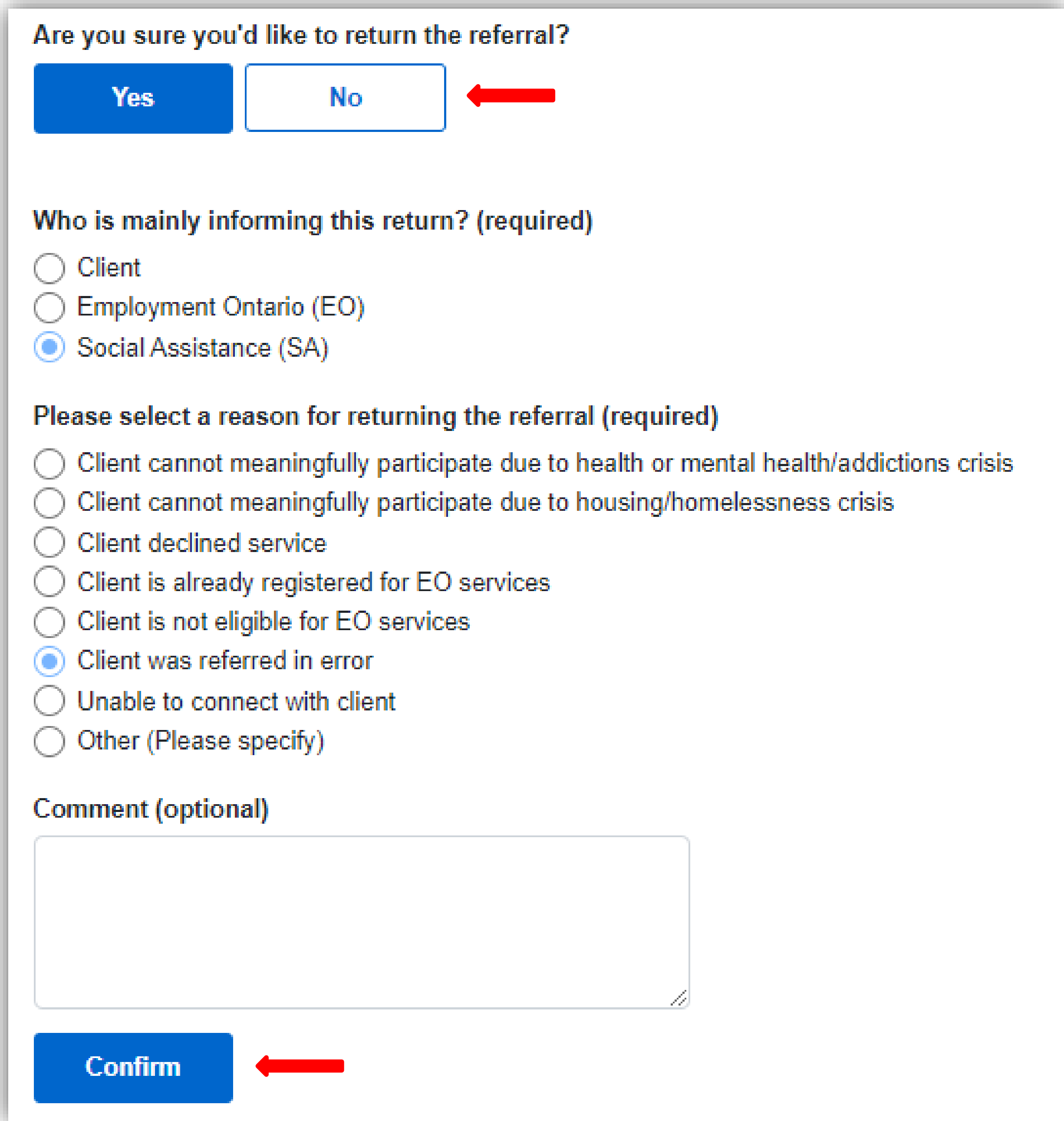
2. A confirmation pop-up will appear. Select **Yes** to proceed with returning the assessment. Select **No** to discard the request.



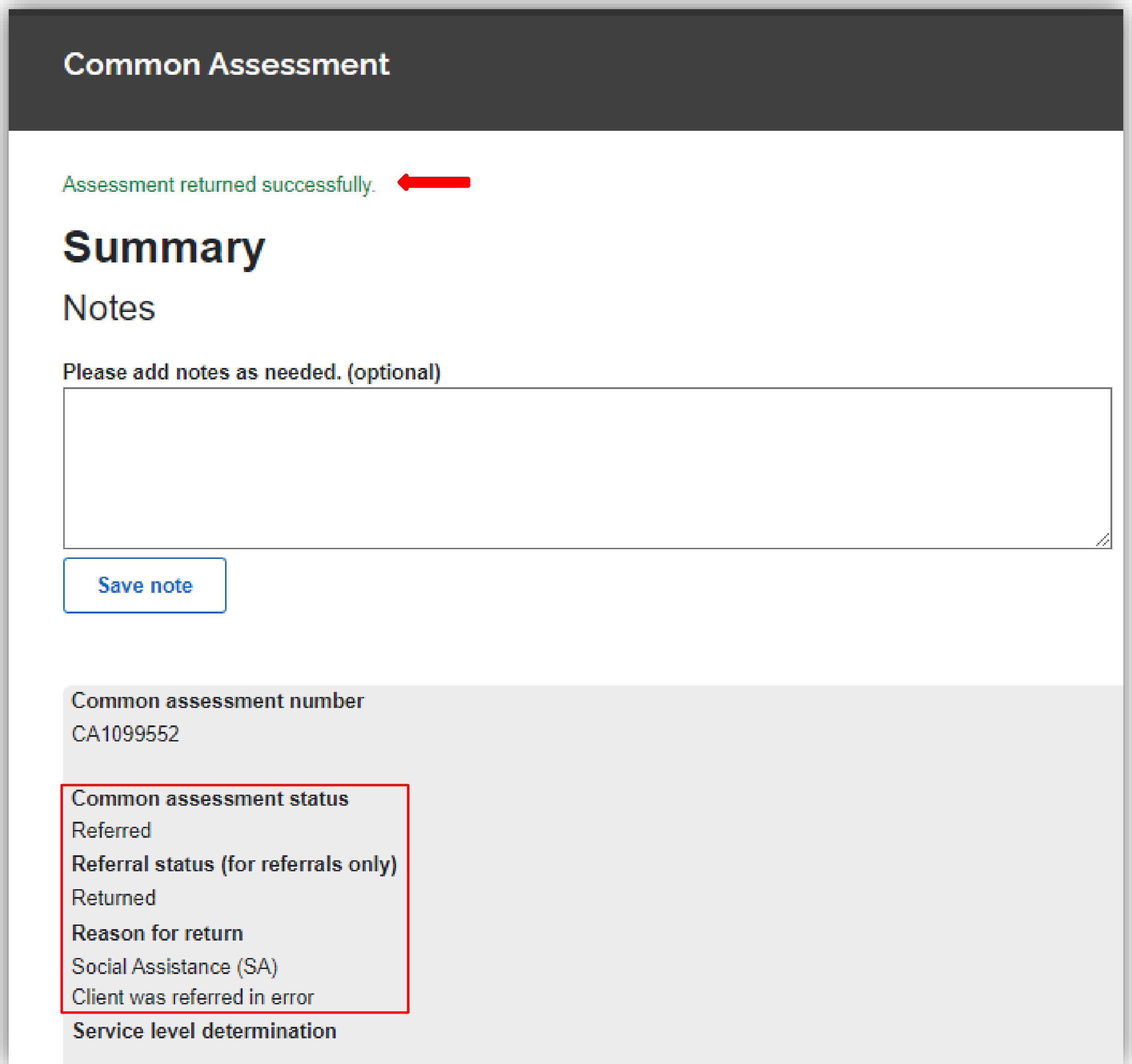
3. If you selected **Yes**, you will be required to provide further information about the return. Select and complete the return information as required.



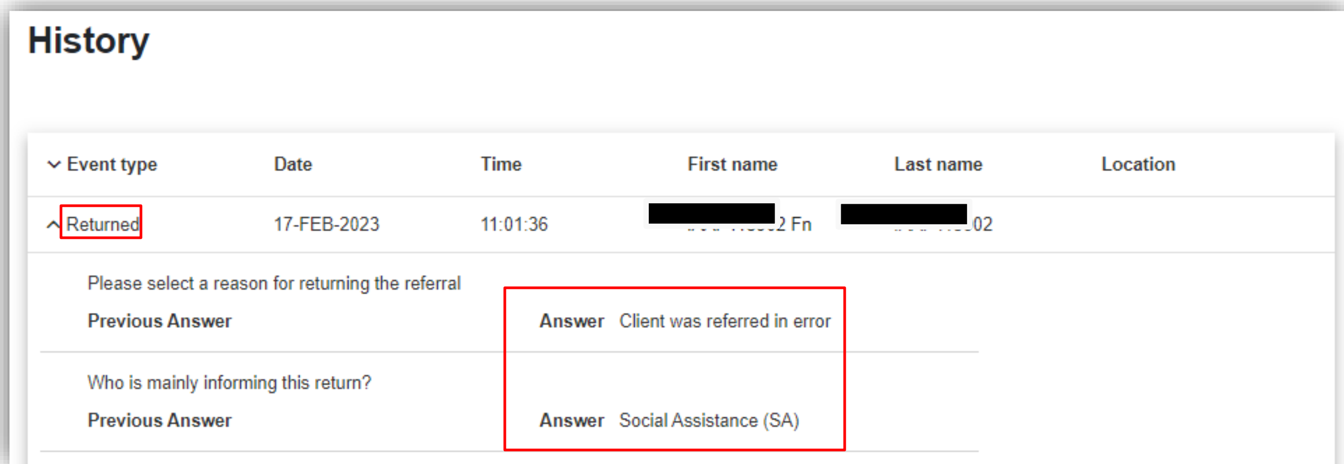
4. Select **Confirm** to return the referral to SA or select **No** to discard the return request.



5. Upon selecting **Confirm**, the assessment will be returned to SA. You will be navigated to the assessment's **Summary** page, where a confirmation will be displayed at the top of the screen. The status will be updated to **Referred > Returned**, with the **Reason for Return** appearing in both the **Summary** page and **History** page.



Return information on the Summary page



History

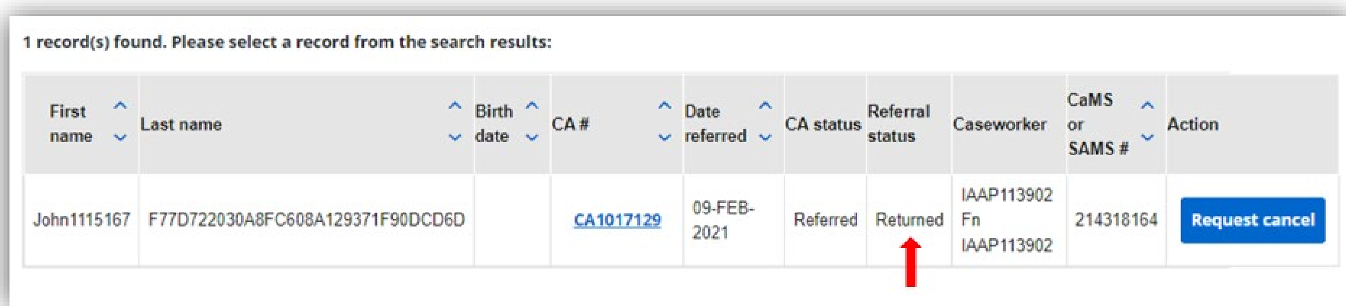
Event type	Date	Time	First name	Last name	Location
Returned	17-FEB-2023	11:01:36	[redacted]2 Fn	[redacted]02	

Please select a reason for returning the referral	
Previous Answer	**Answer** Client was referred in error
Who is mainly informing this return?	
Previous Answer	**Answer** Social Assistance (SA)

Return information on the History page

6. The assessment will now be read-only for all SP users. Only SA users with the edit role can update the assessment.

7. A search of the client's assessment now displays the "Referral status" as "Returned".



1 record(s) found. Please select a record from the search results:

First name	Last name	Birth date	CA #	Date referred	CA status	Referral status	Caseworker	CaMS or SAMS #	Action
John1115167	F77D722030A8FC608A129371F90DCD6D		CA1017129	09-FEB-2021	Referred	Returned	IAAP113902 Fn IAAP113902	214318164	Request cancel

CANCELLING AN ASSESSMENT

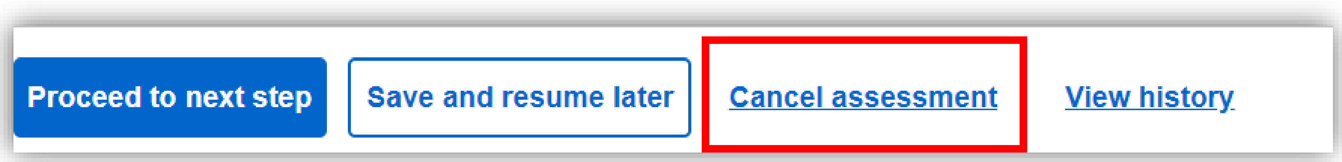
SP Assessments

Cancelling an assessment is only available for assessments that have not yet been submitted (i.e., have a status of **In-progress**). SP users can cancel any assessment created by an SP user.

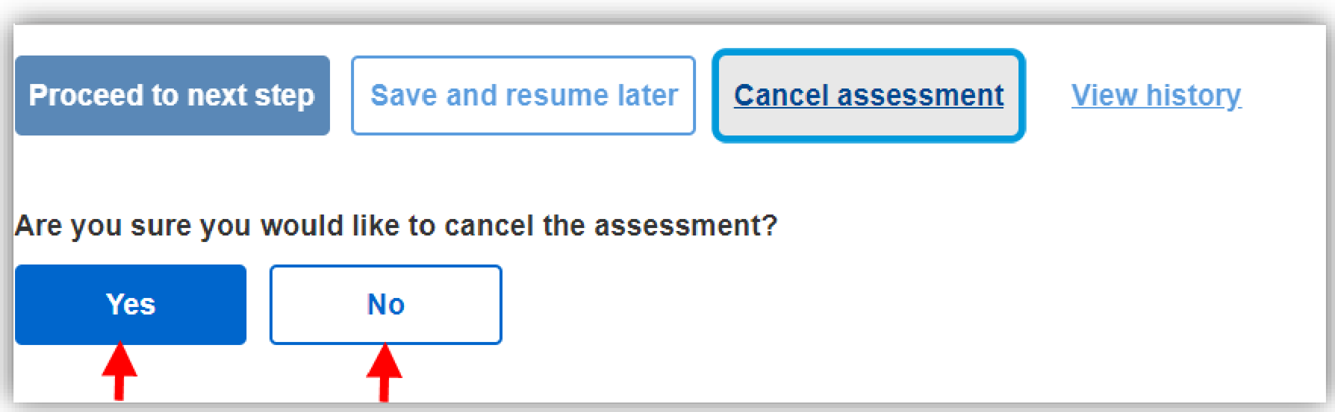
Only users with an edit role can cancel an assessment.

Instructions

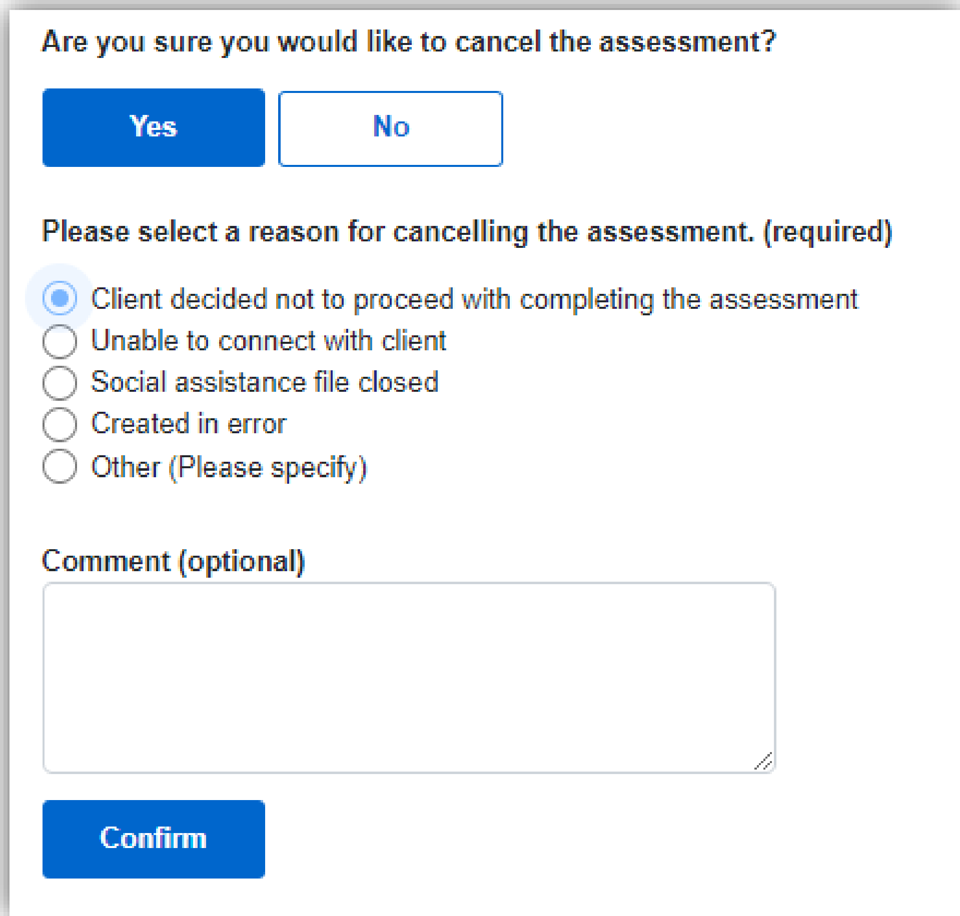
1. To cancel an SP created assessment, select the **Cancel assessment** button located on Module 1 or Module 2.



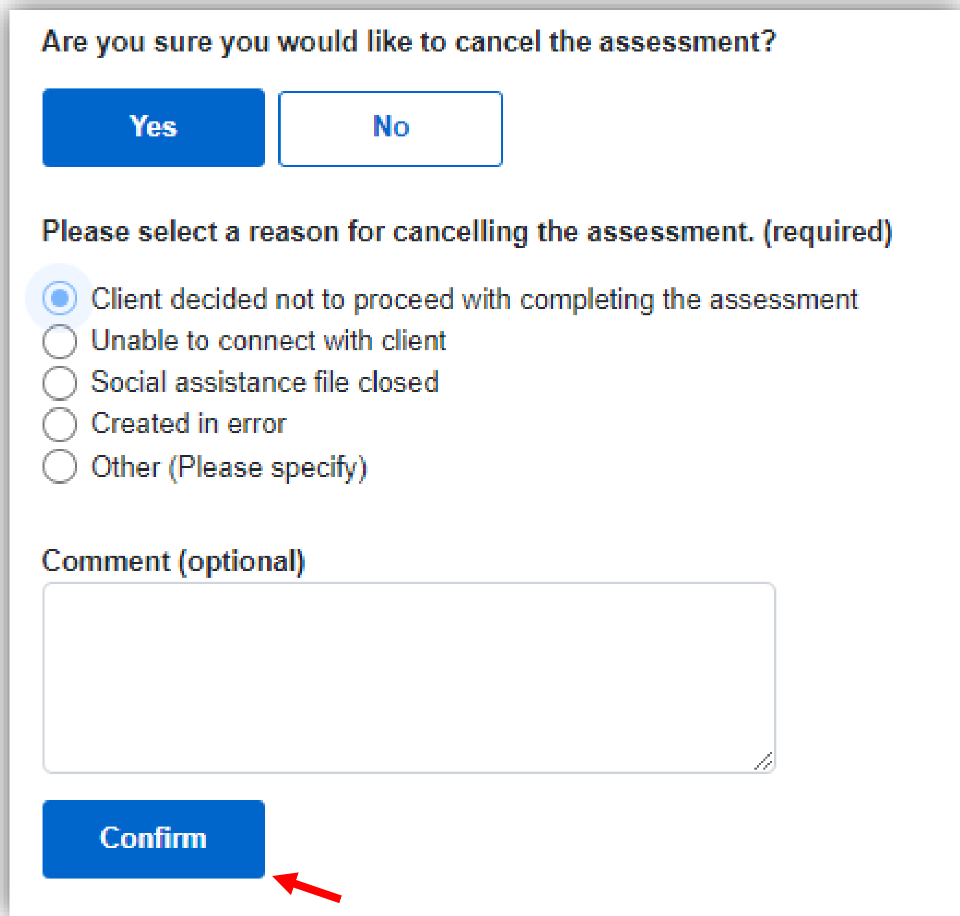
2. A confirmation message will be displayed. Select **Yes** to continue with the cancellation or select **No** to discard the request.



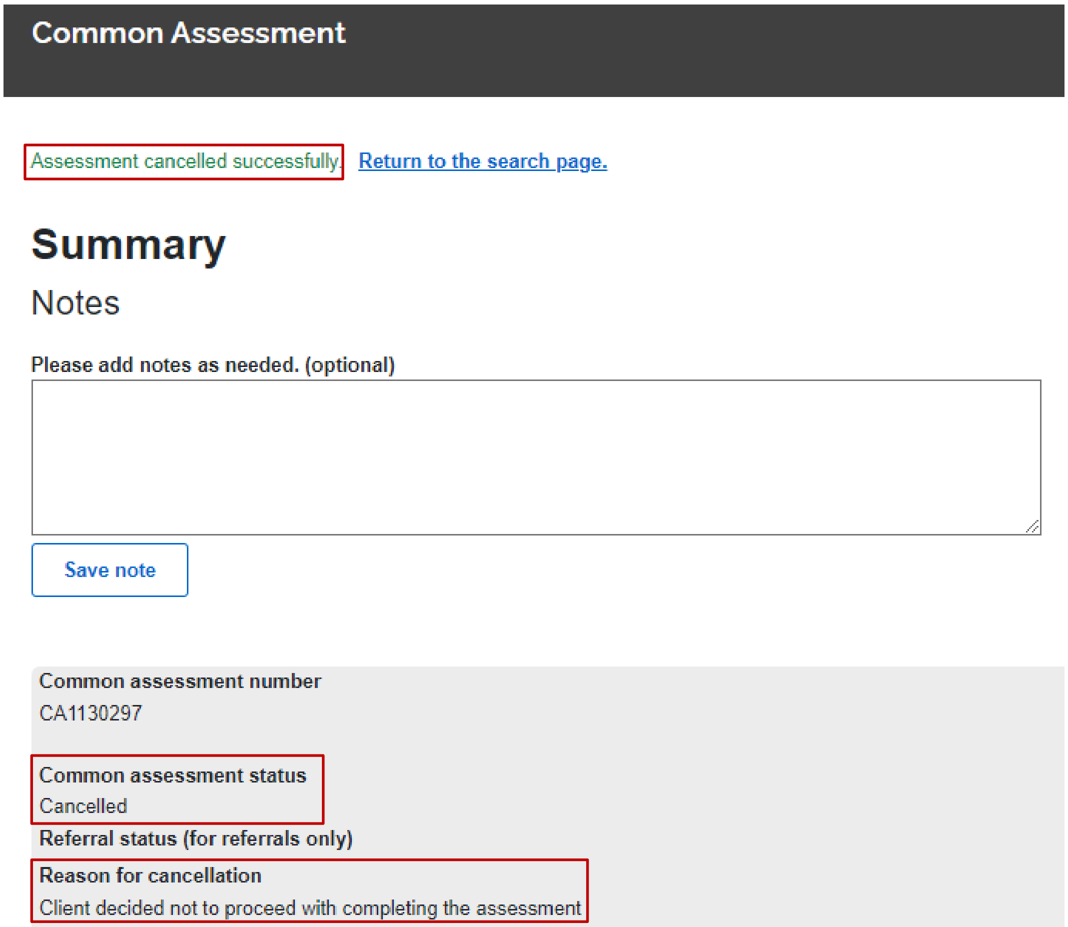
3. If **Yes** was selected, select the reason for the cancellation. Optional: enter additional information in the **Comment** text box.



4. Select **Confirm** to submit the cancellation.



5. You will be navigated to the Summary page, where a confirmation message will be displayed at the top of the screen. The **Common assessment status** will be updated to **Cancelled** and the cancellation information will appear in the **Reason for cancellation** field. The assessment will now be read-only.

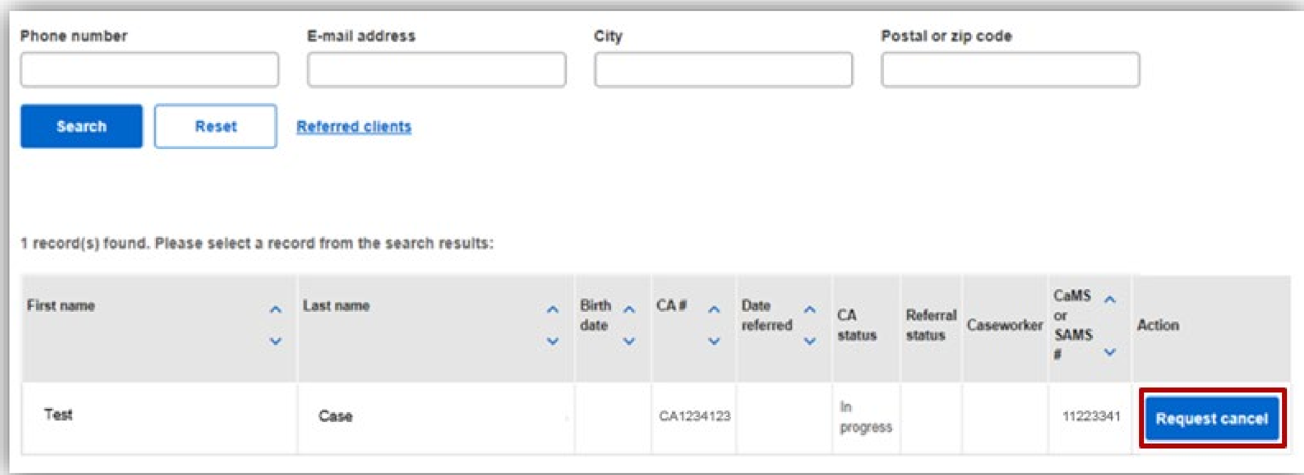


SA Assessments

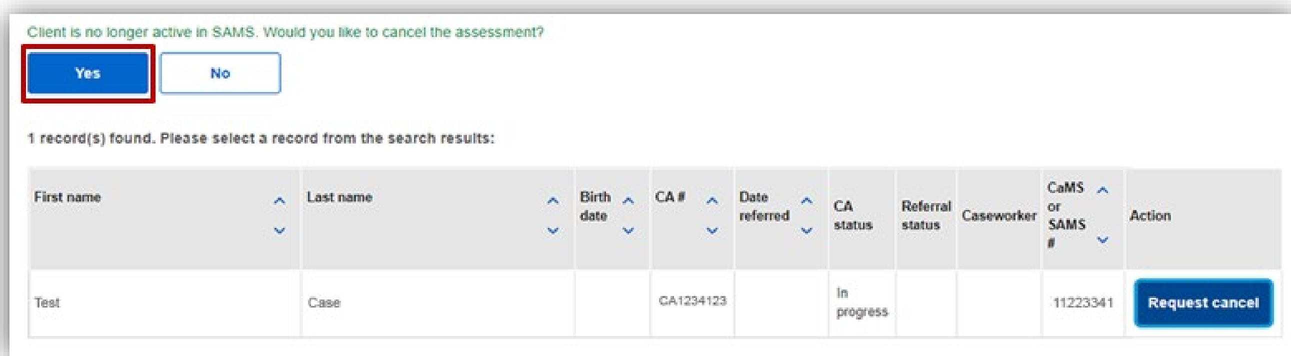
SP users are able to cancel an SA assessment (if status is "In progress" or "Returned") for clients that have left the Social Assistance program and have come to EO for assistance. The cancellation feature includes a cancel button for SP users to select, triggering a request to the MCCSS SAMS system to verify if the SA client's case is closed. If closed, the CA system will cancel the SA assessment and the SP user can proceed with creating a new assessment.

Instructions

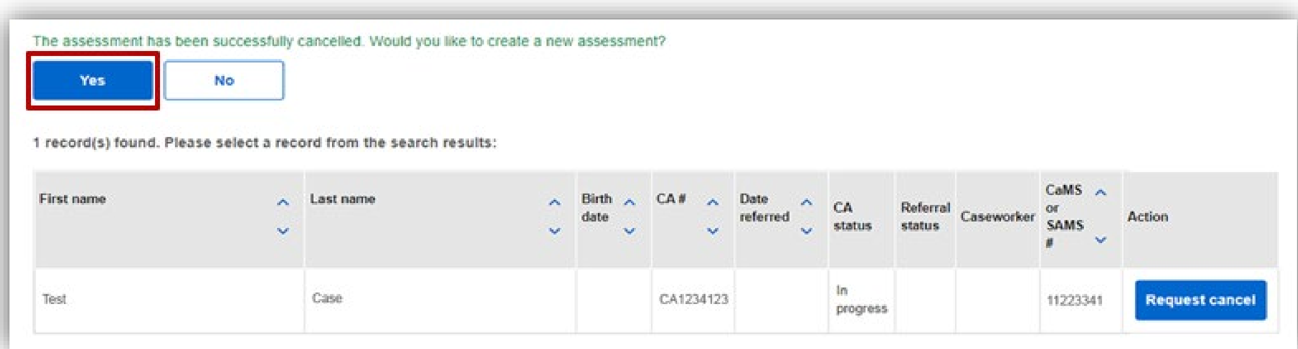
1. If a search result for a client displays an assessment with an **In progress,** or **Returned** CA status, and a **Request cancel** button located at the end of the table, select the button.



2. An alert displays that the client is no longer active in the Social Assistance Management System (SAMS). The question to cancel the assessment provides a choice of **Yes** or **No**. Select the **Yes** button.



3. Another alert displays that the assessment has been cancelled successfully and asks if you would like to create a new assessment. Select the **Yes** button to begin a new SP assessment for the client.



SUMMARY PAGE

The Summary page displays all current responses to the questionnaire. In addition, it contains the following sections:

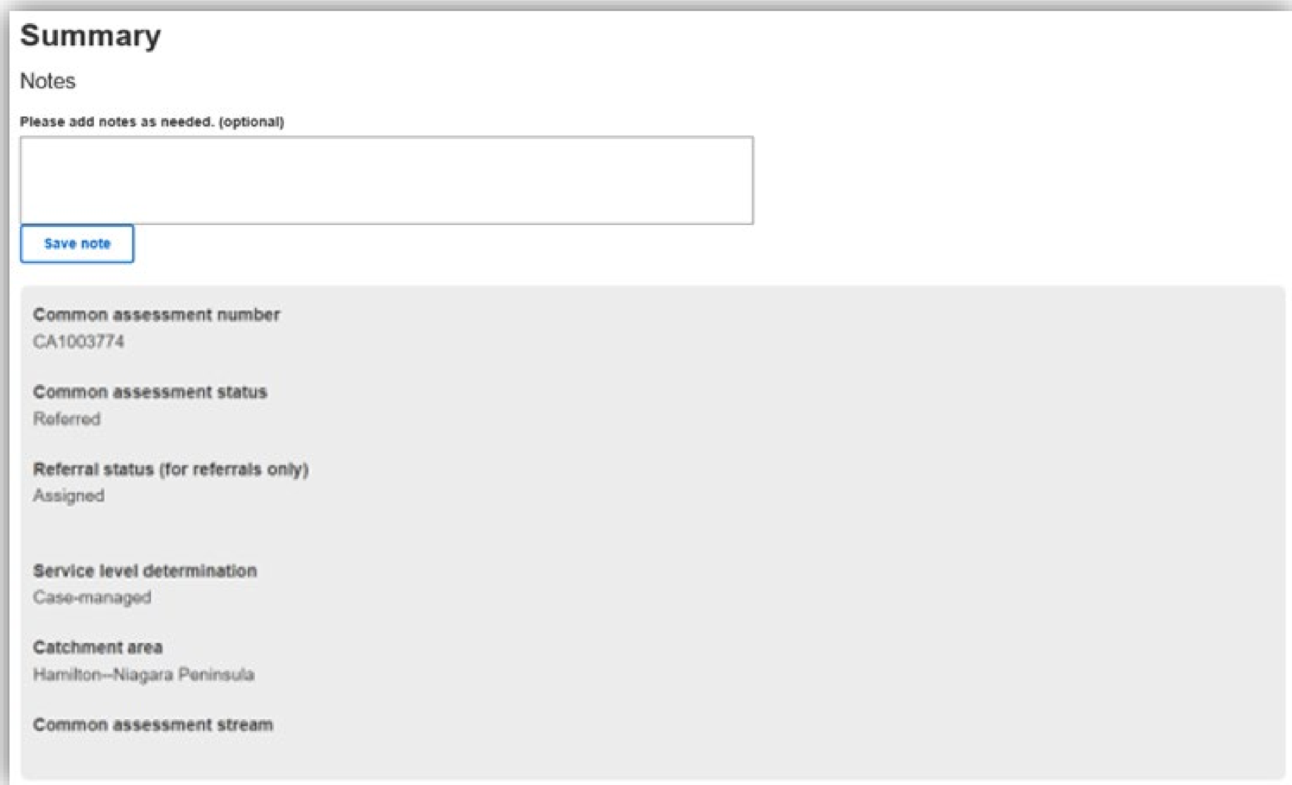
- **Summary**
- **Employment Ontario Caseworker Information**
- **Social Assistance Caseworker Information (for referrals only)**

All SP users can access the Summary page; however, users with a CA Edit role can also assign/reassign the assessment to an SDS and (for referrals only) a caseworker on this page. If the Summary page was accessed via the Edit button, users with a CA Edit role will also be able to submit the assessment on this page.

Summary

This section is highlighted in a grey box and contains the following information:

- **Common assessment number**
- **Common assessment status**
- **Referral status (for referrals only)**
- **Service level determination**
- **Catchment area**
- **Common assessment stream**
    - Information will only be displayed if the assessment has been submitted.



Employment Ontario Caseworker Information

The information in the **Employment Ontario Caseworker Information** section differs based on whether the assessment was created by an SP or SA user (i.e., it is a referral).

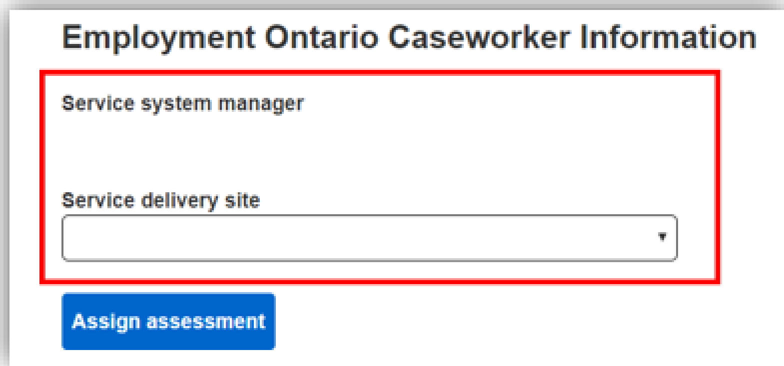
SP created assessments

SP created assessments contain the following information in the Employment Ontario Caseworker Information section:

- **Service system manager**
- **Service delivery site**

Assigning a service delivery site

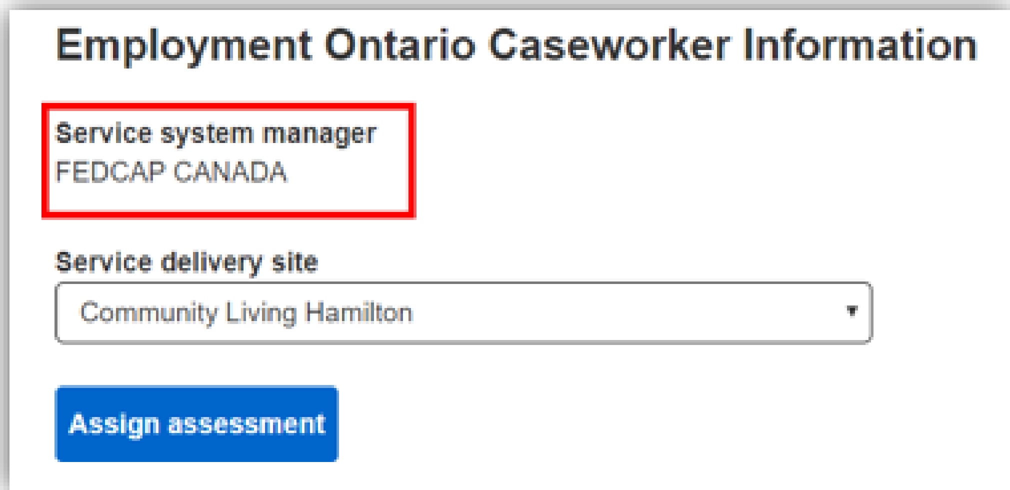
If an SDS has not yet been assigned, the **Service system manager** and **Service delivery site** fields will be blank. An SDS must be assigned to submit an assessment. An SDS can also be reassigned at any time up until submission.



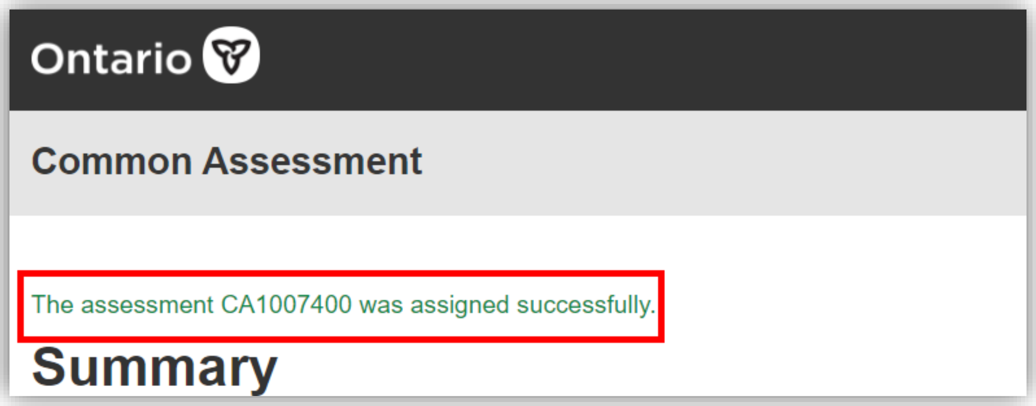
Instructions

1. To assign an assessment, select an SDS from the dropdown menu and select the **Assign assessment** button. Note: only SDS's from the logged-in user's catchment area will appear in the dropdown menu.

2. The **Service system manager** field will now display the SSM.



3. A confirmation message will appear at the top of the screen confirming the assignment.

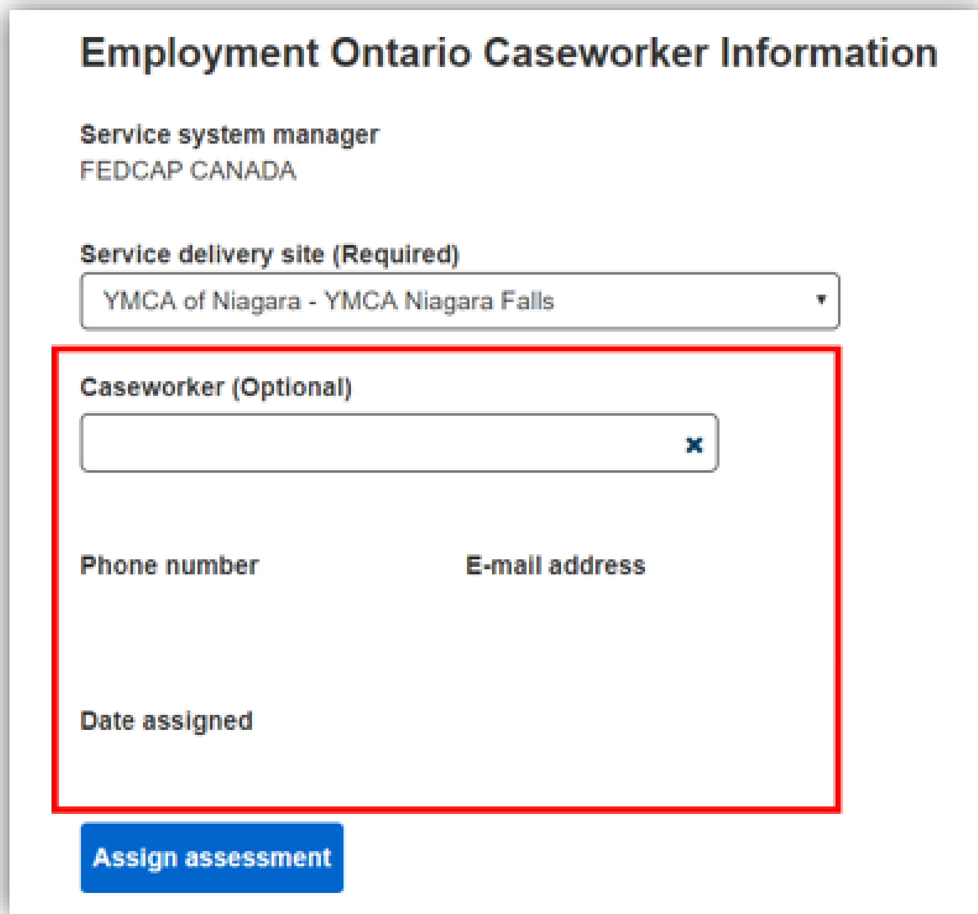


SA created assessments

SA created assessments contain the following information in the **Employment Ontario Caseworker Information** section:

- **Service system manager**
- **Service delivery site**
- **Caseworker**
    - Phone number
    - E-mail address
- **Date assigned**

If the referral has not yet been assigned, the caseworker information and date assigned fields will be blank. However, the **Service delivery site** field will have a value populated based on what the SA caseworker selected during the referral process.



For more information on assigning or reassigning referrals, see the [Assigning/reassigning a referral] section.

Social Assistance Caseworker Information (for referrals only)

The Social Assistance Caseworker Information (for referrals only) section contains the following fields:

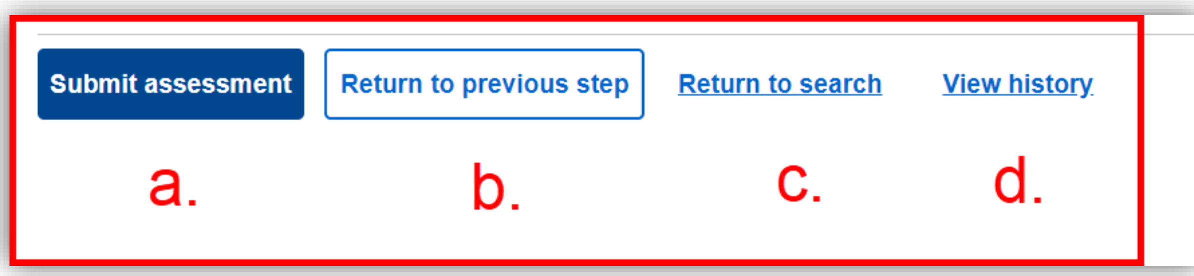
- **Location**
- **Caseworker**
    - Phone number
    - E-mail address
- **Date referred**

The fields will only display values once an assessment has been referred. If an assessment has not yet been referred to EO, the fields will be blank. Once an assessment has been referred to EO, the information will automatically be displayed in the fields.

Action buttons on the Summary page

There are a few action buttons that are available to users at the bottom of the Summary page:

a. Select the **Submit assessment** button to submit the assessment.
b. Select the **Return to previous step** button to go back to Module 2.
c. Select the **Return to search** button to navigate to the Search page.
d. Select the **View history** button to navigate to the History page.



Submitting an assessment

Before an assessment is submitted the following steps/information must be complete:

- All questions in Modules 1 and 2
- A service delivery site has been assigned

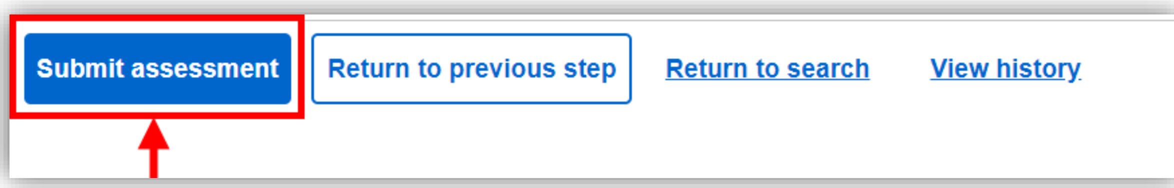
- A caseworker has been assigned (for referrals only)

In addition, the user must navigate to the **Summary** page through the **Edit** button; i.e., if the user navigates to the **Summary** page via the **CA #** hyperlink, they will be unable to submit the assessment, i.e., the **Submit assessment** button will be disabled.

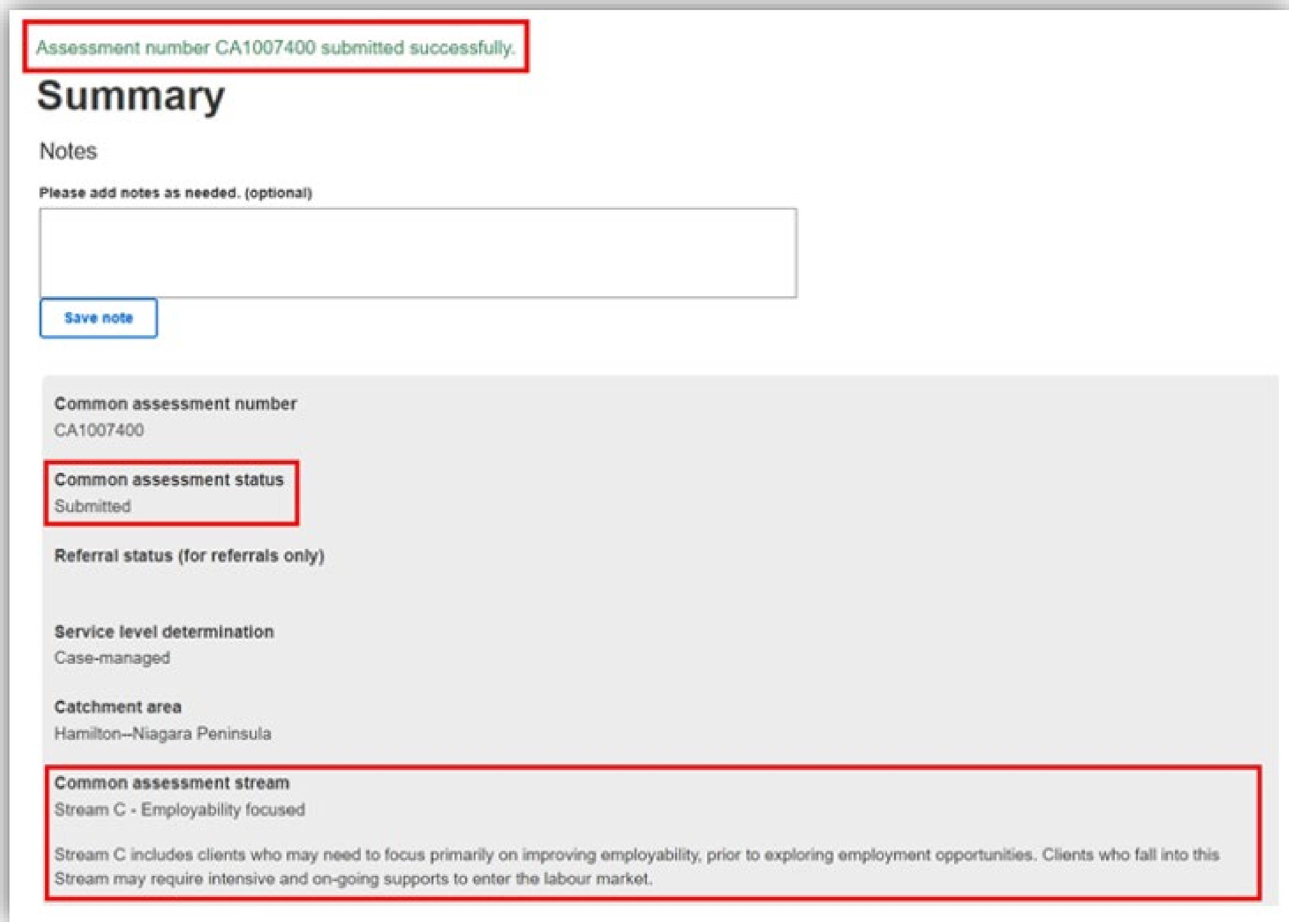
Only users with a Common Assessment Edit role can submit assessments.

Instructions

1. To submit an assessment, navigate to the **Summary** page. On the **Summary** page, select the **Submit assessment** button.



2. Once you select the **Submit assessment** button, the button will become disabled and a loading screen may appear. When the submission has completed, you will be navigated back to the **Summary** page and a confirmation message will appear at the top of the screen. The **Common Assessment status** will also be updated to **Submitted** and a **Common Assessment stream** will also be generated.



Note: Once an assessment has been submitted, the information will be transferred to CaMS where the SP user can continue with creating an Employment Action Plan. The assessment will also now be read-only in CA, i.e., no changes can be made and the assessment cannot be returned to SA or cancelled.

HISTORY PAGE

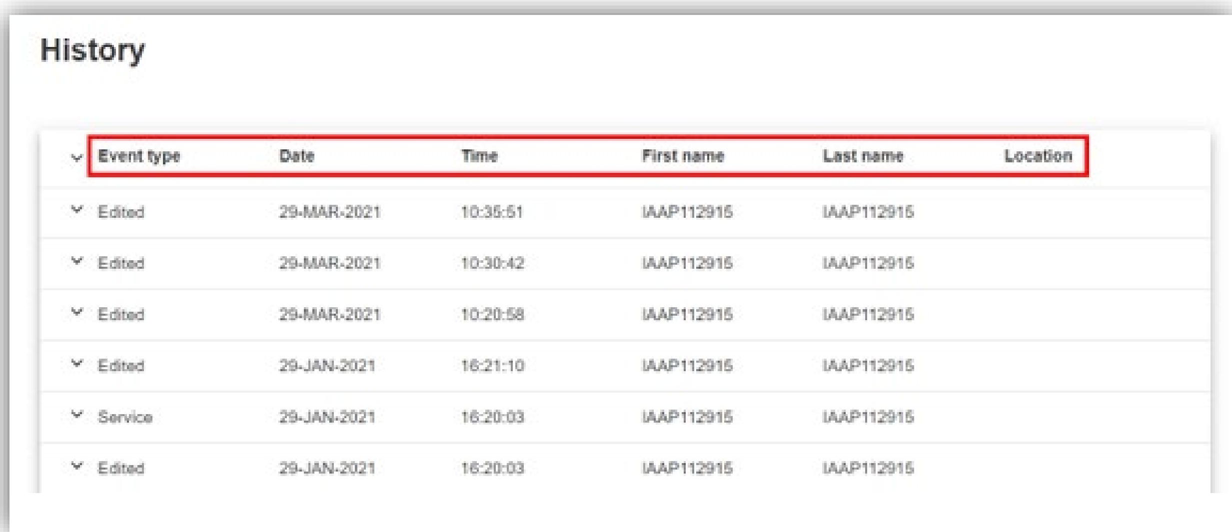
The History page can be accessed at any stage in an assessment's lifecycle (from in-progress to submitted). It is available to both SP and SA users; however, SA users will only be able to view this page for SA created assessments.

The History page contains a record of all assessment milestones and changes, such as assessment creation, referral, assignment/reassignment, service level determination, questionnaire version changes, edits, cancellation, and submission.

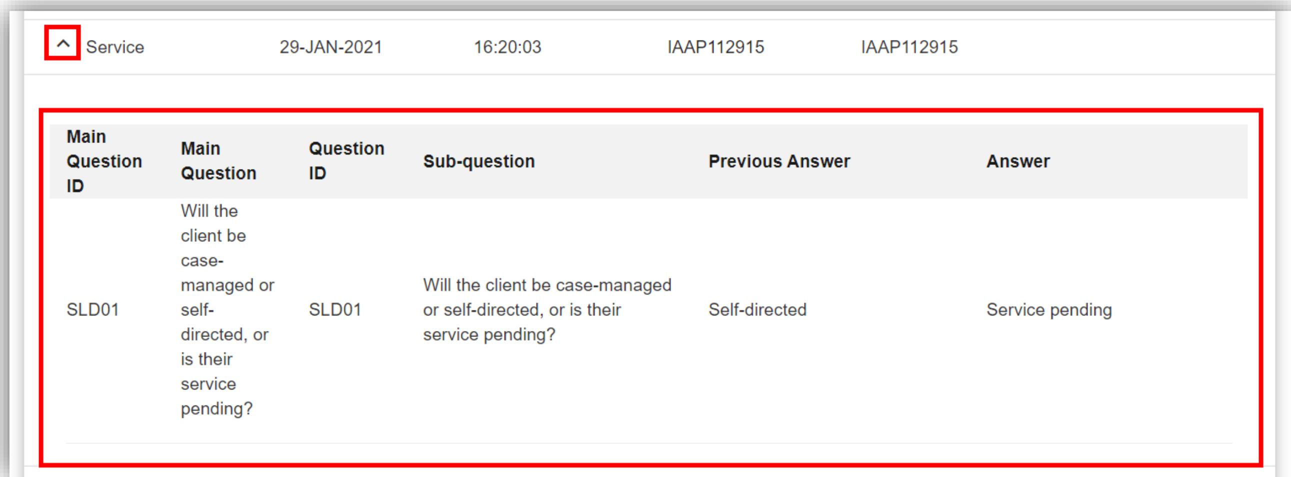
Instructions

1. To view the history page, navigate to the relevant assessment, then select the **View history** button located at the bottom of the page on either Module 1 or 2 or the Summary page.

2. Each entry in the History page contains the following information: **Event type, Date, Time, caseworker name (First name** and **Last name),** and **Location**.



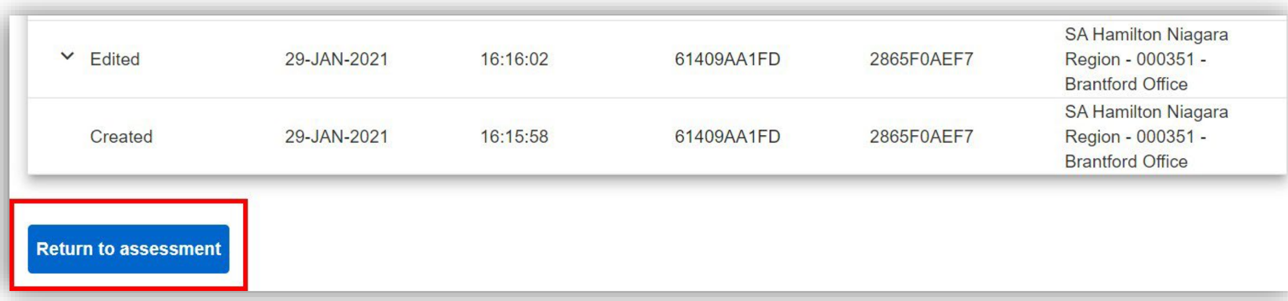
3. Many of the entry types are also expandable. Select the expand icon to see more details about the entry, such as **question IDs**, **Main question, Sub-question, Previous answer,** and **Answer**. Select the collapse icon to hide the details.



Service	29-JAN-2021	16:20:03	IAAP112915	IAAP112915	

Main Question ID	Main Question	Question ID	Sub-question	Previous Answer	Answer
SLD01	Will the client be case-managed or self-directed, or is their service pending?	SLD01	Will the client be case-managed or self-directed, or is their service pending?	Self-directed	Service pending

4. When you are finished reviewing the **History** page, select the **Return to assessment** button to go back to the assessment.



Edited	29-JAN-2021	16:16:02	61409AA1FD	2865F0AEF7	SA Hamilton Niagara Region - 000351 - Brantford Office
Created	29-JAN-2021	16:15:58	61409AA1FD	2865F0AEF7	SA Hamilton Niagara Region - 000351 - Brantford Office