



Chapter 08I: Employment Action Plan Management for Integrated Employment Services

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Document History

| Version # | Date | Description |
|-----------|--------------|---|
| 1.0 | January 2021 | Initial version of guide |
| 1.1 | January 2023 | Guide update to address: <ul style="list-style-type: none">• Additional rules and functionality• EAP Plan Item Appendix addition• ESQ and Skip Logic Appendix addition• Supporting Documents Appendix addition |

8.1 Introduction

Employment Ontario service providers create road maps or plans for individuals that detail the benefits and services that the service provider can deliver in order to meet client needs. Employment Ontario refers to this type of plan as an Employment Action Plan. The Employment Action Plan is a system tool that allows Employment Ontario's SSM service provider to plan and manage the delivery of services and activities to help a client achieve a specific goal.

The primary reason for the creation of any Employment Action Plan is to enable a client to achieve a specific goal and building these steps individually provides a more manageable way of achieving the overall Employment Action Plan goal.

8.2 Client Profile Creation

The client profile stores information about the client that is common to all Employment Ontario programs and services and is viewable and editable by all system users (within both the ministry and service providers) with the appropriate system permissions.

For the EAP, client profile registration information that is collected within a client Common Assessment is used to create a CaMS Client Profile record in CaMS upon Common Assessment submission. Upon common assessment submission, the system stores the registration information creates a client profile in CaMS and assigns a unique identifier (a reference number) for each participant. The client will use this client profile for their Employment Ontario activities.

If the client was already a participant of Employment Ontario Services, their existing client profile record in CaMS will be updated upon Common Assessment submission. The system will use the following factors to determine whether a client is new to Employment Ontario or if a profile already exists for them.

If there are issues with the submission automation, the Common Assessment record will be submitted to CaMS but instead of creating or updating a client the system will display the impacted common assessment record within the '*View Common Assessment*' tab in CaMS where it will need manual review and user interaction to either create a new record or update an exist record using the submitted Common Assessment information.

8.3 Employment Action Plan

Employment Action Plan includes two goals, one or more sub-goals, and one or more plan items for each sub-goal.

8.3.1 Common Assessment

Common Assessment is a mandatory element, and it captures details that are unique to the client. An EAP can only be associated to a single common assessment record, and once that link is made through using that CA record to create the client EAP, then the CA record is no longer available for use. A read-only copy of the client's Common Assessment record will be available for review within the client's Employment Action Plan. The following table notes the different statuses available for a submitted Common Assessment record in CAMS.

| Common Assessment Status | Description |
|--------------------------|---|
| Processed | Submitted to CAMS and client record created |
| Submitted | Submitted to CAMS but no client record created |
| Unprocessed | Submitted to CAMS but a newer Common Assessment record has been submitted |

8.3.2 Goals

The goal is the primary objective or desired outcome of the Employment Action Plan, which the client is working towards. For example, the Employment Action Plan goals are "Self-Employment" and "Employment".

8.3.3 Sub-Goals

The goals can be broken down into a series of more manageable steps, the aim of which are to assist the client in achieving the overall goal. These steps are known as sub-goals, which will consist of one or more scheduled activities or plan items. The successful completion of some or all plan items is required to successfully attain a sub-goal.

The Employment Action Plan sub-goals are:

- Life Stabilization
- Employment Assistance Services
- Employer Financial Supports
- Jobseeker Financial Supports
- Skills Development - Ministry Delivered Programs
- Skills Development - Other
- Retention
- Specialized Services

8.3.4 Plan Items

Plan items are the fundamental building blocks of an Employment Action Plan. They are the benefits, services, and activities that are added to a sub-goal in order to achieve the plan goal. Plan items can be configured with cost, outcome and start and end dates.

8.3.5 Plan Summary

A plan summary is a mandatory element for each Employment Action Plan. It details the activities that the client agrees to undertake to achieve their Employment Action Plan goal. It reflects the structure of the plan and all activities listed under it. The plan summary is autogenerated when the Employment Action Plan is activated. The plan summary may be printed but is not a binding agreement.

8.4 Building an Employment Action Plan

The successful creation of an Employment Action Plan requires the following steps to be performed in sequence and will be explained in this section.

1. Create Employment Action Plan
2. Add Sub-Goal(s)
3. Add Plan Items to Sub-Goal(s)
4. Activate Employment Action Plan
5. Access Plan Summary

6. Modify Plan Summary
7. Modify, Complete Plan Item
8. Delete Plan Item
9. Cancel Plan Item
10. Cancel Sub-Goal
11. Delete Sub-Goal
12. Complete Sub-Goal
13. Add Outcome
14. Modify Add Outcome Questionnaire
15. Complete Outcome Checkpoints
16. Modify Outcome Checkpoints
17. Modify, Complete Review System Tabs
18. Close Employment Action Plan

8.4.1 Create Employment Action Plan

Prerequisite

Common Assessment must be processed in order to create an Employment Action Plan for a client.

System Steps

➔ Step 1: Employment Ontario Home Page – Common Assessment Tab

Select Common Assessment Record. Click **CREATE EAP** from the **Action Button**.

| Type | Employment Ontario | Creation Date | 30/12/2020 |
|--------|--------------------|---------------|------------|
| Status | Open | | |

Home Common Assessment Referrals Events Administration Recent Changes Assessments

| Client Name | Common Assessment Ref# | Status | Service Delivery Site | |
|---------------|------------------------|-----------|-----------------------|---------------|
| Molly Tealeaf | CA1004283 | Processed | 3789A | ... |
| Molly Tealeaf | CA1004283 | Processed | 3789A | Create EAP... |

➔ Step 2: Create Employment Action Plan Page

EOIS-CaMS: Service Provider User Guide

Complete all fields. For the **Service Delivery Site**, click on the drop-down menu and select the appropriate **Service Delivery Site Name**. Only **Service Delivery Sites** offering the selected program will appear in the list. For the **Employment Goal**, goal must be entered. Click **SAVE**.

➔ Step 3: Employment Action Plan Home Page

Ensure that all information in the Employment Action Plan is correct.

Once an Employment Action Plan has been created, the status will be set to “Open;” this appears on the Employment Action Plan Home page.

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Open |
| Start Date | 21/12/2020 | Closed Date | |
| Owner | M [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

[Home](#)
[Common Assessment](#)
[Plan Content](#)
[Plan Summary](#)
[Case Notes](#)
[Outcomes](#)

Service Plan Home

Case Details

| | | | |
|-----------------------|---|----------------------|------------------------------------|
| Primary Client | Jim [REDACTED] | Referred In | Ontario Disability Support Program |
| Owner | [REDACTED] [Change Owner] | Total Supports | |
| Service Delivery Site | Fleming College CAAT - Cobourg [Change Service Delivery Site] | Current Employer | N/A [Change Current Employer] |
| Client Stream | Stream A | PDC Reference Number | N/A [Change PDC Reference Number] |
| Closure Reason | | | |

Employment Goals

| | | | |
|-----------------------|--|--|-------|
| Employment Goal | Employment | Employment Goal - Number Of Hours Worked | 22 |
| Employment Goal - NOC | 0013 - Senior Managers - Financial, Communications and Other Business Services | Employment Goal - Wage Per Hour | 22.00 |

Employment Outcomes

| | | | |
|--------------------------|-----|---|-----|
| Employment Outcome | | Employment Outcome - Number Of Hours Worked | N/A |
| Employment Outcome - NOC | N/A | Employment Outcome - Wage Per Hour | N/A |

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The Common Assessment tab within the EAP will house a read-only copy of the client's submitted Common Assessment.

| | | | |
|------------|------------------------|-----------------------|---------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 14/01/2021 | Closed Date | |
| Owner | Martin Hanna | Service Delivery Site | 2112123 |

Home **Common Assessment** Plan Content Plan Summary Case Notes Outcomes

Common Assessment Details

| | | | |
|--------------|------------|---------------------|--------------------------|
| CA Number | CA1004784 | Submitted Date Time | 2021-01-14T09:38:49.990Z |
| Stream | Stream C | Referred By | |
| Submitted By | IAAP113035 | Referred? | false |

- ▶ Question Group: Basic Information
- ▶ Question Group: Mailing Address and Contact Information
- ▶ Question Group: Demographic Information
- ▶ Question Group: Skills
- ▶ Question Group: Supports and Service Needs
- ▶ Question Group: Income and Assistance
- ▶ Question Group: Disability Information
- ▶ Question Group: Employment Status and History
- ▶ Question Group: Employment Goals



For EO/SA Integrated Clients, a Social Assistance tab will be available within the EAP. This tab will house read-only information from Social Assistance's Case Management System regarding a client's Goals, Barriers, Referrals, Benefits and Case Notes.

| | | | |
|------------|------------------------|-----------------------|--------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 28/01/2021 | Closed Date | |
| Owner | | Service Delivery Site | |

Home Common Assessment **Social Assistance** Plan Content Plan Summary Case Notes Outcomes

Goals

| Goal | Category | Start Date | End Date | Status |
|--|--------------------|------------|----------|-------------|
| ▶ Develop Resilience | Life Skills | 22/10/2021 | | In-progress |
| ▶ Access Transportation | Community Supports | 22/10/2021 | | In-progress |
| ▶ Support for Ongoing Medical Conditions | Health | 20/01/2021 | | In-progress |
| ▶ Full-Time Employment | Employment | 20/01/2021 | | In-progress |

8.4.2 Add Sub-Goal(s)

➔ Step 1: Employment Action Plan Home Page

Select the **Plan Content** tab.

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 31/12/2020 | Closed Date | |
| Owner | Mary Walke | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment **Plan Content** Plan Summary Case Notes Outcomes

Service Plan Home ⋮ ↻ 🖨

Case Details ▼

| | | | |
|-----------------------|---|----------------------|--|
| Primary Client | Molly Tealeaf | Referred In | EO - Action Center |
| Owner | ██████████ [Change Owner] | Total Supports | |
| Service Delivery Site | Fleming College CAAT - Cobourg [Change Service Delivery Site] | Current Employer | Applegrove Community Complex [Change Current Employer] |
| Client Stream | Stream B | PDC Reference Number | N/A [Change PDC Reference Number] |
| Closure Reason | | | |

Employment Goals ▼

➔ Step 2: Plan Content Page

Click **NEW SUB-GOAL**.

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 31/12/2020 | Closed Date | |
| Owner | Mary Walke | Service Delivery Site | Fleming College CAAT - Cobourg |

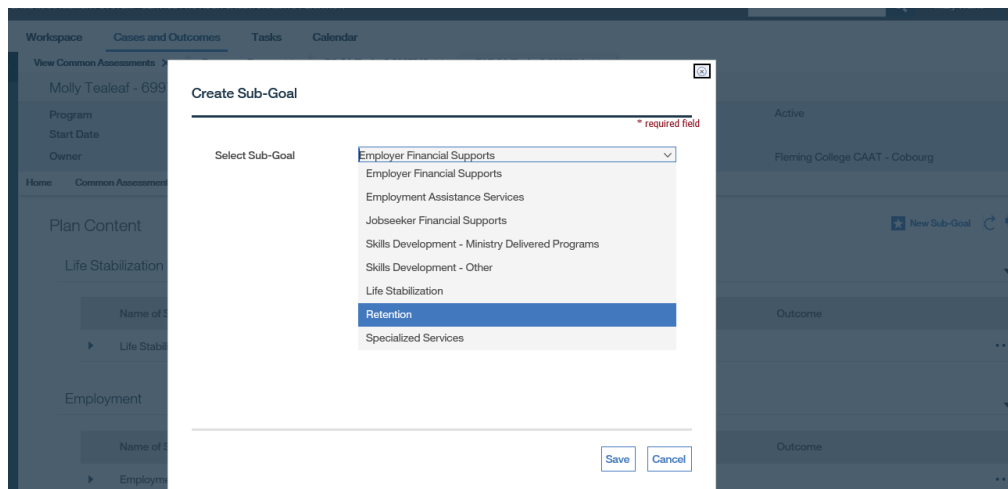
Home Common Assessment **Plan Content** Plan Summary Case Notes Outcomes

Plan Content 🚶 New Sub-Goal ↻ 🖨

Life Stabilization ▼

➔ Step 3: Create Sub-Goal Page

Click **SELECT** for the appropriate **Sub-Goal** and click **SAVE**.



8.4.3 Add Plan Items to Sub-Goals

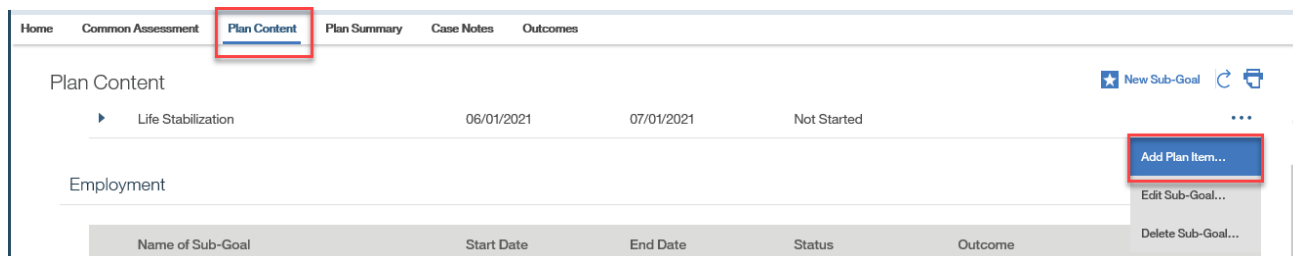


Fields on the Plan Item page will vary depending on the activity, service or benefit.

8.4.3.1 Add Plan Item(s) - Basic

➔ Step 1: Plan Content Page

From the **Action Button** next to the appropriate sub-goal, click **ADD PLAN ITEM**.



➤ Step 2: Select Plan Item Type Page

Click the checkbox(es) next to the appropriate **Plan Item(s)** and click **SAVE**.

| <input type="checkbox"/> | Name | Plan Item Type | Description |
|--------------------------|---|-----------------|-------------|
| <input type="checkbox"/> | Basic Needs - Crisis Resolution | Basic Plan Item | |
| <input type="checkbox"/> | Basic Needs - Financial Support | Basic Plan Item | |
| <input type="checkbox"/> | Basic Needs - Food Security | Basic Plan Item | |
| <input type="checkbox"/> | Basic Needs - Housing | Basic Plan Item | |
| <input type="checkbox"/> | Basic Needs - Transportation | Basic Plan Item | |
| <input type="checkbox"/> | Basic Skills - Self-Efficacy | Basic Plan Item | |
| <input type="checkbox"/> | Community Supports - Cultural Connections | Basic Plan Item | |

8.4.3.2 Add Plan Item(s) - Placement, Job Trials

Prerequisite

To use an employer record within a placement or job trials plan item type, the employer must be registered in the CAMS system, and it must also be associated to a Corporate Entity. If the Employer is not registered or not associated to a Corporate Entity, please refer to the **Employer Management** chapter.

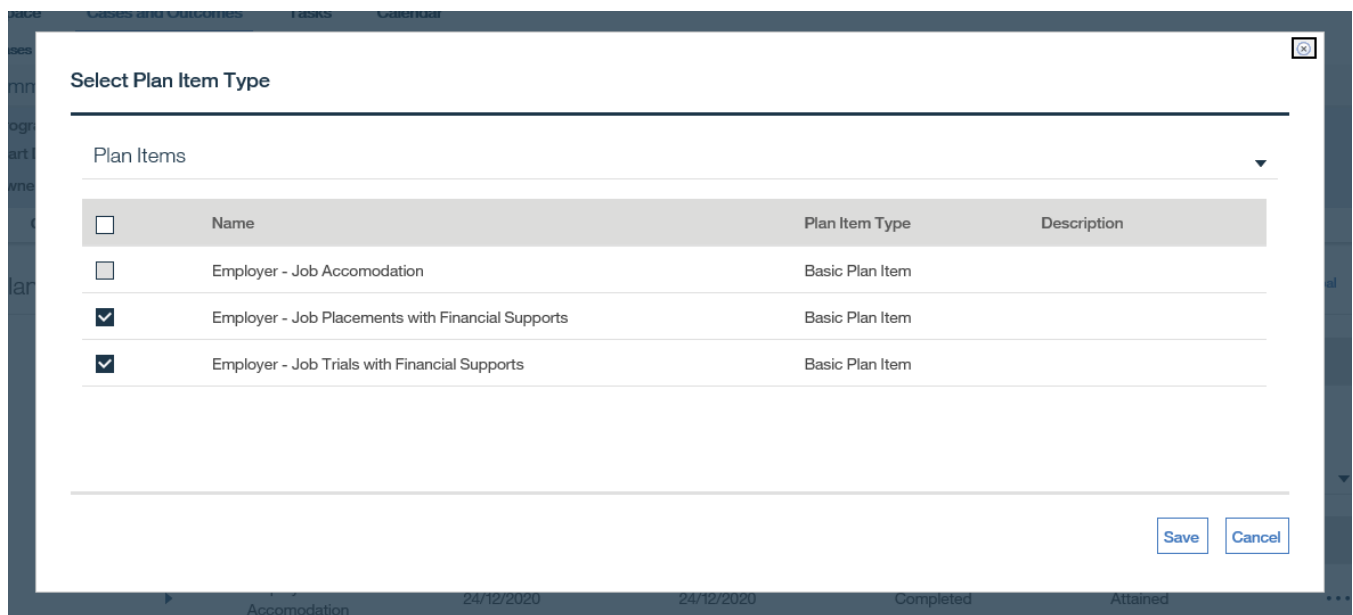
Follow step 1 in Section 8.3.3.1.

➤ Step 2: Select Plan Item Type Page

In the list of plan items associated with the **Employment Assistance Services** sub-goal, click the checkbox next to **Employer - Job Placements** or **Employer - Job Trials** and click **SAVE**.

In the list of plan items associated with the **Employer Financial Supports** sub-goal, click the checkbox next to **Employer - Job Placements with Financial Supports** or **Employer - Job Trials with Financial Supports** and click **SAVE**.

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8.4.3.3 Add Plan Item(s) - Financial Supports

Follow step 1 in Section 8.3.3.1.

➡ Step 2: Select Plan Item Type Page

In the list of plan items, click the checkbox next to **Financial Support Plan Item** and click **SAVE**.

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Select Plan Item Type

| | | |
|--------------------------|--|-----------------|
| <input type="checkbox"/> | Job Seeker - Accommodation Needs - Assistive Devices and Adaptive Technology | Basic Plan Item |
| <input type="checkbox"/> | Job Seeker - Accommodation Needs - Job-Specific Communications Skills Training | Basic Plan Item |
| <input type="checkbox"/> | Job Seeker - Accommodation Needs - On-the-Job Supports | Basic Plan Item |
| <input type="checkbox"/> | Job Seeker - Certification Charges | Basic Plan Item |
| <input type="checkbox"/> | Job Seeker - Diagnostic Assessment | Basic Plan Item |
| <input type="checkbox"/> | Job Seeker - Emergency/Infrequent Child Care | Basic Plan Item |
| <input type="checkbox"/> | Job Seeker - Employment-Related Special Equipment and Supplies | Basic Plan Item |
| <input type="checkbox"/> | Job Seeker - Employment-Related Transportation | Basic Plan Item |
| <input type="checkbox"/> | Job Seeker - Language Skills Assessment | Basic Plan Item |

Select Plan Item Type

Plan Items

| <input type="checkbox"/> | Name | Plan Item Type | Description |
|-------------------------------------|---|-----------------|-------------|
| <input type="checkbox"/> | Employer - Job Accommodation | Basic Plan Item | |
| <input checked="" type="checkbox"/> | Employer - Job Placements with Financial Supports | Basic Plan Item | |
| <input checked="" type="checkbox"/> | Employer - Job Trials with Financial Supports | Basic Plan Item | |

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➡ Step 3: Add Attachments for Proof of Purchase

Click **ADD ATTACHMENT** from the **Action Button**.

The screenshot shows the 'Plan Content' section of the EOIS-CaMS interface. At the top, there is a header bar with program details: Program (Employment Action Plan), Start Date (18/01/2021), Status (Active), Owner (redacted), Closed Date, Service Delivery Site (Fleming College CAAT - Cobourg), and Outcome. Below this is a navigation menu with 'Plan Content' selected. The main area displays a table of plan items. One item is expanded, showing a dropdown menu with the 'Add Attachment...' button highlighted by a red box. Other options in the menu include 'Edit Plan Item...' and 'Delete Plan Item...'. Below the table, a 'Details' section shows the name of the plan item and its service delivery site.

Select the **Document Type** from the available drop-down options and complete all required fields.

Click **SAVE**.

The screenshot shows the 'Add Attachment' form. It has a title bar and a close button. Below the title, there is a red asterisk indicating a required field. The form is divided into sections: 'File Details' and 'Attachment Description'. In the 'File Details' section, there is a 'Document Type' dropdown menu, a 'New File' field with a 'Browse...' button highlighted by a red box, and a 'Receipt Date' field with a calendar icon. In the 'Attachment Description' section, there is a 'Description' field. At the bottom right, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red circle. The user's role 'Caseworker' is visible at the bottom right.

8.4.3.4 Add Plan Item(s) - Custom Basic Plan Item

Follow step 1 in Section 8.3.3.1.

➡ Step 2: Select Plan Item Type Page

In the list of plan items, click the checkbox next to **Custom Basic Plan Item** and click **SAVE**.

Select Plan Item Type

| | | |
|-------------------------------------|---|------------------|
| <input type="checkbox"/> | Career Exploration, Planning and Management | Basic Plan Item |
| <input type="checkbox"/> | Client Counselling | Basic Plan Item |
| <input checked="" type="checkbox"/> | Custom Basic Plan Item | Custom Plan Item |
| <input type="checkbox"/> | Employability Skills Training | Basic Plan Item |
| <input type="checkbox"/> | Employer Coaching | Basic Plan Item |
| <input type="checkbox"/> | Employer - Job Placements | Basic Plan Item |
| <input type="checkbox"/> | Employer - Job Trials | Basic Plan Item |
| <input type="checkbox"/> | Job Coaching | Basic Plan Item |
| <input type="checkbox"/> | Job Matching and Development | Basic Plan Item |
| <input type="checkbox"/> | Job Search | Basic Plan Item |

Save Cancel



Comments are mandatory for Custom Basic Plan Items.

8.4.4 Activate Employment Action Plan

Prerequisite:

- The Employment Action Plan must have at least one sub goal and plan item defined before it can be activated.

➡ Step 1: Employment Action Plan Home Page

Review the Employment Action Plan and click **ACTIVATE** from the **Action Button**.

EOIS-CaMS: Service Provider User Guide

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Open |
| Start Date | 18/01/2021 | Closed Date | |
| Owner | Mary Walke | Service Delivery Site | Fleming College CAAT - Cobourg |

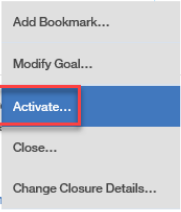
Home Common Assessment Plan Content Plan Summary Case Notes Outcomes

Service Plan Home

Case Details


| | | | |
|-----------------------|---|----------------------|-----------------------------------|
| Primary Client | sprinkle weasel | Referred In | EO - App |
| Owner | [Change Owner] | Total Supports | Apprentice |
| Service Delivery Site | Fleming College CAAT - Cobourg [Change Service Delivery Site] | Current Employer | N/A [Change |
| Client Stream | Stream C | PDC Reference Number | N/A [Change PDC Reference Number] |
| Closure Reason | | | |

Employment Goals



➡ Step 2: Activate Employment Action Plan Page

When prompted to activate EAP, enter date and click **SAVE**.



If the Accepted Date is left blank when activating the EAP, the EAP status will change to Approved and a user will need to add a Date Accepted in the client's Plan Summary to activate the EAP accordingly.

8.4.5 Access Plan Summary

➡ Step 1: Employment Action Plan Home Page

Select the **Plan Summary** tab.

EOIS-CaMS: Service Provider User Guide

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 18/01/2021 | Closed Date | |
| Owner | [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Plan Content **Plan Summary** Case Notes Outcomes

Plan Summary New Refresh Print

| Action | Issued To | Date Issued | Status |
|------------------------|-----------------|-------------|----------|
| Select | sprinkle weasel | 18/01/2021 | Accepted |

➡ Step 2: Plan Summary Page

When an Employment Action Plan has been activated, a plan summary for the client is autogenerated and can be found on the Plan Summary page. The system populates the summary using the client and the client’s address. The **Issued Date** is set to the current date and the **Reason** is set to “Initial.”

To access the Plan Summary, click **SELECT**.

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 18/01/2021 | Closed Date | |
| Owner | [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Plan Content **Plan Summary** Case Notes Outcomes

Plan Summary New Refresh Print

| Action | Issued To | Date Issued | Status |
|------------------------|-----------------|-------------|----------|
| Select | sprinkle weasel | 18/01/2021 | Accepted |

➡ Step 3: Plan Summary Home Page

To print the plan summary, select **DOWNLOAD PLAN IN ENGLISH** or **DOWNLOAD PLAN IN FRENCH** (depending on the language the client prefers) from the **Action Button**.

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8.4.6 Modify Plan Summary

➡ Step 1: Plan Summary Home Page

From the **Action Button**, click **EDIT**.

➡ Step 2: Modify Plan Summary Details Page

To record contract acceptance (if needed), enter the **Date Accepted** in the **Acceptance** information panel.

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To record contract rejection, enter the **Date Rejected** in the **Rejection** information panel, and select the reason from the **Rejection Reason** drop-down menu.

To record contract cancelled, enter the **Date Cancelled** in the **Cancellation** information panel, and select the reason from the **Cancellation Reason** drop-down menu.

Once all appropriate fields are complete, click **SAVE**.

Modify Plan Summary Details: Employment Action Plan 7001857 - Carleen Bagni 7520768

* required field

Rejection Comments

Cancellation

Date Cancelled

Cancellation Reason

Cancellation Comments

Comments

Save Cancel

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | Carleen Bagni | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance Plan Content **Plan Summary** Case Notes Outcomes

Plan Summary Home: Employment Action Plan 7001857 - Carleen Bagni 7520768

Rejection

Date Rejected

Rejection Reason

Rejection Comments

Cancellation

Date Cancelled 18/01/2021

Cancellation Reason Client Is Self Sufficient

Cancellation Comments

Comments

8.4.7 Modify, Complete Plan Item

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➔ Step 1: Employment Action Plan Home Page

Click the **Plan Content** tab.

The screenshot displays the 'Employment Action Plan' page. At the top, there is a header bar with the following information: Program (Employment Action Plan), Status (Active), Start Date (13/01/2021), Closed Date, Owner (redacted), and Service Delivery Site (Fleming College CAAT - Cobourg). Below the header is a navigation menu with tabs: Home, Common Assessment, Social Assistance, **Plan Content** (highlighted with a red box), Plan Summary, Case Notes, and Outcomes. The main content area is titled 'Plan Content' and includes a 'New Sub-Goal' button. There are two expandable sections: 'Life Stabilization' and 'Employment'. The 'Life Stabilization' section is expanded, showing a table with one row: 'Life Stabilization' (Start Date: 14/01/2021, End Date: 14/01/2021, Status: Completed, Outcome: Attained). The 'Employment' section is also expanded, showing a table with one row: 'Employment' (Start Date: 15/01/2021, End Date: 15/01/2021, Status: In Progress, Outcome: Ongoing).

| Name of Sub-Goal | Start Date | End Date | Status | Outcome |
|--------------------|------------|------------|-----------|----------|
| Life Stabilization | 14/01/2021 | 14/01/2021 | Completed | Attained |

| Name of Sub-Goal | Start Date | End Date | Status | Outcome |
|------------------|------------|------------|-------------|---------|
| Employment | 15/01/2021 | 15/01/2021 | In Progress | Ongoing |

➔ Step 2: Plan Content Page

Toggle the relevant sub-goal.

EOIS-CaMS: Service Provider User Guide

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance **Plan Content** Plan Summary Case Notes Outcomes

Plan Content

[★ New Sub-Goal](#)  

Life Stabilization

| Name of Sub-Goal | Start Date | End Date | Status | Outcome | |
|--------------------|------------|------------|-----------|----------|---|
| Life Stabilization | 14/01/2021 | 14/01/2021 | Completed | Attained | ⋮ |

Plan Items

| Name | Start Date | End Date | Status | Outcome | |
|-----------------------|------------|------------|-----------|----------|---|
| Basic Needs - Housing | 14/01/2021 | 14/01/2021 | Completed | Attained | ⋮ |

➡ Step 3: Plan Content Page

Click **EDIT PLAN ITEM** from the **Action Button** next to the relevant plan item.

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance **Plan Content** Plan Summary Case Notes Outcomes

Plan Content

[★ New Sub-Goal](#)  

| Name of Sub-Goal | Start Date | End Date | Status | Outcome | |
|--------------------|------------|------------|-----------|----------|---|
| Life Stabilization | 14/01/2021 | 14/01/2021 | Completed | Attained | ⋮ |

Plan Items

| Name | Start Date | End Date | Status | Outcome | |
|-----------------------|------------|------------|-----------|----------|---|
| Basic Needs - Housing | 14/01/2021 | 14/01/2021 | Completed | Attained | ⋮ |

Comments

Edit Plan Item...

Delete Plan Item...

➡ Step 4: Modify Plan Item Page

Enter the **Actual Start Date** and **Actual End Date**. Select the appropriate **Outcome** from the drop-down menu. If applicable, enter an amount in **Actual Cost** and complete **Placement Information**. Select a value for **Employer Satisfaction**. Click **SAVE**.

Modify Plan Item * required field

Primary Client: Carl ██████████

Details

| | | | |
|-------------------|-----------------------|-----------------------|----------------------------|
| Name | Basic Needs - Housing | Service Delivery Site | Fleming College CAAT - ... |
| Caseworker | ██████████ | Change Caseworker | ██████████ |
| Actual Start Date | 14/01/2021 | Outcome | Attained |
| Actual Cost | 300.00 | Actual End Date | 14/01/2021 |
| HST Amount | 0.00 | | |

Comments

The sum of actual costs will display as **Total Supports** on the Employment Action Plan home page for the following sub-goals and plan items:

Jobseeker Financial Supports

- Job seeker - Accommodation needs - assistive devices and adaptive technology
- Job seeker - Accommodation needs - job-specific communication skills training
- Job seeker - Accommodation needs - on-the-job supports
- Job seeker - Diagnostic assessment
- Job seeker - Certification charges
- Job seeker - Academic credential or professional accreditation assessment
- Job seeker - Language skills assessment
- Job seeker - Short-term skills training
- Job seeker - Emergency/infrequent childcare
- Job seeker - Employment-related transportation
- Job seeker - Work clothing and/or grooming
- Job seeker – Employment-related special equipment and supplies
- Job seeker - Translation of international academic documents

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- Job seeker - Specialized hardware

Employer Financial Supports

- Employer - Job accommodation
- Employer – Job Placements with Financial Supports
- Employer – Job Trials with Financial Supports

➔ Step 5: Plan Content Page

The **Status** has now changed to “Completed” and the **Outcome** has now changed to “Attained.”

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance **Plan Content** Plan Summary Case Notes Outcomes

Plan Content New Sub-Goal Refresh Print

| Name of Sub-Goal | Start Date | End Date | Status | Outcome |
|----------------------|------------|------------|-----------|----------|
| ▼ Life Stabilization | 14/01/2021 | 14/01/2021 | Completed | Attained |

Plan Items

| Name | Start Date | End Date | Status | Outcome |
|-------------------------|------------|------------|-----------|----------|
| ▶ Basic Needs - Housing | 14/01/2021 | 14/01/2021 | Completed | Attained |

Comments

8.3.8 Delete Plan Item



If a plan item has a status of “In Progress” or “Completed,” it cannot be deleted; it can only be cancelled. Please refer to Section 8.3.9 Cancel Plan Item to perform this function. Once a plan item has been deleted, no record remains.

➔ Step 1: Employment Action Plan Home Page

Click the **Plan Content** tab.

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| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [Redacted] | Service Delivery Site | Fleming College CAAT - Cobourg |

[Home](#) [Common Assessment](#) [Social Assistance](#) [Plan Content](#) [Plan Summary](#) [Case Notes](#) [Outcomes](#)

Service Plan Home ⋮ ↻ 🖨

Case Details ▼

| | | | |
|-----------------------|---|----------------------|---|
| Primary Client | Carl [Redacted] | Referred In | EO - Action Center |
| Owner | [Redacted] [Change Owner] | Total Supports | |
| Service Delivery Site | Fleming College CAAT - Cobourg [Change Service Delivery Site] | Current Employer | N/A [Change Current Employer] |
| Client Stream | Stream B | PDC Reference Number | N/A [Change PDC Reference Number] |
| Closure Reason | | | |

➡ Step 2: Plan Content Page

Toggle the relevant sub-goal.

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [Redacted] | Service Delivery Site | Fleming College CAAT - Cobourg |

[Home](#) [Common Assessment](#) [Social Assistance](#) [Plan Content](#) [Plan Summary](#) [Case Notes](#) [Outcomes](#)

Plan Content ★ New Sub-Goal ↻ 🖨

LIFE STABILIZATION ▼

| Name of Sub-Goal | Start Date | End Date | Status | Outcome | |
|-----------------------------------|------------|------------|-----------|----------|---|
| ⌵ Life Stabilization | 14/01/2021 | 14/01/2021 | Completed | Attained | ⋮ |

Plan Items ▼

| Name | Start Date | End Date | Status | Outcome | |
|--------------------------------------|------------|------------|-----------|----------|---|
| ▶ Basic Needs - Housing | 14/01/2021 | 14/01/2021 | Completed | Attained | ⋮ |

Comments —


➡ Step 3: Plan Content Page

Click **DELETE** from the **Action Button** next to the relevant plan item. When prompted to confirm the delete, click **YES**.

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Home Common Assessment **Plan Content** Plan Summary Case Notes Outcomes

Plan Content New Sub-Goal Refresh Print

| Name | Start Date | End Date | Status | Outcome | |
|---|------------|------------|-------------|--------------|---|
| ▶ Employer - Job Accomodation | 24/12/2020 | 24/12/2020 | Completed | Attained | ... |
| ▶  Employer - Job Placements with Financial Supports | 24/12/2020 | | In Progress | | Add Attachment... Edit Plan Item... Delete Plan Item... |
| ▶ Employer - Job Trials with Financial Supports | 30/12/2020 | 30/12/2020 | Completed | Not Attained | |

Comments

Delete Plan Item : Anger Management - Job Search


Are you sure you want to delete this plan item?

➡ Step 4: Plan Content Page

The deleted plan item will no longer appear with the associated sub-goal.

Home Common Assessment **Plan Content** Plan Summary Case Notes Outcomes

Plan Content New Sub-Goal Refresh Print

| Name | Start Date | End Date | Status | Outcome | |
|---|------------|------------|-------------|--------------|-----|
| ▶  Employer - Job Placements with Financial Supports | 24/12/2020 | | In Progress | | ... |
| ▶ Employer - Job Trials with Financial Supports | 30/12/2020 | 30/12/2020 | Completed | Not Attained | ... |

Comments

8.3.9 Cancel Plan Item

➡ Step 1: Employment Action Plan Home Page

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Click the **Plan Content** tab.

The screenshot shows the top navigation bar with the following information:

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [Redacted] | Service Delivery Site | Fleming College CAAT - Cobourg |

The navigation menu includes: Home, Common Assessment, Social Assistance, **Plan Content** (highlighted in red), Plan Summary, Case Notes, and Outcomes.

The main content area is titled "Plan Content" and features a table with the following data:

| Name of Sub-Goal | Start Date | End Date | Status | Outcome | |
|----------------------|------------|------------|-----------|----------|---|
| ▼ Life Stabilization | 14/01/2021 | 14/01/2021 | Completed | Attained | ⋮ |

Below the table is a section for "Plan Items" with a table:

| Name | Start Date | End Date | Status | Outcome | |
|-------------------------|------------|------------|-----------|----------|---|
| ▶ Basic Needs - Housing | 14/01/2021 | 14/01/2021 | Completed | Attained | ⋮ |

There is also a "Comments" section below the Plan Items table.

➡ Step 2: Plan Content Page

Toggle the relevant sub-goal.

This screenshot is similar to the previous one, but the "Plan Content" tab is underlined in blue. The "Life Stabilization" sub-goal in the table is expanded, and its dropdown arrow is circled in red.

The "Plan Items" table is also expanded, showing the same data as before:

| Name | Start Date | End Date | Status | Outcome | |
|-------------------------|------------|------------|-----------|----------|---|
| ▼ Basic Needs - Housing | 14/01/2021 | 14/01/2021 | Completed | Attained | ⋮ |

Below the Plan Items table is a "Details" section.

➡ Step 3: Plan Content Page

Click **EDIT** from the **Action Button** next to the relevant plan item.

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| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [Redacted] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance **Plan Content** Plan Summary Case Notes Outcomes

Plan Content

| Name of Sub-Goal | Start Date | End Date | Status | Outcome |
|--------------------|------------|------------|-----------|----------|
| Life Stabilization | 14/01/2021 | 14/01/2021 | Completed | Attained |

Plan Items

| Name | Start Date | End Date | Status | Outcome |
|-----------------------|------------|------------|-----------|----------|
| Basic Needs - Housing | 14/01/2021 | 14/01/2021 | Completed | Attained |

Comments

[Edit Plan Item...](#)
[Delete Plan Item...](#)

➡ Step 4: Modify Plan Item Page

Select “Cancelled” from the **Outcome** drop-down menu. If an **Actual Start Date** has been previously entered and saved, delete the date. Click **SAVE**.

Modify Plan Item

Primary Client: Carl [Redacted]

Details

| | | | |
|-------------------|-----------------------|-----------------------|----------------------------|
| Name | Basic Needs - Housing | Service Delivery Site | Fleming College CAAT - ... |
| Caseworker | [Redacted] | Change Caseworker | [Dropdown] |
| Actual Start Date | [Empty Field] | Outcome | Cancelled |
| Actual Cost | 300.00 | Actual End Date | 14/01/2021 |
| HST Amount | 0.00 | | |

Comments

[Save](#) [Cancel](#)

➡ Step 5: Plan Content Page

The **Outcome** has changed to “Cancelled.”

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| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance **Plan Content** Plan Summary Case Notes Outcomes

Plan Content New Sub-Goal Refresh Print

Plan Items

| Name | Start Date | End Date | Status | Outcome | |
|-----------------------------------|------------|----------|-------------|-----------|-----|
| ▶ Employer Education and Training | | | Not Started | Cancelled | ... |

Comments

8.3.10 Cancel Sub-Goal

➡ Step 1: Plan Content Page

From the **Action Button** next to the relevant sub-goal, click **EDIT SUB-GOAL**.

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance **Plan Content** Plan Summary Case Notes Outcomes

Plan Content New Sub-Goal Refresh Print

Specialized Services

| Name of Sub-Goal | Start Date | End Date | Status | Outcome | |
|------------------------|------------|------------|-------------|---------|-----|
| ▼ Specialized Services | 15/01/2021 | 15/01/2021 | Not Started | | ... |

Plan Items

| Name | Start Date | End Date | Status | Outcome | |
|-----------------------------------|------------|----------|-------------|-----------|-----|
| ▶ Employer Education and Training | | | Not Started | Cancelled | ... |

Add Plan Item...
Edit Sub-Goal...
Delete Sub-Goal...

➡ Step 2: Modify Sub-Goal Page

Select "Cancelled" from the **Outcome** drop-down menu and click **SAVE**.

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Modify Sub-Goal ✕

* required field

Details ▼

Name Specialized Services

Outcome Cancelled ▼

Comments ▼

➡ Step 3: Plan Content Page

The **Outcome** has changed.

| | | | |
|------------|------------------------|-----------------------|--------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | | Service Delivery Site | |

Home Common Assessment Social Assistance **Plan Content** Plan Summary Case Notes Outcomes

Plan Content ★ New Sub-Goal ↻ 🖨

| Name of Sub-Goal | Start Date | End Date | Status | Outcome |
|---|------------|------------|-------------|-----------|
| Specialized Services ▼ | | | | |
| ▶ Specialized Services | 15/01/2021 | 15/01/2021 | Not Started | Cancelled |

8.3.11 Delete Sub-Goal



A sub-goal cannot be deleted if there are plan items associated with it.

➔ Step 1: Plan Content Page

From the **Action Button** next to the relevant sub-goal, click **DELETE SUB-GOAL**.

The screenshot shows the 'Plan Content' page for an 'Employment Action Plan'. The page includes a navigation menu with options like 'Home', 'Common Assessment', 'Social Assistance', 'Plan Content', 'Plan Summary', 'Case Notes', and 'Outcomes'. The 'Plan Content' section displays a table of sub-goals. The table has columns for 'Name of Sub-Goal', 'Start Date', 'End Date', 'Status', and 'Outcome'. A sub-goal named 'Specialized Services' is listed with a start date of 15/01/2021, an end date of 15/01/2021, a status of 'Not Started', and an outcome of 'Cancelled'. A dropdown menu is open for this sub-goal, showing options: 'Add Plan Item...', 'Edit Sub-Goal...', and 'Delete Sub-Goal...'. The 'Delete Sub-Goal...' option is highlighted with a red box.

➔ Step 2: Delete Sub-Goal Page

When asked to confirm the delete, click **YES**.

The screenshot shows a confirmation dialog box titled 'Delete Sub-Goal: Life Stabilization - Employment Action Plan 70...'. The dialog contains the text 'Are you sure you want to delete this sub-goal?' and two buttons: 'Yes' and 'No'. The 'Yes' button is circled in red, indicating the correct action to take.

➔ Step 3: Plan Content Page

The deleted sub-goal will no longer appear.

8.3.12 Complete Sub-Goal

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Prerequisite:

All associated plan items must have a defined outcome of ‘Attained’, ‘Not Attained’, or ‘Cancelled’

➔ Step 1: Plan Content Page

From the **Action Button** next to the relevant sub-goal, click **EDIT SUB-GOAL**.

Program: Employment Action Plan
Start Date: 13/01/2021
Status: Active
Closed Date:
Owner: [Redacted]
Service Delivery Site: Fleming College CAAT - Cobourg

Home Common Assessment Social Assistance **Plan Content** Plan Summary Case Notes Outcomes

Plan Content New Sub-Goal Refresh Print

| Name of Sub-Goal | Start Date | End Date | Status | Outcome |
|----------------------------------|------------|------------|-------------|---------|
| ▶ Employer Financial Supports | 15/01/2021 | 18/01/2021 | Completed | |
| ▶ Employment Assistance Services | 15/01/2021 | 15/01/2021 | Not Started | |
| ▶ Jobseeker Financial Supports | 15/01/2021 | 15/01/2021 | Not Started | |

Retention

➔ Step 2: Modify Sub-Goal Page

Select the appropriate **Outcome** item from the drop-down menu and click **SAVE**.

Modify Sub-Goal

* required field

Details

Name: Employer Financial Supports

Outcome: Attained

Comments:

Save Cancel

➔ Step 3: Plan Content Page

The **Outcome** has changed.

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance **Plan Content** Plan Summary Case Notes Outcomes

Plan Content Employment New Sub-Goal

| Name of Sub-Goal | Start Date | End Date | Status | Outcome |
|-------------------------------|------------|------------|-----------|----------|
| ▶ Employer Financial Supports | 15/01/2021 | 18/01/2021 | Completed | Attained |

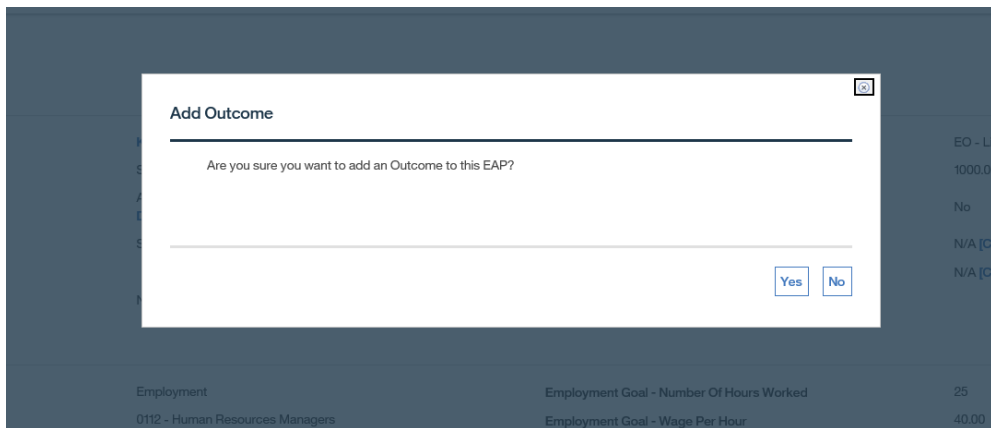
8.3.13 Add Outcome

Prerequisite:

The pre-employment plan items defined for the Employment Action Plan must be completed. Case status must be Active. Employment Goals must be defined.

To add an Outcome to an Employment Action Plan the Add Outcome questionnaire must be completed, and all applicable responses must be defined. This includes responses to the outcome satisfaction questions (Questions # 16 – 20)

- A Confirmation message will be displayed to the user when they complete the Add Outcome questionnaire, to ensure they are ready to proceed with adding an outcome for the client.



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- When an Outcome has been added to the EAP, the client is considered a client served and the system will automate the 'Client Served' checkbox on the EAP homepage to 'yes'

The screenshot shows the 'Service Plan Home' page for an 'Employment Action Plan'. The 'Case Details' section includes the following information:

| | | | |
|-----------------------|---|------------------------|---|
| Primary Client | [Redacted] | Referred In | EO - Literacy and Basic Skills Service Provider |
| Owner | [Redacted] [Change Owner] | Total Supports | 1000.00 |
| Service Delivery Site | [Redacted] [Change Service Delivery Site] | Self Service Initiated | No |
| Client Stream | [Redacted] | Current Employer | N/A [Change Current Employer] |
| Closure Reason | [Redacted] | PDC Reference Number | N/A [Change PDC Reference Number] |
| Client Served | Yes | | |

The 'Client Served' field is highlighted with a red box. Below this, the 'Employment Goals' section is visible, showing goals for 'Employment', 'Number Of Hours Worked', and 'Wage Per Hour'.

➡ Step 1: Employment Action Plan Home Page
From the **Action Button**, click **ADD OUTCOME**.

The screenshot shows the 'Service Plan Home' page with a dropdown menu open. The 'Home' button in the navigation bar is circled in red. The dropdown menu contains the following options:

- Add Bookmark...
- Modify Goal...
- Add Outcome...** (highlighted with a red box)
- Assign On Hold Status...
- Close...
- Change Closure Details...

The 'Case Details' section shows the following information:

| | | | |
|-----------------------|--|----------------------|-----------|
| Primary Client | Nico [Redacted] | Referred In | EO - Empl |
| Owner | Mar [Redacted] [Change Owner] | Total Supports | 287.33 |
| Service Delivery Site | 2112123 [Change Service Delivery Site] | Current Employer | N/A [Chan |
| Client Stream | Stream C | PDC Reference Number | N/A [Chan |
| Closure Reason | | | |

➡ Step 2: Complete Add Outcome Questionnaire

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Select the appropriate Performance Based Funding trigger and complete the Add Outcome questionnaire

Click **SAVE**.

Add Outcome: Employment Action Plan 699 [redacted] 351

Outcome Date * * required field

Details

Client is employed at 20 hours or more per week

Client completed all pre-employment activities in EAP but is not employed

Client completed all pre-employment activities in EAP but is employed below 20 hours per week

Client is employed at another employer at 20 hours or more per week

Program Specific Outcomes

1. Are you currently working at a job or business?

2. Are you currently working as an employee, self-employed or both?

3. How many hours do you currently have?



There will be skip logic within the questionnaire. You will be required to answer the questions applicable to the client's circumstance.



When the Add Outcome questionnaire is completed, the system maps responses from the questionnaire to define the Employment Outcomes on the EAP homepage. The Employment Outcomes are:

- Employment Outcome
- Employment Outcome - NOC
- Employment Outcome - Wage Per Hour
- Employment Outcome - Number of Hours Worked

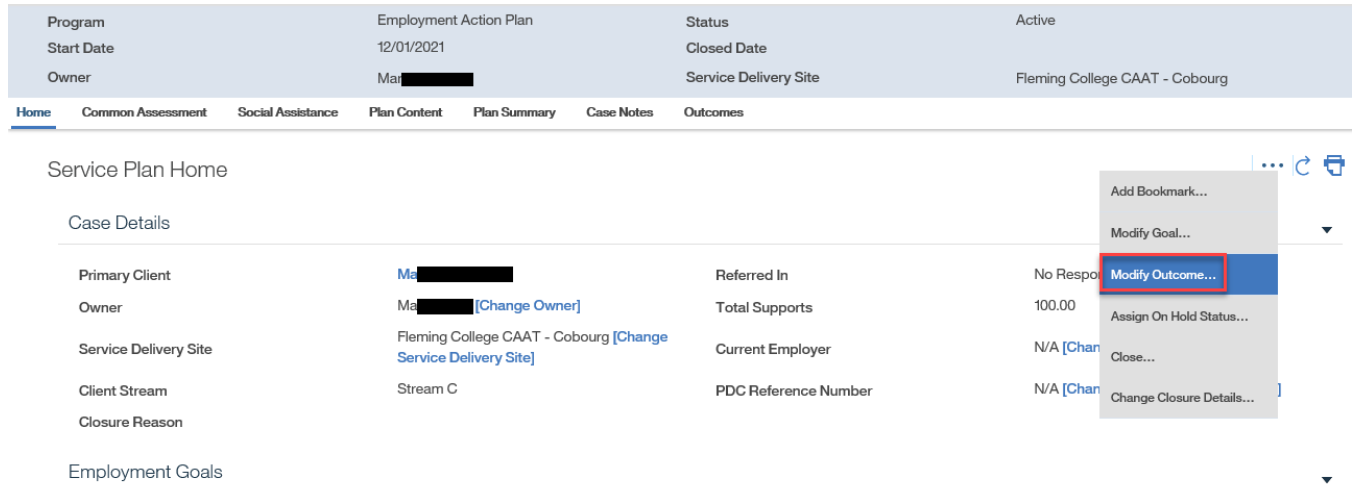
8.3.14 Modify Add Outcome Questionnaire

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To modify responses to the Add Outcome Questionnaire, you can do so from the Employment Action Plan Home Page or Employment Action Plan Outcomes tab.

➡ Step 1: Employment Action Plan Homepage

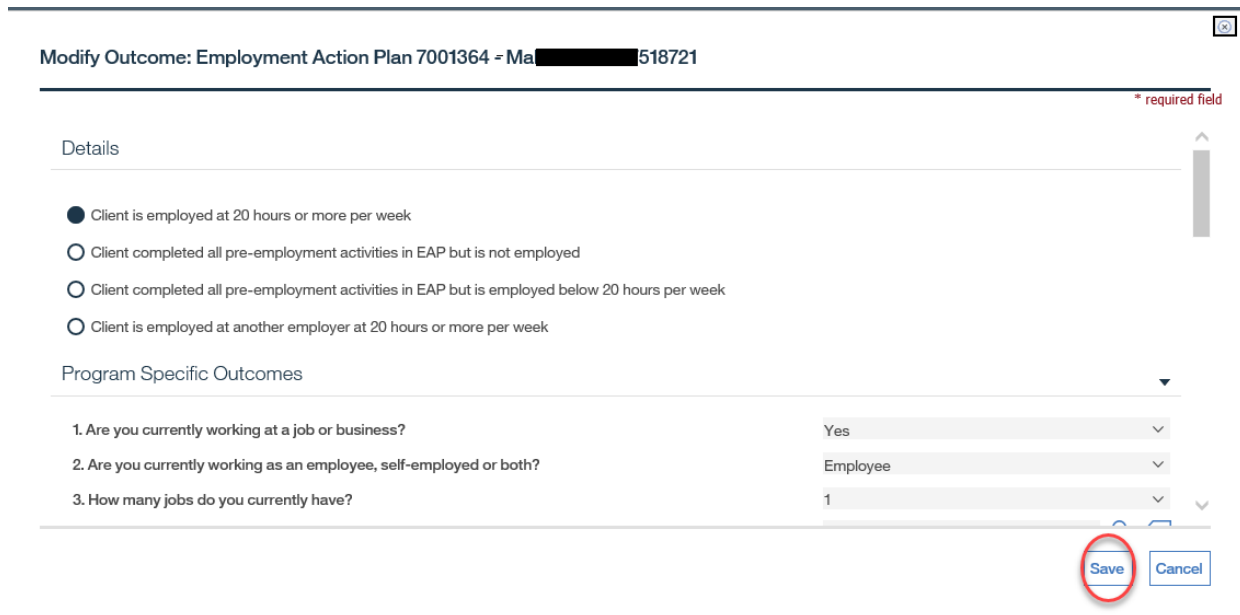
From the **Action Button**, click **MODIFY OUTCOME**.



The screenshot shows the 'Service Plan Home' page for an Employment Action Plan. At the top, there is a header with fields: Program (Employment Action Plan), Status (Active), Start Date (12/01/2021), Closed Date, Owner (Ma...), and Service Delivery Site (Fleming College CAAT - Cobourg). Below the header is a navigation bar with tabs: Home, Common Assessment, Social Assistance, Plan Content, Plan Summary, Case Notes, and Outcomes. The main content area is titled 'Service Plan Home' and contains 'Case Details' and 'Employment Goals'. A dropdown menu is open on the right side, with 'Modify Outcome...' highlighted in red. Other options in the menu include 'Add Bookmark...', 'Modify Goal...', 'Assign On Hold Status...', 'Close...', and 'Change Closure Details...'.

➡ Step 2: Update the modifications to the Add Outcome Questionnaire

Click **SAVE**.



The screenshot shows the 'Modify Outcome' form for 'Employment Action Plan 7001364 - Ma...518721'. The form has a title bar with a close button and a '* required field' indicator. The 'Details' section contains four radio button options: 'Client is employed at 20 hours or more per week' (selected), 'Client completed all pre-employment activities in EAP but is not employed', 'Client completed all pre-employment activities in EAP but is employed below 20 hours per week', and 'Client is employed at another employer at 20 hours or more per week'. The 'Program Specific Outcomes' section contains three questions with dropdown menus: '1. Are you currently working at a job or business?' (Yes), '2. Are you currently working as an employee, self-employed or both?' (Employee), and '3. How many jobs do you currently have?' (1). At the bottom right, there are 'Save' and 'Cancel' buttons, with the 'Save' button circled in red.

8.3.15 Complete Outcome Checkpoints

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Prerequisite:

An outcome has been defined for the Employment Action Plan when the Add Outcome questionnaire is completed.



EAP Outcome Checkpoints are system generated. When an outcome is added to an Employment Action Plan, the system will automatically generate all monitoring checkpoints. When the Scheduled Date of an Outcome Checkpoint has occurred, the system will allow users to complete the assigned Outcome Checkpoint.



Pending reviews can also be found using the PENDING REVIEWS link from the **My Shortcuts** list on the Workspace.

To complete an Outcome Checkpoint

➔ Step 1: From the Employment Action Plan **Outcomes** tab, select a desired Outcome Checkpoint.

From the **Action Button**, click **EDIT CHECKPOINT**.

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 12/01/2021 | Closed Date | |
| Owner | Mar [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance Plan Content Plan Summary Case Notes **Outcomes**

Case Outcomes 🔄 📄

| Checkpoint Reason | Scheduled Start Date | Start Date | Outcome | |
|------------------------|----------------------|------------|----------|---------------------------|
| ▶ Outcome at 12 months | 12/01/2022 | | | ⋮ |
| ▶ Outcome at 6 months | 12/07/2021 | | | ⋮ |
| ▶ Outcome at 3 months | 12/04/2021 | | | ⋮ |
| ▶ Outcome at 1 month | 12/02/2021 | 13/01/2021 | Employed | Edit Checkpoint... |
| ▶ EAP Outcome | | 12/01/2021 | Employed | Add Attachment... |

➔ Step 2: Outcome Checkpoint List Page

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The outcome checkpoints associated to the Employment Action Plan will be displayed.

Modify Checkpoint: Employment Action Plan 7001364 -Ma[REDACTED]8721

* required field

Details

| | | | |
|----------------------|---------------------|--------------------|--------------------------|
| Reviewer * | Ma[REDACTED] | Actual Start Date | |
| Scheduled Start Date | 12/04/2021 | Actual End Date | |
| Outcome | | Milestone Achieved | <input type="checkbox"/> |
| Reason | Outcome at 3 months | | |

Program Specific Outcomes

1. Are you currently working at a job or business?

2. Are you currently working as an employee, self-employed or both?

Save Cancel

➡ Step 3: Complete the Outcome Checkpoint Questionnaire

Select the appropriate Start Date, End Date and Outcome and complete the Outcome Checkpoint questionnaire.

Click **SAVE**.

Modify Checkpoint: Employment Action Plan 7001364 -Ma[REDACTED]7518721

* required field

Details

| | | | |
|----------------------|---------------------|--------------------|-------------------------------------|
| Reviewer * | Ma[REDACTED] | Actual Start Date | 19/01/2021 |
| Scheduled Start Date | 12/04/2021 | Actual End Date | 19/01/2021 |
| Outcome | Employed | Milestone Achieved | <input checked="" type="checkbox"/> |
| Reason | Outcome at 3 months | | |

Program Specific Outcomes

1. Are you currently working at a job or business? Yes

2. Are you currently working as an employee, self-employed or both? Employee

Save Cancel

➡ Step 4: Add Attachments for Proof of Employment

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Click **ADD ATTACHMENT** from the **Action Button**.

| Checkpoint Reason | Scheduled Start Date | Start Date | Outcome | |
|------------------------|----------------------|------------|----------|--------------------|
| ▶ Outcome at 12 months | 12/01/2022 | | | ... |
| ▶ Outcome at 6 months | 12/07/2021 | | | ... |
| ▶ Outcome at 3 months | 12/04/2021 | 19/01/2021 | Employed | ... |
| ▶ Outcome at 1 month | 12/02/2021 | 13/01/2021 | Employed | Edit Checkpoint... |
| ▶ EAP Outcome | | 12/01/2021 | Employed | Add Attachment... |

Select the **Document Type** from the available drop-down options and complete all required fields.

Click **SAVE**.

Add Attachment

File Details

Document Type * [Dropdown menu with options: Paystub, Letter from Employer, Attestation]

New File * [Text input field]

Receipt Date * [Date input field]

Attachment Description [Text input field]

Description * [Text input field]

Save Cancel

Add Attachment

File Details

Document Type * [Dropdown menu]

New File * [Browse...]

Receipt Date * [Date input field]

Attachment Description [Text input field]

Description * [Text input field]

Save Cancel

8.3.16 Modify Outcome Checkpoints

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To modify an Outcome Checkpoint

- ➡ Step 1: Employment Action Plan **Outcomes** tab, select a desired Outcome Checkpoint
From the **Action Button**, click **EDIT CHECKPOINT**.

Program: Employment Action Plan, Status: Active, Start Date: 12/01/2021, Closed Date: , Owner: Mar [REDACTED], Service Delivery Site: Fleming College CAAT - Cobourg

Home Common Assessment Social Assistance Plan Content Plan Summary Case Notes **Outcomes**

Case Outcomes

| Checkpoint Reason | Scheduled Start Date | Start Date | Outcome | |
|------------------------|----------------------|------------|----------|---------------------------|
| ▶ Outcome at 12 months | 12/01/2022 | | | ... |
| ▶ Outcome at 6 months | 12/07/2021 | | | ... |
| ▶ Outcome at 3 months | 12/04/2021 | | | ... |
| ▶ Outcome at 1 month | 12/02/2021 | 13/01/2021 | Employed | Edit Checkpoint... |
| ▶ EAP Outcome | 12/01/2021 | | Employed | Add Attachment... |

- ➡ Step 2: Update the modifications to the Outcome Checkpoint Questionnaire
Click **SAVE**.

Modify Outcome:

6a. How would you best describe the nature of your job?
Prompt for interviewer: Read the categories to respondent.

7a. Excluding overtime, on average, how many paid hours do you usually work per week?
Prompt for interviewer: Some clients might be able to calculate hours on a monthly basis, need to then translate into weekly hours of work.

8a. What is your hourly wage [including tips and commissions], before taxes and other deductions?
Prompt for interviewer: Some clients may want to provide wage information in weekly/monthly/yearly format. Interviewer to capture that and convert into hourly wage for consistency purposes.

9a. Are you looking to change your current employment in foreseeable future?

10. When is the last time you were unemployed?

11. How many times have you changed employment since you were last unemployed?

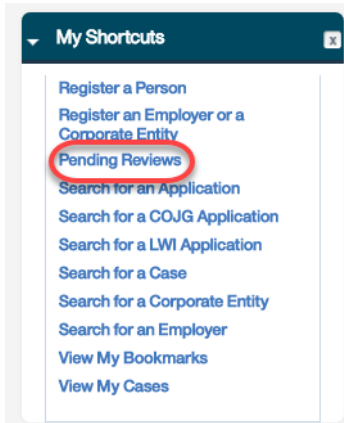
Save Cancel

8.3.17 Modify, Complete Review System Tabs

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➤ Step 1: Workspace Page

Click **PENDING REVIEWS** from the **My Shortcuts** list.



➤ Step 2: Pending Reviews Page

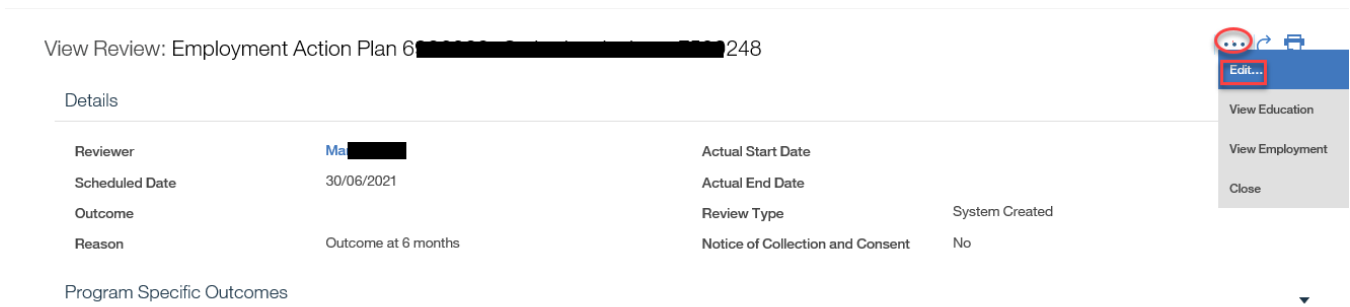
Click on the **REVIEW TYPE** for the appropriate review.

Pending Reviews

| Case Reference | Program | Primary Client | Review Type | Review Date |
|------------------------|------------------------|----------------|-------------------------------------|-------------|
| [Link] | Employment Action Plan | [Redacted] | Outcome at 1 month | 08/01/2021 |
| [Link] | Employment Action Plan | [Redacted] | Outcome at 3 months | 24/02/2021 |
| [Link] | Employment Action Plan | [Redacted] | Outcome at 6 months | 30/06/2021 |

➤ Step 3: View Review Page

From the View Review page, select the **Action Button**, and click **EDIT**.



➤ Step 4: Modify Review Page

Modify the necessary information and click **SAVE**.

Modify Review: Employment Action Plan 69 [REDACTED].

* required field

Details

Reviewer: Me [REDACTED] Reason: Outcome at 6 months

Scheduled Date: 30/06/2021 Actual Start Date: [REDACTED]

Expected End Date: [REDACTED] Actual End Date: [REDACTED]

Outcome: [REDACTED] Did your training help prepare you for future employment? [REDACTED]

Program Specific Outcomes

Save Cancel



If a client is deceased and the date of death is entered in the system, the system will prevent the user from updating an existing completed review and creating subsequent reviews.

8.3.18 Close Employment Action Plan



If you close an Employment Action Plan, it cannot be reopened.



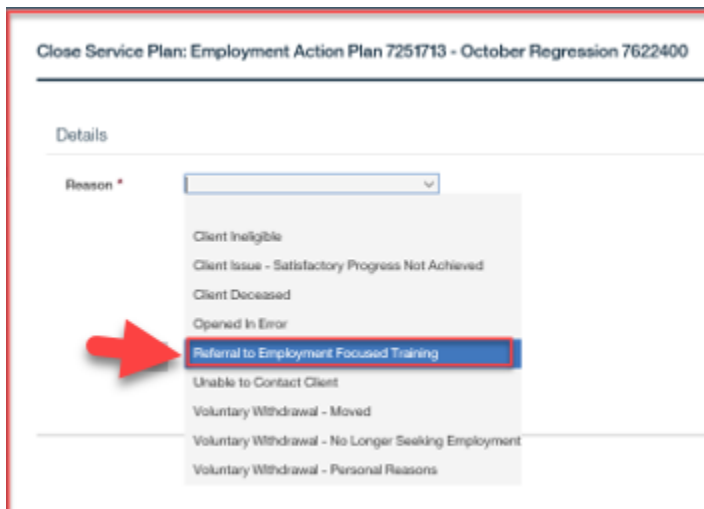
If the **Owner** of the Employment Action Plan is no longer an active user, they will be forced to change the **Owner** to an active CaMS user for the auto-generation of Outcome Checkpoint monitors.

An Employment Action Plan can be closed at any point during its lifecycle, but the closure reasons will vary depending on the timing of closure.

EOIS-CaMS: Service Provider User Guide

If the Employment Action Plan is closed prior to the completion of the defined pre-employment activities or prior to adding and outcome, the closure reasons available are:

- Voluntary Withdrawal - Personal Reasons
- Voluntary Withdrawal - Moved Outside of Catchment Area
- Voluntary Withdrawal - Moved Outside of Province
- Voluntary Withdrawal - Client Dissatisfied with Service
- Voluntary Withdrawal - No Longer Seeking Employment
- Referral to EO Training Program
- Opened in Error
- Client Ineligible
- Client Deceased
- Client Issue - Satisfactory Progress Not Achieved
- Unable to Contact Client



The screenshot shows a web form titled "Close Service Plan: Employment Action Plan 7251713 - October Regression 7622400". Under the "Details" section, there is a "Reason" field with a dropdown menu. The dropdown menu is open, showing a list of reasons. A red arrow points to the option "Referral to Employment Focused Training", which is highlighted with a blue border. Other visible options include "Client Ineligible", "Client Issue - Satisfactory Progress Not Achieved", "Client Deceased", "Opened In Error", "Unable to Contact Client", "Voluntary Withdrawal - Moved", "Voluntary Withdrawal - No Longer Seeking Employment", and "Voluntary Withdrawal - Personal Reasons".

- When 'Referral to Employment Focused Training' is used as the EAP closure reason (*due to the client being referred to a defined employment focused training program*) and the case is closed, the client is considered a client served and the system will automate the 'Client Served' checkbox on the EAP homepage to 'yes'

If the Employment Action Plan closed at any point during the monitoring phase, the closure reasons available are:

EOIS-CaMS: Service Provider User Guide

- Client Ineligible
- Client Deceased
- Referral to EO Training Program
- Voluntary Withdrawal - Personal Reasons
- Voluntary Withdrawal - Moved Outside of Catchment
- Voluntary Withdrawal - Moved Outside of Province
- Voluntary Withdrawal - Client Dissatisfied with Service
- Voluntary Withdrawal - No Longer Seeking Employment

If the Employment Action Plan is closed after the completion of the 12-month Outcome Checkpoint, the closure reasons available are:

- Client Ineligible
- Client Deceased
- Completion
- Referral to EO Training Program
- Voluntary Withdrawal - Personal Reasons
- Voluntary Withdrawal - Moved Outside of Catchment
- Voluntary Withdrawal - Moved Outside of Province
- Voluntary Withdrawal - Client Dissatisfied with Service
- Voluntary Withdrawal - No Longer Seeking Employment
- Unable to Contact Client

➔ Step 1: Employment Action Plan Home Page

From the **Action Button**, click **CLOSE**.

The screenshot shows the 'Employment Action Plan' page. At the top, there is a table with the following data:

| | | | |
|------------|------------------------|-----------------------|---------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 08/12/2020 | Closed Date | |
| Owner | Mar [Redacted] | Service Delivery Site | 2112123 |

Below the table is a navigation bar with 'Home' circled in red. The main content area is titled 'Service Plan Home' and contains 'Case Details' and 'Employment Goals' sections. A dropdown menu is open on the right, with the 'Close...' option highlighted in red.

➔ Step 2: Close Employment Action Plan Page

Select the appropriate Closure Reason.

EOIS-CaMS: Service Provider User Guide

Click **SAVE**.

Close Service Plan: Employment Action Plan [REDACTED] 13351

* required field

Details

Reason * Referral to Employment Focused Trainir

- Client Ineligible
- Client Issue - Satisfactory Progress Not Achieved
- Client Deceased
- Opened In Error
- Referral to Employment Focused Training
- Unable to Contact Client
- Voluntary Withdrawal - Moved
- Voluntary Withdrawal - No Longer Seeking Employment
- Voluntary Withdrawal - Personal Reasons

Save Cancel



The **Closure Reason** cannot be changed once the EAP has been closed with a reason of “Opened in Error.”

Modify Plan Closure Details: Employment Action Plan 69[REDACTED] 13351

* required field

! E5491g The reason for closure cannot be changed once the case has been closed with a reason of Opened In Error.

Details

Reason * Client Ineligible

Previous Comments

Mar [REDACTED] On 19/01/2021 08:07
Case 6993930 of type Employment Action Plan for Nic[REDACTED] has been closed by IAAP113035.

Comments

[Rich text editor toolbar]

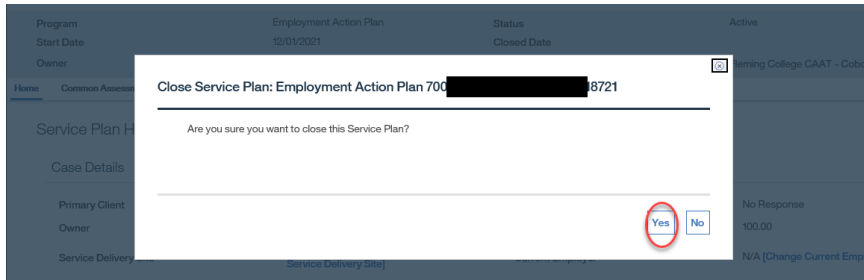


If **Comments** need to be added related to the closure reason, this can be entered in the Change Closure Details page. To access the Change Closure Details page, from

the Employment Action Plan Home Page, select the **Action Button** and click **CHANGE CLOSURE DETAILS**.

➤ Step 3: Close Employment Action Plan Page

Click **YES** to close the Employment Action Plan.



8.5 Business System Rule Appendix

8.5.1 IES Client Profile Creation and Update

- When a Common Assessment record is submitted to CaMS the following data will be mapped to the client profile Person page for client registration or update purposes
 - First Name, Last Name, I Identify As, Date of Birth, Registration Date, Status in Canada, Date Arrived in Canada, Immigrated to Canada?, Preferred Language, Marital Status, SIN, Primary Phone Number, Alternative Phone Number, Apt/Suite, Street, City, Province/State, Postal/Zip Code, Country, Email Address, Country of Birth, Newcomer, Deaf, Deafblind, Person with Disability, Francophone, ODSP, Youth, Racialized Person, First Nations, Métis, Inuit

8.5.2 Creating Employment Action Plan(s)

- Employment Ontario Home Page – Common Assessment Tab

Actors

- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

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- The Create EAP action will only be available for Common Assessment records that have not been previously used to create an EAP.
- If the CA record has been used to create an EAP, the system will not allow any further action to the CA record.
- If CaMS is receiving API data for an EAP that includes a Common Assessment record that is already associated to a different EAP, the system will not complete the request successfully
- If CaMS is receiving API data for an EAP that includes a Common Assessment record that is not in a 'processed' status, the system will not complete the request successfully

| Type | Employment Ontario | Creation Date | 30/12/2020 |
|--------|--------------------|---------------|------------|
| Status | Open | | |

Home Common Assessment Referrals Events Administration Recent Changes Assessments

| Client Name | Common Assessment Ref# | Status | Service Delivery Site | |
|---------------|------------------------|-----------|-----------------------|---------------|
| Molly Tealeaf | CA1004283 | Processed | 3789A | ... |
| Molly Tealeaf | CA1004283 | Processed | 3789A | Create EAP... |

➤ Create Employment Action Plan Page

Create Employment Action Plan

* required field

Details

| | |
|--|--------------------------------|
| Primary Client | Molly Tealeaf |
| Program * | Employment Action Plan |
| Referred In * | |
| Owner * | Mary Walke |
| Service Delivery Site * | Fleming College CAAT - Cobourg |
| Employment Goal * | |
| Employment Goal - Number Of Hours Worked | 0 |
| Employment Goal - Wage Per Hour | 0.00 |
| Employment Goal - NOC | |
| Current Employer | |

Save Cancel

Actors

- Service Provider Manager
 - Service Provider Caseworker
 - Service Provider Administrator
-
- If the following data is captured in a submitted CA record, it will be mapped to this page
 - Employment Goal – Number of Hours Worked
 - Employment Goal – Wage Per Hour
 - Employment Goal – NOC
 - If the CA record has 'Not Sure' or 'Prefer Not to Say' responses for the values above, the EAP can be created but a user will need to complete these variables prior to adding an Outcome to an EAP.
 - A user can cancel the creation process using the cancel button. If the EAP creation is cancelled, the CA record will continue to be available for EAP creation. See Step 1.
 - A Client can only have one EAP Plan within an EO Case with a status of Open or Active at any one time. The system will display an error message to a caseworker in this situation preventing them from completing the EAP creation process.
 - A Client cannot be simultaneously enrolled in an EAP and one of the following service plan types: ES, YJC, YJC Summer, YJL, ESP, OEAS, SE, SAO with a status of Open/Approved/Active. The system will display an error message to a caseworker in this situation preventing them from completing the EAP creation process.
 - The Date of Death on a client's Person record must be blank for an EAP to be created
 - Upon save, the system validates the data entered and displays error messages, in terms of which fields were not completed or contained invalid data
 - When an EAP is created
 - A new EAP Plan with a unique identifier is created.
 - The Primary Client field is pre-populated with the participant's name.
 - The Date Created field is populated with the system date and cannot be changed
 - The status of the Service Plan is Open
-
- Employment Action Plan Home Page

EOIS-CaMS: Service Provider User Guide

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Open |
| Start Date | 21/12/2020 | Closed Date | |
| Owner | M: [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

[Home](#) [Common Assessment](#) [Plan Content](#) [Plan Summary](#) [Case Notes](#) [Outcomes](#)

Service Plan Home ⋮ 🔄 🖨️

Case Details ▼

| | | | |
|-----------------------|---|----------------------|---|
| Primary Client | Jim [REDACTED] | Referred In | Ontario Disability Support Program |
| Owner | [REDACTED] [Change Owner] | Total Supports | |
| Service Delivery Site | Fleming College CAAT - Cobourg [Change Service Delivery Site] | Current Employer | N/A [Change Current Employer] |
| Client Stream | Stream A | PDC Reference Number | N/A [Change PDC Reference Number] |
| Closure Reason | | | |

Employment Goals ▼

| | | | |
|-----------------------|--|--|-------|
| Employment Goal | Employment | Employment Goal - Number Of Hours Worked | 22 |
| Employment Goal - NOC | 0013 - Senior Managers - Financial, Communications and Other Business Services | Employment Goal - Wage Per Hour | 22.00 |

Employment Outcomes ▼

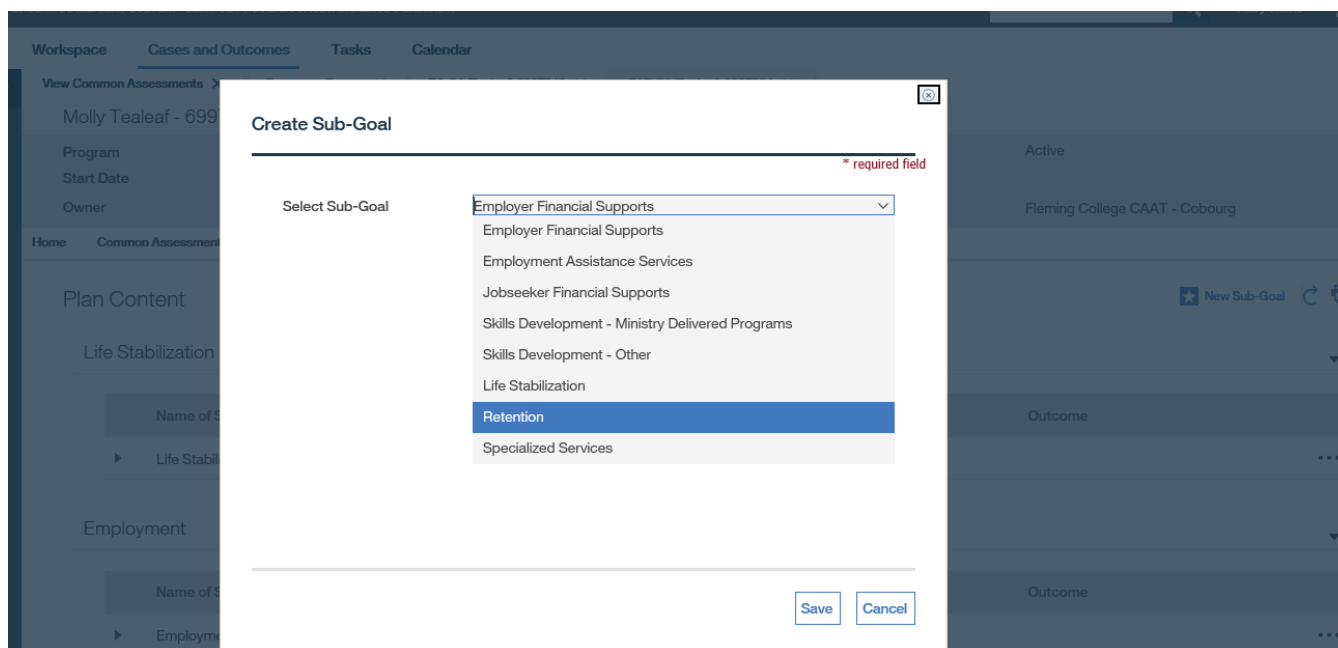
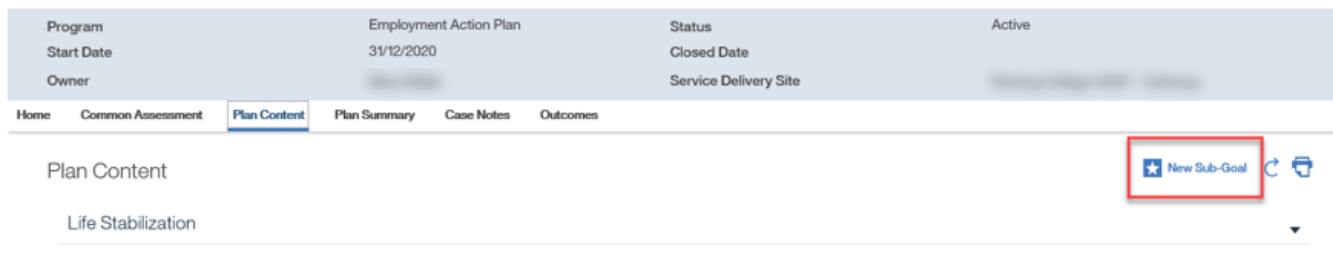
| | | | |
|--------------------------|-----|---|-----|
| Employment Outcome | | Employment Outcome - Number Of Hours Worked | N/A |
| Employment Outcome - NOC | N/A | Employment Outcome - Wage Per Hour | N/A |

Actors

- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

- ➡ To link a PDC to an EAP, use the Change PDC Reference Number action
- ➡ To link an Employer to the Current Employer field, use the Change Current Employer action
 - This field is meant to represent the Employer a client is associated to upon entry into the program. The Caseworker has the ability to add this information during the EAP creation, but if it is missed in that process, they have the ability to update the information here
- ➡ To add an Outcome to an EAP, the Employment Goals cluster must be completed
 - Employment Goal
 - Employment Goal – Number of Hours Worked
 - Employment Goal – Wage Per Hour
 - Employment Goal – NOC
- ➡ The Employment Outcome cluster is derived from responses with the Add Outcome Questionnaire. See Add Outcome section for more information

8.5.3 Adding Sub-Goal(s)



Actors

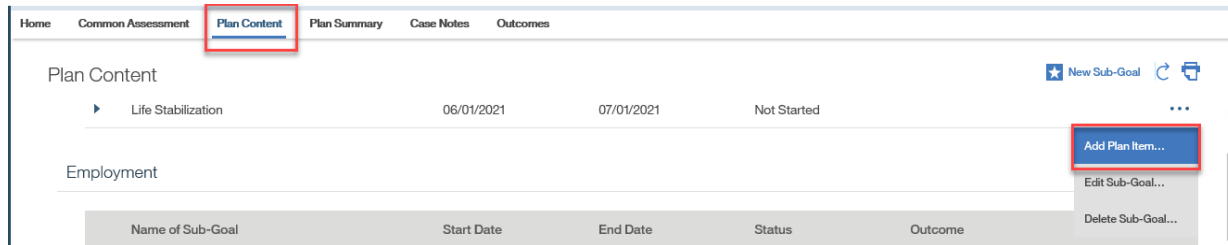
- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

- ➡ To cancel the creation of a Sub Goal, use the cancel button. The system will exit from the Create Sub Goal page and return to the Plan Content page
- ➡ The system will only allow 1 non closed sub goal of a specific type at any given time.
- ➡ The Service Plan EAP must be in an **Open** or **Active** status to be able to add Sub Goals.

EOIS-CaMS: Service Provider User Guide

- Sub Goals cannot be added to closed EAP's. An appropriate message is displayed to the user if they attempt to add more Sub Goals after case closure
 - The status of the newly added Sub-Goal is **Not Started**

8.5.4 Adding Plan Items to Sub-Goals



Actors

- Service Provider Manager

- Service Provider Caseworker
 - Service Provider Administrator
-
- To cancel the creation of a Plan Item, use the cancel button. The system will exit from the Add Plan Item page and return to the Plan Content page
 - If the system detects that no plan item type selected, by the means of the associated checkbox, it displays an error message regarding the need to select a plan item before proceeding
 - The Service Plan EAP must be in an **Open** or **Active** status to be able to add Plan Items.
 - If an Outcome already exists for the Sub Goal, users will be presented with an error message informing them that they cannot add a Plan Item to a Sub-Goal when the Sub Goal outcome is already set
 - Plan Items cannot be added to closed EAP's. An appropriate message is displayed to the user if they attempt to add more Plan Items after case closure
 - The status of the newly added Plan Item is **Not Started**

8.5.5 Modify, Complete Plan Item

The screenshot shows the 'Modify Plan Item' form. At the top right, there is a red asterisk and the text '* required field'. The form contains the following fields:

- Primary Client: Carl [redacted]
- Details dropdown menu
- Name: Basic Needs - Housing
- Service Delivery Site: Fleming College CAAT -...
- Caseworker: [redacted]
- Change Caseworker: dropdown menu
- Actual Start Date: 14/01/2021
- Outcome: Attained
- Actual Cost: 300.00
- Actual End Date: 14/01/2021
- HST Amount: 0.00
- Comments dropdown menu

At the bottom right, there are two buttons: 'Save' (circled in red) and 'Cancel'.

Actors

- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

- To cancel the modification of a Plan Item, use the cancel button. The system will exit from the Modify Plan Item page and return to the Plan Content page
- Actual Start and End Dates cannot be greater than current date
- Actual Start Date cannot be greater than the Actual End Date
- Actual End Date cannot be prior to the Actual Start Date
- Actual Start Date cannot be blank if Actual End Date entered
- Actual Cost is mandatory for Job Seeker Financial Support plan items, and Employer Financial Supports plan items when the Actual End Date is entered and Outcome = Attained or Not Attained
- Actual Cost must be between 0.00 and 100,000.00
- Paid Date cannot be greater than the current date
- The Service Delivery Site will be defaulted to the Service Delivery Site the EAP is associated to. If needed, this can be changed to another SDS by the user

- If an **Actual Start Date** is specified, the system automatically changes the Plan Item status to **In Progress**
- If an **Actual End Date** and an **Outcome** are specified, the system automatically changes the Plan Item status to **Completed**
- If an **Actual Start Date** is specified, the system automatically changes the **Actual Start Date** of the parent Sub-Goal to align with the Plan Item Start date
- If an **Actual End Date** is specified, the system automatically changes the **Actual End Date** of the parent Sub-Goal
- If there are multiple Plan Items per Sub Goal, the Sub Goal will use the earliest Plan Item Start Date as the Sub Goal Start date and the latest Plan Item End Date as the Sub Goal End Date
- If invalid or incomplete data is entered, system displays an error message indicating what needs to be resolved
- Outcome cannot be blank if Actual End Date is entered

- Outcome cannot be 'Cancelled' if Actual Start/ End Dates entered
- Cannot change outcome of Plan Item when parent subgoal's Outcome is 'Cancelled'
- Outcome cannot be Attained / Not Attained if Actual End Date is blank
- Rationale Field is mandatory for plan items associated to the Job Seeker Financial Support sub goal, and the Employer Financial Supports 'Employer - Job Accommodation' plan items when the Actual End Date is entered
- Comments Field is mandatory for Custom Basic Plan Items, the 'Referral to Other Ministry Delivered or Funded Programs' plan item and the 'Skills Development – Other plan item' when the Actual Start Date is entered
- **Comments** field can only accommodate 500 characters
 - (Additional rules for Placement and/or Job Trial Plan Items)*
- For Placement and Job Trial plan item types that require employer association, the employer must be registered in the system and must also be assigned to a Corporate Entity. If the Employer is not registered, refer to the **Employer Management** chapter of the EOIS CaMS user guide for employer registration activities.
- 'Employment Hours per Week' must be between 1 and 99 hours inclusive
- Employer, Job Title, Placement Category, Employment Hours Per Week, Wage Amount, NAICS, and NOC are mandatory if Actual **Start** Date and Actual **End** Date are specified
 - If one of the fields Employer, Job Title, Placement Category, Employment Hours Per Week, Wage Amount, NAICS or NOC is blank, while an Actual Start Date was entered, the appropriate error message is displayed
- Employer Satisfaction is mandatory if Actual End Date is specified
- Employment Hours per Week & Wage Per are mandatory if Wage Amount is specified
- Wage Amount must be between \$1 to \$99.99 inclusive.
- All Placement Information is mandatory if the Outcome defined is Attained or Not Attained.
- Ready for Review checkbox signals to the SSM Manager that the plan item is ready for review and submission to the Ministry. The Caseworker should check this box when the plan item is complete, and ready for SSM review and submission to the Ministry." If the

Ready for Review checkbox is defined without the plan item data being complete the system will display an appropriate error message indicating the need for a completed plan item prior to using this checkbox

- Resubmit for Review checkbox signals to the SSM Manager that a plan item that has previously been rejected has been updated and is ready for review and submission to the Ministry. The Caseworker should check this box when the plan item is ready for resubmission to the SSM and the Ministry." If the Ready for Review checkbox is defined without the plan item data being complete the system will display an appropriate error message indicating the need for a completed plan item prior to using this checkbox




For list of available Plan Items please see the appendix

8.5.6 Deleting Plan Item(s)

Home Common Assessment **Plan Content** Plan Summary Case Notes Outcomes

Plan Content New Sub-Goal Refresh Print

| Name | Start Date | End Date | Status | Outcome | |
|---|------------|------------|-------------|--------------|--|
| ▶ Employer - Job Accomodation | 24/12/2020 | 24/12/2020 | Completed | Attained | ⋮ |
| ▶  Employer - Job Placements with Financial Supports | 24/12/2020 | | In Progress | | Add Attachment... Edit Plan Item... |
| ▶ Employer - Job Trials with Financial Supports | 30/12/2020 | 30/12/2020 | Completed | Not Attained | Delete Plan Item... |

Comments

Actors

- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

- A Plan Item cannot be deleted while the status is 'In Progress' or 'Completed'
- To delete a plan item, the Actual Start Date, Actual End Date, and Outcome need to be removed (if they've been defined)

8.5.7 Cancelling Plan Item(s)

The screenshot shows the 'Modify Plan Item' form. The 'Primary Client' is 'Carli [REDACTED]'. The 'Details' section includes:

| | | | |
|-------------------|-----------------------|-----------------------|---------------------------|
| Name | Basic Needs - Housing | Service Delivery Site | Fleming College CAAT -... |
| Caseworker | [REDACTED] | Change Caseworker | [REDACTED] |
| Actual Start Date | [REDACTED] | Outcome | Cancelled |
| Actual Cost | 300.00 | Actual End Date | 14/01/2021 |
| HST Amount | 0.00 | | |

At the bottom, there are 'Save' and 'Cancel' buttons. A red asterisk indicates a required field.

Actors

- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

- Outcome cannot be set to Cancelled if Actual Start and/or Actual End Date is entered
- Actual Cost must be null when cancelling plan items

8.5.8 Completing Sub-Goal(s)

Modify Sub-Goal

* required field

Details

Name: Employer Financial Supports

Outcome: Attained

Comments

Save Cancel

Name of Sub-Goal Start Date End Date Status Outcome

Actors

- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

- System will automatically update the Sub-Goal status based on the status of associated Plan Items.
 - If the status of all plan items within sub-goal is **Not Started**, then system sets the sub-goal status to **Not Started**.
 - If at least one plan item status within sub-goal is set to **In Progress** (and no plan item status is set to Completed), then system sets the sub-goal status to **In Progress**.
 - If at least one plan item status within sub-goal is set to **Completed**, then system sets sub-goal status to **Completed**
 - If **Sub-Goal Outcome** is set to **Cancelled**, then all associated Plan Items will be updated to an **Outcome** of **Cancelled** and **null** Actual Start and End Dates
- Sub-goal Outcome cannot be set before a Plan Item has been added
- Sub-goal Outcome cannot be set before associated Plan Items have an Outcome
- Sub-goal Outcome cannot be set if all associated Plan Items have a “Cancelled” Outcome

8.5.9 Cancelling Sub-Goal(s)

EOIS-CaMS: Service Provider User Guide

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance **Plan Content** Plan Summary Case Notes Outcomes

Plan Content New Sub-Goal Refresh Print

Specialized Services

| Name of Sub-Goal | Start Date | End Date | Status | Outcome |
|----------------------|------------|------------|-------------|---------|
| Specialized Services | 15/01/2021 | 15/01/2021 | Not Started | |

Plan Items Add Plan Item... Edit Sub-Goal... Delete Sub-Goal...

| Name | Start Date | End Date | Status | Outcome |
|---------------------------------|------------|----------|-------------|-----------|
| Employer Education and Training | | | Not Started | Cancelled |

Actors

- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

➡ System changes the Outcome of any non-cancelled Plan Items to 'Cancelled' and clears their Actual Start and End Dates

8.5.10 Activating Employment Action Plan(s)

The screenshot shows a modal dialog titled "Activate EAP" with a close button in the top right corner. The dialog contains a "Details" section with a dropdown arrow. Below this, there are two fields: "Issue To" with the value "sprinkle weasel" and "Accepted Date" with the value "18/01/2021" and a calendar icon. A red asterisk and the text "* required field" are visible above the "Accepted Date" field. At the bottom of the dialog are "Save" and "Cancel" buttons.

Actors

- Service Provider Manager
 - Service Provider Caseworker
 - Service Provider Administrator
-
- The Employment Action Plan must be in an Open status and have at least one sub goal and plan item defined before it can be activated.
 - To cancel the EAP activation, use the cancel button. The system will exit from the Activate EAP page and return to the EAP Homepage
 - When activated, the system will automate the creation of the Plan Summary.
 - If the Accepted Date is left blank when activating the EAP, the EAP status will change to Approved and a user will need to add a Date Accepted in the client's Plan Summary to activate the EAP accordingly
 - Once the EAP status has been changed to Active it cannot go back to an Open Status



For Active On-Hold

- A client cannot move onto Outcomes while the EAP is in an 'Active On-Hold' Status
- A client's EAP cannot be closed with the closure reason 'Completion' while the EAP is in an 'Active On-Hold' Status.

8.5.11 Modifying Plan Summary

EOIS-CaMS: Service Provider User Guide

| | | | |
|------------|------------------------|-----------------------|--------------------------------|
| Program | Employment Action Plan | Status | Active |
| Start Date | 13/01/2021 | Closed Date | |
| Owner | [REDACTED] | Service Delivery Site | Fleming College CAAT - Cobourg |

Home Common Assessment Social Assistance Plan Content **Plan Summary** Case Notes Outcomes

Plan Summary Home: Employment Action Plan 7001857 [REDACTED] 7520768

[View Plan Summary](#) [Download History](#) [Upload History](#)

Plan Summary Details

| | | | |
|------------|---|------------------|------------|
| Issued To | Carlee [REDACTED] | Creation Date | 14/01/2021 |
| Reason | Initial | Status | Accepted |
| Issue Date | 14/01/2021 | Template Version | 1.07 |
| Address | 1043499 Redpath Ave, North Bay, ON, P1B 7H7 | | |

[Edit...](#)
View Plan Summary
Download Plan in English
Download Plan in French
Close

Actors

- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

- A Plan Summary cannot be created if there is already a Plan Summary on the EAP with a status of 'Issued' or Accepted
- A Plan Summary cannot have a Date Accepted, Date Rejected and/or Date Cancelled at the same time. The system will only allow for one value per Plan Summary to be defined at a given time
- If Date Rejected is entered, a Rejection Reason must be specified
- If a Rejection Reason or Rejection Comments are entered, a Date of Rejection must also be entered
- If Date Cancelled is entered, a Cancellation Reason must be specified
- If a Cancellation Reason or Cancellation Comments are entered, a Date of Rejection must also be entered

8.6.1 Adding an Outcome

Add Outcome: Employment Action Plan 699 [redacted] 351

Outcome Date * * required field

Details

Client is employed at 20 hours or more per week

Client completed all pre-employment activities in EAP but is not employed

Client completed all pre-employment activities in EAP but is employed below 20 hours per week

Client is employed at another employer at 20 hours or more per week

Program Specific Outcomes

1. Are you currently working at a job or business?

2. Are you currently working as an employee, self-employed or both?

3. How many hours do you work per week?

Actors

- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

- Employment Goals must be defined for the Add Outcome action to be available. The employment Goals are:
 - Employment Goal
 - Employment Goal – NOC
 - Employment Goal – Number of Hours Worked
 - Employment Goal – Wage Per Hour
- All Plan Items must be completed with a defined outcome for the Add Outcome action to be available
 - The exception to this the Job Placement plan items. The Add Outcome action is available to users if the Placement is still incomplete

- Employment Outcomes cluster values are mapped using responses from the Add Outcome Questionnaire. The Employment Outcomes cluster mapping is below:
 - Employment Outcome
 - Derived from the responses to question # 1, question #14, and question 15
 - If the response to question #1 is Yes, then the Employment Outcome is displayed as Employed
 - If the response to question # 1 is No, and the response to question 14 is Fulltime then Employment Outcome is displayed as Not in Labour Force
 - If the response to question # 1 is No, and the response to question 14 is Part Time or N/A (blank), then the response to question # 15 will defined the outcome displayed. The defined outcomes to be displayed from Q15 are below:
 - Q15 - Which of the categories best describes your current situation?
 - Employed but currently on a leave (e.g., vacation, maternity leave, seasonal layoff but expecting to return, etc.) (If yes, status defined as “Employed”)
 - Unemployed and looking for work (If yes, status defined as “Unemployed”)
 - Unemployed with an employment offer (If yes, status defined as “Unemployed”)
 - Unemployed and not looking for work (If yes, status defined as “Not in Labour Force”)
 - Unemployed and unable to work (If yes, status defined as Not in Labour Force)
 - Employment Outcome – NOC:
 - Derived from the response to question # 4.
 - The field will display the NOC code captured within the response for question #4
 - If question number 4 was skipped due to skip-logic, then Employment Outcome - NOC displayed as N/A
 - Employment Outcome – Number of Hours Worked:
 - The field will display the response to question # 7.

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- If question number 7 was skipped due to skip-logic, then Employment Outcome - Number of Hours Worked displayed as N/A
- If multiple jobs are defined within the EAP Outcome Questionnaire then the details for Job 1 are included in this mapping

- Employment Outcome – Wage Per Hour:
 - The field will display the response to question # 8.
 - If question number 8 was skipped due to skip-logic, then Employment Outcome – Wage Per Hour displayed as N/A
 - If multiple jobs are defined within the EAP Outcome Questionnaire then the details for Job 1 are included in this mapping

➡ The Questionnaire satisfaction questions (Questions # 16 – 20) are mandatory at the when adding an Outcome to an EAP.

| Home | Common Assessment | Social Assistance | Plan Content | Plan Summary | Case Notes | Outcomes |
|---|-------------------|-------------------|--------------|--------------|------------|-------------------|
| Case Outcomes | | | | | | |
| Job1 Details | | | | | | |
| 6a. How would you best describe the nature of your job? | | | | | | Permanent Job |
| 7a. Excluding overtime, on average, how many paid hours do you usually work per week? | | | | | | 20.0 |
| 8a. What is your hourly wage [including tips and commissions], before taxes and other deductions? | | | | | | 15.00 |
| 9a. Are you looking to change your current employment in foreseeable future? | | | | | | Not Sure |
| 10. When is the last time you were unemployed? | | | | | | 25/10/2021 |
| 11. How many times have you changed employment since you were last unemployed? | | | | | | 1 |
| 12. Are you currently attending a school, college, university, apprenticeship or other training program? | | | | | | No |
| 13. How would you best describe the education or training you are attending? | | | | | | N/A |
| 14. Are you enrolled as a full-time or part-time student? | | | | | | N/A |
| 15. Which of the categories best describes your current employment situation? | | | | | | N/A |
| 16. You got the kind of services you think you needed | | | | | | Strongly Agree |
| 17. The services you received were the right approach for helping you | | | | | | Strongly Agree |
| 18. If you were to seek help again, you would seek it from us | | | | | | Strongly Agree |
| 19. You are likely to recommend the program to someone looking for similar services as those you received | | | | | | Strongly Disagree |
| 20. You did not need to seek additional employment or training related services on your own | | | | | | Strongly Agree |

➡ To ‘Trigger’ the Outcome Checkpoint Questionnaire sequence, the following rules must be maintained:

- The Questionnaire must be completed in accordance with the appropriate skip logic criteria. For skip logic variables please see appendix

- The response within the Detail section must match the Program Specific Outcomes defined. Some examples of this below:
 - If Details selection indicates that the *“Client is employed at 20 or more hours per week”* then the questionnaire responses must align with this.
 - Ex. The Primary job would need a response of 20 or more hours per week for question 7 to align with the selected Details.
 - If Details selection indicates that the *“Client completed all pre-employment activities in EAP but is not employed”* then the questionnaire responses must align with this.
 - Ex. Question 1 would need a response of No to indicate the client is not currently working at a job or business.
 - If Details selection indicates that the *“Client completed all pre-employment activities in EAP but is employed below 20 hours per week”* then the questionnaire responses must align with this.
 - Ex. The Primary job would need a response of below 20 hours per week for question 7 to align with the selected Details
 - If Details selection indicates that the *“Client is employed at another employer at 20 hours or more per week”* then the questionnaire responses must align with this.
 - Ex. The Employer at Entrance field and the Employer at Outcome on the EAP homepage must be defined and must be different Employers. The Primary job in the questionnaire would need a response of 20 or more hours per week for question 7 to align with the selected Details.
- ➡ When the Outcome details have been completed, the system will autogenerate the 1month, 3month, 6month, and 12month Outcome Checkpoints for the EAP

8.6.2 Complete Outcome Checkpoints

Modify Checkpoint: Employment Action Plan 7001364 - Mat [REDACTED] 8721

* required field

Details

Reviewer * [REDACTED] [Search] [X] Actual Start Date [Date Picker]

Scheduled Start Date 12/04/2021 Actual End Date [Date Picker]

Outcome [Dropdown] Milestone Achieved

Reason Outcome at 3 months

Program Specific Outcomes

1. Are you currently working at a job or business? [Dropdown]

2. Are you currently working as an employee, self-employed or both? [Dropdown]

Save Cancel

Actors

- Service Provider Manager
- Service Provider Caseworker
- Service Provider Administrator

- The system will restrict a user from completing a checkpoint until the checkpoint scheduled date has been reached
- Scheduled date is read-only and based on the date used when adding an Outcome +1 month, 3month, 6month, and 12 months
- The Actual Start Date is the date that the assigned EO caseworker begins attempts to contact the client for the purposes of collecting the outcome
- The Actual End Date is the date the assigned EO caseworker receives confirmation of the outcome status of the SSD by the client
- Actual Start and End Dates cannot be greater than current date
- Actual Start Date cannot be greater than the Actual End Date
- Actual End Date cannot be prior to the Actual Start Date
- Actual Start Date cannot be blank if Actual End Date entered
- Actual Start Date and Actual End Date cannot be prior to the EAP Start Date
- Outcome cannot be blank if Actual End Date is entered

- For Question.7 *"Excluding overtime, on average, how many paid hours do you usually work per week?"* Employment Hours per Week' must be between 0.25 and 60.99 hours inclusive
- For Question.8 *"What is your hourly wage [including tips and commissions], before taxes and other deductions?"* Wage Amount must be between 12.20 to 50.99 inclusive.
- If value for Question.3 is >1, complete response to QUESTION.6 through QUESTION.9 for primary job, then come back to QUESTION.6 and complete response through QUESTION.9 for the second job. Repeat process for each additional job.
- The Questionnaire satisfaction questions (Questions # 16 – 20) are mandatory at the 3months and 12months Outcome Checkpoints.
- The Questionnaire must be completed in accordance with the appropriate skip logic criteria
 - For skip logic variables please see Appendix
- Milestone Achieved checkbox signals to the SSM Manager that the checkpoint is ready for review and submission to the Ministry.
 - This Milestone Achieved checkbox is automated to yes when the Outcome Checkpoint's 'Outcome' value is defined as Employed
 - If the Outcome Checkpoint's 'Outcome' value is not Employed, users will not have the ability click this checkbox
- Resubmit Milestone checkbox signals to the SSM Manager that a checkpoint that has previously been rejected has been updated and is now ready to be reviewed and resubmitted to the Ministry. The Caseworker should check this box when the Checkpoint is ready for resubmission to the SSM and the Ministry." If the Resubmit Milestone checkbox is defined without the Outcome Checkpoint data being complete the system will display an appropriate error message indicating the need for a completed Outcome Checkpoint prior to using this checkbox
- Reviewer must be a user from the SSM organization who has a role in CaMS
- Responses from the previous completed Outcome Checkpoint will auto-populate the responses for the subsequent Outcome Checkpoint allowing the caseworker to quickly update the necessary variables that may have changed for the client

- Ex. The responses from the 1month Outcome Checkpoint will prepopulate the 3month Outcome c

8.6.3 Close Employment Action Plan

Close Service Plan: Employment Action Plan 7494660 - Inclusion group Tests 7713282

* required field

Details

Reason *

- Client Deceased
- Client Ineligible
- Client Issue - Satisfactory Progress Not Achieved
- Opened in Error
- Referral to EO Training Program
- Unable to Contact Client
- Voluntary Withdrawal - Moved Outside of Catchment
- Voluntary Withdrawal - Moved Outside of Province
- Voluntary Withdrawal - No Longer Seeking Employment
- Voluntary Withdrawal - Personal Reasons
- Voluntary Withdrawal - Client Dissatisfied with Service

Save Cancel

Actors

- Service Provider Manager
 - Service Provider Caseworker
 - Service Provider Administrator
-
- ➡ EAP cannot be closed until an Employment Outcome has been set
 - ➡ If closure reason is Client Deceased, a Date of Death must be entered on the Person homepage before the EAP can be closed.
 - ➡ An EAP cannot be reopened once it has been closed
 - ➡ The system will only allow modifications to the Closure Reason and Closure Comments once an EAP has been closed.

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- If the Closure Reason used is Opened in Error, the Closure Reason cannot be changed
- When the 12month Outcome Checkpoint is finalized, regardless of the closure reason selected the EAP is considered completed

8.6 EAP Plan Item list Appendix

| EOIS-CaMS EAP Subgoals | EOIS-CaMS EAP Plan Items |
|--------------------------------|---|
| Life Stabilization | Basic Needs - Crisis resolution |
| Life Stabilization | Basic Needs - Housing |
| Life Stabilization | Basic Needs - Financial support |
| Life Stabilization | Basic Needs - Food security |
| Life Stabilization | Basic Needs - Transportation |
| Life Stabilization | Basic skills - Self-efficacy |
| Life Stabilization | Health Supports - Primary care and ongoing medical concerns |
| Life Stabilization | Health Supports - Mental health and addictions |
| Life Stabilization | Community Supports - Dependent care |
| Life Stabilization | Community Supports - Cultural connections |
| Life Stabilization | Community Supports - Cultural transition |
| Life Stabilization | Community Supports - Justice and legal support |
| Life Stabilization | Community Supports - Newcomer services |
| Life Stabilization | Custom Basic Plan Item |
| Employment Assistance Services | Resource and information services - general |
| Employment Assistance Services | Resource and information services - digital services |
| Employment Assistance Services | Client counselling |
| Employment Assistance Services | Employability skills training |
| Employment Assistance Services | Career exploration, planning and management |
| Employment Assistance Services | Job search |
| Employment Assistance Services | Job matching and development |

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| EOIS-CaMS EAP Subgoals | EOIS-CaMS EAP Plan Items |
|--|--|
| Employment Assistance Services | Volunteering |
| Employment Assistance Services | Employer - Job trials |
| Employment Assistance Services | Employer - Job placements |
| Employment Assistance Services | Employer Coaching |
| Employment Assistance Services | Job coaching |
| Employment Assistance Services | Referral to External Self-employment/Entrepreneurship Services |
| Employment Assistance Services | Provision of SSM In-Service Self Employment Services |
| Employment Assistance Services | Custom Basic Plan Item |
| Skills Development - Ministry Delivered Programs | Referral to Better Jobs Ontario Training |
| Skills Development - Ministry Delivered Programs | Referral to Apprenticeship |
| Skills Development - Ministry Delivered Programs | Referral to Feepayer Training |
| Skills Development - Ministry Delivered Programs | Referral to Ontario Job Creation Partnership Training |
| Skills Development - Ministry Delivered Programs | Referral to SkillsAdvance Ontario |
| Skills Development - Ministry Delivered Programs | Referral to Micro-credentials |
| Skills Development - Ministry Delivered Programs | Referral to Other Ministry Delivered or Funded Programs |
| Skills Development - Other | Referral to Literacy and Basic Skills |
| Skills Development - Other | Referral to Canada-Ontario Job Grant |
| Skills Development - Other | Referral to Ontario Bridge Training Program |

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| EOIS-CaMS EAP Subgoals | EOIS-CaMS EAP Plan Items |
|------------------------------|---|
| Skills Development - Other | Referral to Post-secondary Education |
| Skills Development - Other | Referral to Secondary Education |
| Skills Development - Other | Referral to Government Services - Federal |
| Skills Development - Other | Referral to Government Services - Municipal |
| Skills Development - Other | Referral to Occupational Skills training |
| Skills Development - Other | Referral to French as a Second Language training |
| Skills Development - Other | Referral to English as a Second Language training |
| Skills Development - Other | Referral to Academic Upgrading |
| Skills Development - Other | Other |
| Jobseeker Financial Supports | Job seeker - Accommodation needs - assistive devices and adaptive technology |
| Jobseeker Financial Supports | Job seeker - Accommodation needs - job-specific communication skills training |
| Jobseeker Financial Supports | Job seeker - Accommodation needs - on-the-job supports |
| Jobseeker Financial Supports | Job seeker - Diagnostic assessment |
| Jobseeker Financial Supports | Job seeker - Certification charges |
| Jobseeker Financial Supports | Job seeker - Academic credential or professional accreditation assessment |
| Jobseeker Financial Supports | Job seeker - Language skills assessment |
| Jobseeker Financial Supports | Job seeker - Short-term skills training |
| Jobseeker Financial Supports | Job seeker - Emergency/infrequent child care |
| Jobseeker Financial Supports | Job seeker - Employment-related transportation |
| Jobseeker Financial Supports | Job seeker - Work clothing and/or grooming |
| Jobseeker Financial Supports | Job seeker – Employment-related special equipment and supplies |
| Jobseeker Financial Supports | Job seeker - Translation of international academic documents |
| Jobseeker Financial Supports | Job seeker - Specialized hardware |
| Employer Financial Supports | Employer - Job trials - with Financial Supports |
| Employer Financial Supports | Employer - Job placement - with Financial Supports |

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| EOIS-CaMS EAP Subgoals | EOIS-CaMS EAP Plan Items |
|-----------------------------|---|
| Employer Financial Supports | Employer - Job accommodation |
| Retention | Retention support planning |
| Retention | Accessible workplace consultation for clients with a disability |
| Retention | Ongoing job coaching |
| Retention | On-the-job training |
| Retention | Mentoring |
| Retention | Job retention crisis response |
| Retention | Supporting changes in work activities and supervision |
| Retention | Employer retention coaching |
| Retention | Additional services to find another job |
| Retention | Custom Basic Plan Item |
| Specialized Services | Employment services for people with disabilities |
| Specialized Services | Workplace consultation for clients with a disability (ies) |
| Specialized Services | Employer job carving |
| Specialized Services | Employer education and training |
| Specialized Services | Culturally-appropriate employment services for Indigenous peoples |
| Specialized Services | Employment services for Francophones |
| Specialized Services | Employment services for youth with higher support needs |
| Specialized Services | Employment services for newcomers |
| Specialized Services | Custom Basic Plan Item |

8.7 Employment Status Questionnaire (ESQ) and Skip-logic Appendix

| Field | Response Options (if applicable) | Skip logic |
|---|----------------------------------|------------|
| | | |
| 1. Are you currently working at a job or business ? | Yes | Go to #2 |
| | No | Go to #12 |
| 2. Are you currently working as an employee, self-employed or both? | Employee | Go to #3 |
| | Self-employed | |
| | Both | |
| 3. How many jobs do you currently have? | | Go to #4 |
| 4. If value for Q.3 is 1- How would you describe the work you do, i.e. your job title? If value for Q.3 is >1- How would you describe the work you do, i.e. your job title in your primary job | | Go to #5 |
| 5. If value for Q.3 is 1- How would you describe the sector you work in? If value for Q.3 is >1- How would you describe the sector you work in your primary job? | | Go to #6 |
| Prompt for Client: If value for Q.3 is >1, complete response to Q.6 through Q.9 for primary job, then come back to Q.6 and complete response through Q.9 for the second job. Repeat process for each additional job. | | |
| 6. How would you best describe the nature of your job? | Permanent Job | Go to #7 |
| | Seasonal Job | |

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| | | |
|--|--|---|
| | Temporary, term or contract job (non-seasonal) | |
| | Casual Job | |
| | Other (Specify) | |
| 7. Excluding overtime, on average, how many paid hours do you usually work per week? | Numeric | Go to #8 |
| | Not Sure (checkbox) | |
| 8. What is your hourly wage [including tips and commissions], before taxes and other deductions? | Cost Numeric | Go to #9 |
| | Prefer not to say (checkbox) | |
| 9. Are you looking to change your current employment in foreseeable future? | Yes | Go to #10 |
| | No | |
| | Not Sure | |
| 10. When is the last time you were unemployed? | | Go to #11 |
| 11. How many times have you changed employment since you were last unemployed? | | Go to #12 |
| 12. Are you currently attending a school, college, university, apprenticeship or other training program? | Yes | Go to #13 |
| | No | (If Question #1 = Yes, then go to #16) (If Question #1 = No, then go to #15) |

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| | | |
|---|--|---|
| 13. How would you best describe the education or training you are attending? | Attending a school (elementary, high school or equivalent) | Go to #14 |
| | Registered in an apprenticeship program | |
| | Attending a college | |
| | Attending a university | |
| | In other training or skills development program | |
| | Other (specify) | |
| 14. Are you enrolled as a full-time or part-time student? | Full-time | (If #1=No, then Go to #15) (If #1=Yes, then Go to #16) |
| | Part-time | (If #1=No then Go to #15, if #1=Yes then Go to #16) |
| 15. Which of the categories best describes your current employment situation? | Employed but currently on a leave | Go to #16 |
| | Unemployed and looking for work | |
| | Unemployed with an employment offer | |
| | Unemployed and not looking for work | |

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| | | |
|---|-------------------------------|---------------|
| | Unemployed and unable to work | |
| | Not sure | |
| | Prefer not to say | |
| <p>Prompt for Client</p> <p>Please answer questions #16-20 by thinking about your experience with the services you received.</p> | | |
| 16. You got the kind of services you think you needed. | Strongly Disagree | Go to #17 |
| | Somewhat Disagree | |
| | Neither Agree nor Disagree | |
| | Somewhat Agree | |
| | Strongly Agree | |
| 17. The services you received were the right approach for helping you. | Strongly Disagree | Go to #18 |
| | Somewhat Disagree | |
| | Neither Agree nor Disagree | |
| | Somewhat Agree | |
| | Strongly Agree | |
| 18. If you were to seek help again, you would seek it from us. | Strongly Disagree | Go to #19 |
| | Somewhat Disagree | |
| | Neither Agree nor Disagree | |
| | Somewhat Agree | |
| | Strongly Agree | |
| 19. You are likely to recommend the program to someone looking for similar services as those you received. | Strongly Disagree | Go to #20 |
| | Somewhat Disagree | |
| | Neither Agree nor Disagree | |
| | Somewhat Agree | |
| | Strongly Agree | |
| 20. You did not need to seek additional employment or training related services on your own. | Strongly Disagree | End of Survey |
| | Somewhat Disagree | |
| | Neither Agree nor Disagree | |
| | Somewhat Agree | |
| | Strongly Agree | |

8.6 Supporting Documents and Links Appendix

- [Financial Support and Performance Base Funding Support Guide](#)