



## Memorandum

**To:** Service Providers

**From:** Windsor Regional Employment Network

**Date:** August 2, 2024

**Subject:** Transfer and Reassignment Process/Social Assistance Contact Information

Dear Service Providers

Thank you for participating in the ESPAC Meeting on July 30. As discussed, we have made changes to our processes in relation to Transfers and Reassigning active client cases. We also reviewed processes related to locating Social Assistance (SA) Caseworker information. Below is a summary of what was discussed.

### **Transfers – Requesting SA Initiated Common Assessments (CA)**

SA Initiated Common Assessments are those that have been started by an Ontario Works (OW) or Ontario Disability Support Program (ODSP) Caseworker but have not been referred to Employment Ontario (EO). In the past, these Common Assessments (CA) were only accessible if the OW/ODSP Caseworker completed Module 1 and referred directly to EO. A new feature was recently added to the Common Assessment Tool (CAT) that allows EO Networks to transfer the SA Initiated CAs directly without the completion of Module 1. When searching for duplicate CAs, these types of referrals can be identified by a blue “Transfer” icon. **All** transfer requests for SA Initiated CAs **must** be facilitated through the WREN Intake Team.

Transfer requests should be sent to [WRENintake@citywindsor.ca](mailto:WRENintake@citywindsor.ca) using the following email template:

**Subject: SA Transfer Request**

Please transfer the following SA CA to **SP Name**.

**CA Ref#:**

**Assign to Caseworker:**



## Reassignments (EO to EO) - *previously referred to as transfers*

Reassignments refer to clients who have actively initiated services with another Service Provider.

Reassignments can occur in the following stages of case management:

- Active EAP: Client completed the CA and started an Employment Action Plan (EAP) with another Service Provider.
- Unprocessed CA: Client completed CA with another Service Provider (in submitted stage). No EAP initiated.
- In Progress CA (EO Initiated/Referred): Another Service Provider initiated a CA and it is still in progress **or** an SA initiated CA was referred to another Service Provider and has not been completed.

**All** Reassignment requests **must** be processed through the WREN Intake Team. **Once the Intake Team receives a request, they contact the client to confirm that they were informed and consent to the Reassignment. All Reassignments are tracked internally.**

Reassignment requests should be sent to [WRENintake@citywindsor.ca](mailto:WRENintake@citywindsor.ca) using the following email template:

**Subject Line: Client Reassignment Request (EO to EO)**

**Current SP:**

**New SP:**

**Reason for Request:**

**Type of Reassignment:** Active EAP; Unprocessed CA; In Progress CA (EO initiated/Referred) – **Select 1**

*Provide the following information based on the type of reassignment – **Select 1:***

**EAP Ref#:** for Active EAP

**CA Ref#:** for In Progress CA (EO Initiated/Referred)

**CA Ref#/EO Ref#:** for Unprocessed CAs

**Additional Notes (optional):**



## Contacting Social Assistance

Coordinating services with our SA partners is a crucial part of our integrated case management model. Caseworker information can be found in the following places:


- Common Assessment → Under “SAMS Action Plan Owner”
- CaMS → Person Page → Cases Tab → Under “Social Assistance”

For SA Clients, CaMS does not always automatically link with SAMS (SA Case Management System). We are encouraging Service Providers to manually link CaMS to SAMS as this allows SA Caseworkers access to EAP Information which helps with coordinating services.

To link CaMS to SAMS you need to locate the client’s SAMS ID. This can be found in the CA (see below for an example):

**i Self-Refer**  
The client is currently on social assistance. SAMS MID 319182271

Once you have the SAMS ID, this number can be added to the **Home Page** of the **Client’s CaMS Person Page** (see below for an example):

Reference Number	8145825	  
First Name	██████████	
Last Name	██████████	
Initials	██	
Mother's Birth Last Name		
<b>SAMS Member ID</b>		

The WREN Intake Team will help to facilitate a connection, if you are experiencing one of the following issues:

- You are unable to locate the clients SA Caseworker Information
- You are unable to link CaMS to SAMS
- You have not received a response from the client’s SA Caseworker (2 business days for voicemails; 3 business days for email)

Please complete the following form: <https://forms.office.com/r/nf81VKCWxX>



All updated Job Aids and Resources related to Transfers, Reassignments, and Contacting Social Assistance can be found on our Resources Page.

Thank you for your patience as we continue to shape our processes to meet the needs of our network.

Please contact your Quality Assurance Coordinator with any questions or concerns.

Sincerely,

The Windsor Regional Employment Network