You can expect referrals into your Employment Ontario programming through 3 pathways:

1. Social Assistance Referrals (referred through the Common Assessment Tool)
2. Self-Referred Clients (referred through email from SSM Intake)
3. Targeting, Referral, and Feedback System (TRF) and Request a Service Provider (RASP) Tool

## **Social Assistance Referrals (Common Assessment Tool)**

The SSM Intake Team will screen all clients referred by Social Assistance through the Common Assessment Tool, and will assign CA records to your organization (Service Delivery Site) as they are assessed. Your organization is responsible for reviewing the CAs daily, assigning the CA to an employment caseworker, and completing Module 2 and all intake tasks for that client to begin service.

You must make a minimum of 2 contact attempts and record a Note in the CA record as evidence of these attempts and the outcomes of each attempt.

You must notify WRENintake@citywindsor.ca in the following situations (include the CA#):

* If you are unable to make contact with a Social Assistance referred client, or a client declines employment services, and a returned referral must be initiated to Social Assistance.
* If a client indicates they would prefer service from a different service provider.
* If a client is already actively receiving service from a different service provider and they would like to transfer providers.

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| **Intake Steps**  |
| 1. In the CA Tool, click “Referred clients”.
2. Select your organization from the Service Delivery Site drop down menu.
3. View the new Common Assessments assigned to you by the SSM (new assignments will have a Supervisor/Manager’s name or no name under Caseworker heading).
4. Open a newly assigned CA, and contact the client to arrange an intake appointment (follow your organization’s internal protocols, ensuring that first contact is within 2 business days of the referral being sent to your organization).
5. Complete the **Common Assessment** intake process with the client (confirm client consent, complete Module 2, assign the completed CA to the appropriate internal staff member or yourself, and click **submit**.)
6. Register the client in CaMS (if no existing CaMS Member ID was provided by the SSM).
7. Complete an Employment Action Plan with the client in CaMS.
8. Invite the client to the Jobs Portal using the *“Invite Client”* function found on the **My Clients/People** tab on the left side menu; link the client’s Jobs Portal account to their CaMS profile.
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| More Help: [Add New Clients – WE Data Tools](https://www.wedatatools.com/help/service-provider-portal/add-new-clients/) |

**Self-Referred Clients (Walk-In Clients)**

Jobseekers may be referred for employment services by other community organizations or by directly contacting the SSM. The SSM Intake Team will screen all self-referred jobseekers and will forward to your organization the following information by email:

* Client name
* Contact information
* Referral source and date received by SSM
* Specialized population
* Other service needs

You are expected to contact the client to initiate the intake and referral process, and confirm with the SSM via email when contact has been initiated.

Jobseekers may also directly seek out your organization’s employment services. In this case, you will be responsible for initiating and completing all steps in the EO intake process.

Social Assistance clients may self-refer to your organization before being assessed for employment services by their Social Assistance caseworker. You do **not** need to refer these clients back to Social Assistance to begin the Employment Ontario referral process – you should treat these clients as you would any self-referred client and follow the intake steps outlined below. You must ensure that you’ve conducted the check of the Common Assessment Tool and CaMS to locate and complete their *“In Progress”* CA if applicable.

Additionally, if a client self-refers to your organization while waiting for their Social Assistance referral to be processed by the SSM, you should contact SSM Intake team to expedite the assignment of that referral to your organization. Once assigned to your organization, you can complete and submit the Common Assessment.

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| **Intake Steps**  |
| 1. Arrange an intake appointment (follow your organization’s internal protocols).
2. Verify client’s identity and EO eligibility.
3. Conduct a check of the **client’s name, DOB, and SIN** in the Common Assessment Tool and CaMS to confirm there is no *“In Progress”* CA and no active EAP for the client.
	1. If there is an *“In Progress”* CA, proceed to complete this CA and do not start a new one.
	2. If there is an active EAP for that client, contact the SSM Intake General Line for next steps; otherwise proceed to the next step to complete the intake process.
4. In the CA Tool, create a new assessment, complete the consent process, and **complete Modules 1 and 2** with the client.
5. Assign the completed CA to the appropriate internal staff member or yourself, and click **submit**.
6. Register the client in CaMS (if no existing CaMS Member ID was identified during step 3).
7. Complete an Employment Action Plan with the client in CaMS.
8. Invite the client to the Jobs Portal using the *“Invite Client”* function found on the **My Clients/People** tab on the left side menu; link the client’s Jobs Portal account to their CaMS profile.
 |
| More Help: [Add New Clients – WE Data Tools](https://www.wedatatools.com/help/service-provider-portal/add-new-clients/) |

## **Targeting, Referral, and Feedback (TRF) System**

The TRF initiative is a partnership between Employment and Social Development Canada (ESDC) and the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) to support Employment Insurance (EI) applicants to return to work more quickly. The objective of the TRF system is to enable the province to actively target EI applicants in order to direct them to relevant programs and services or job opportunities.

The CaMS system refers TRF clients daily to the SSM. The SSM will contact the clients, offer service, and record the result. If the client is interested in service, the SSM will forward the referral in CaMS to a Service Provider. You are responsible for reviewing these referrals daily and will proceed to the intake and assessment phase with the referred clients following the same service standards as all other referrals.

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| **Intake Steps**  |
| 1. Check CaMS daily for TRF Referrals:
	1. On your CaMS Workspace, select *“Search for an Application/Referral”*
	2. Under Service Delivery Site, **select your organization** from the drop down menu.
	3. Under Application Type, select “**TRF**”.
	4. Select Search to view your results.
	5. To view a referral, select the link in the Application Numbercolumn.\*Note that you should be viewing “Submitted” and “Open” to locate newly forwarded TRF referrals daily
2. Contact the client to arrange an intake appointment (follow your organization’s internal protocols).
3. Verify client’s identity and EO eligibility.
4. Conduct a check of the client’s name, DOB, and/or SIN in the Common Assessment Tool and CaMS to confirm there is no *“In Progress”* CA and no active EAP for the client.
	1. If there is an *“In Progress”* CA, proceed to complete this CA and do not start a new one.
	2. If there is an active EAP for that client, contact the SSM Intake General Line for next steps; otherwise proceed to the next step to complete the intake process.
5. In the CA Tool, create a new assessment, complete the consent process, and **complete Modules 1 and 2** with the client.
6. Assign the completed CA to the appropriate internal staff member or yourself, and click **submit**.
7. Register the client in CaMS using the TRF Application.
	1. In their Application, click the ellipses (3 dots) in top right and select Close Application (reason: “Appointment Scheduled”).
	2. In their Application, click the ellipses in top right and select Record Outcome (reason: “Registered for SSM assisted services” or other depending on outcome of assessment).
	3. Select “Create Employment Ontario Case”; This will automatically open any existing EO cases, which you can use to create a new EAP for the client, or will allow you to register the client if they are new to the CaMS system.
8. Complete an Employment Action Plan with the client in CaMS.
9. Invite the client to the Jobs Portal using the *“Invite Client”* function found on the **My Clients/People** tab on the left side menu; link the client’s Jobs Portal account to their CaMS profile.
 |
| More Help: [Add New Clients – WE Data Tools](https://www.wedatatools.com/help/service-provider-portal/add-new-clients/) |

You’ll note that CaMS will also display referrals from the **Request a Service Provider (RASP)** tool operated by the Ministry of Labour, Immigration, Training and Skills Development. These are self-referred clients who completed an online form and specifically selected your organization for employment service.

You are responsible for reviewing these referrals daily and proceeding to the intake and assessment phase with the clients following the same service standards for all self-referred clients. For RASP self-referrals, you will follow the same Intake Steps detailed above for TRF referrals, with one exception in *Step 1: Check CaMS daily for* ***RASP*** *Referrals*:

* 1. On your CaMS Workspace, select *“Search for an Application/Referral”*
	2. Under Service Delivery Site, select your organization from the drop down menu.
	3. Under Application Type, select “**RASP**”.
	4. Select Search to view your results.
	5. To view a referral, select the link in the Application Numbercolumn.

## **Other Helpful Information**

SSM Intake General Line: 1-519-969-5644 or Toll Free 1-844-969-5644
SSM Intake General Email: WRENintake@citywindsor.ca
[WREN Jobs Portal](https://www.wrenetwork.ca/portal/)
[WREN Jobs Portal Help Centre](https://www.wedatatools.com/help/service-provider-portal/)
[WREN Service Provider Forms](https://www.wrenetwork.ca/forms/)
[OPS BPS Secure](https://www.login.security.gov.on.ca/opsbpssecure/public/login?bmctx=C22AD37C1A6D53D7A3FBDFA9A7CDE03B8A0600BDDC0FEB50AA522D80720099A7&password=secure_string&hostIdentifier=IAMSuiteAgent&contextType=external&IS_OAUTH_OAM_SSO_LINK_ENABLED=true&IS_OAUTH_USER_ASSERTION_ENABLED=true&OAUTH_TOKEN_RESPONSE_TYPE=header&bookmarkDefaultPage=https:%2F%2Fwww.login.security.gov.on.ca%2Fopsbpssecure%2Fsecure%2Fmyservices&username=string&challenge_url=https:%2F%2Fwww.login.security.gov.on.ca%2Fopsbpssecure%2Fpublic%2Flogin&request_id=-5386769500573780291&authn_try_count=0&locale=en_US&resource_url=https%253A%252F%252Fwww.login.security.gov.on.ca%252Fopsbpssecure%252Fsecure%252Fmyservices%253Fts%253D1703713936226) (to access the Common Assessment and CaMS)