

Memorandum

To: Service Providers

From: Windsor Regional Employment Network

Date: August 26, 2024

Subject: Employment Supports for Individuals Under 18

Dear Service Providers,

This memorandum intends to provide clarification on employment supports available for individuals under the age of 18.

As outlined in the [Windsor Regional Employment Network \(WREN\): Integrated Employment Services Program Guidelines](#) (Page 9):

Individuals who are in training or education programs are eligible for case-managed services, with some exceptions for clients under the age of 18. Clients under the age of 18 must be excused from attending school during the school year per the Ontario Education Act, to access case-managed services. Service Providers must document proof of excusal, such as a Supported Alternative Learning letter or equivalent. Clients who have not yet turned 18 but have completed secondary school are eligible for service. If you have a circumstance where proof of excusal during the school year is not available, or the client under 18 requires other consideration, consult with the SSM.

As such, the following circumstances are to be taken into consideration when determining next steps:

Individuals under 18 that have been **excused from attending school during the school year** are eligible to receive case-managed services upon receipt of proof of excusal by the Service Provider (SP). Examples of this include:

- Supported Alternative Learning (SAL) letter or equivalent

Individuals under 18 that have **completed their school requirements** are eligible to receive case-managed services upon receipt of proof of graduation or completion by the Service Provider (SP). Examples of this include:

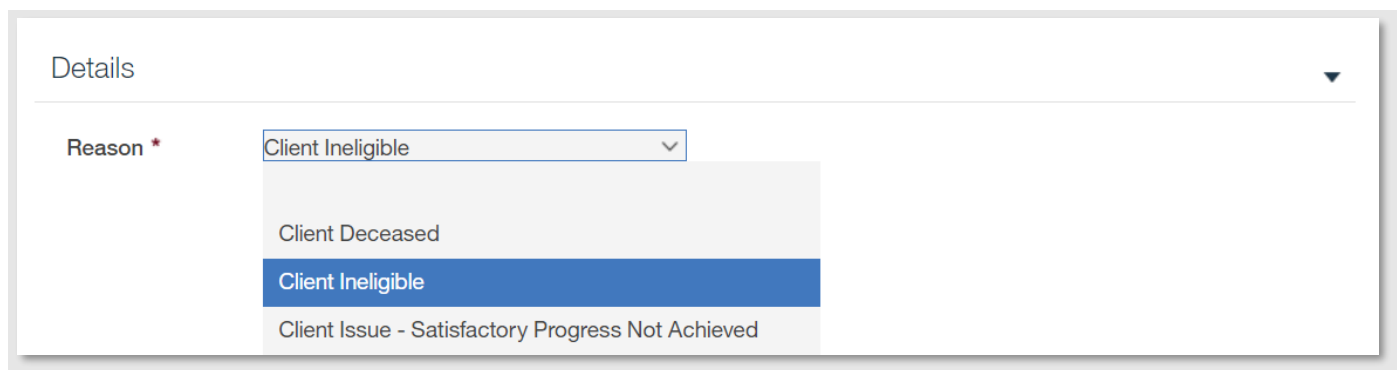
- Ontario Secondary School Diploma (OSSD)
- General Educational Development (GED) High School Equivalency Certificate

Individuals under 18 **with school requirements** are ineligible to access case-managed services and should be encouraged to proceed with self-directed services using the [Jobs Portal](#) while actively participating in school. The Service Provider (SP) must close the Employment Action Plan (EAP) and archive the corresponding user in the Jobs Portal for existing clients.

Close the Employment Action Plan (EAP) in CaMS

1. Close all Plan Items in the EAP.
2. Close the EAP by toggling into the ellipses at the top-right of the EAP, select **Close**, and select the most appropriate **Reason**: Client Ineligible

For more details, see [Job Aid: Building an EAP \(Page 11-12\)](#).



Details

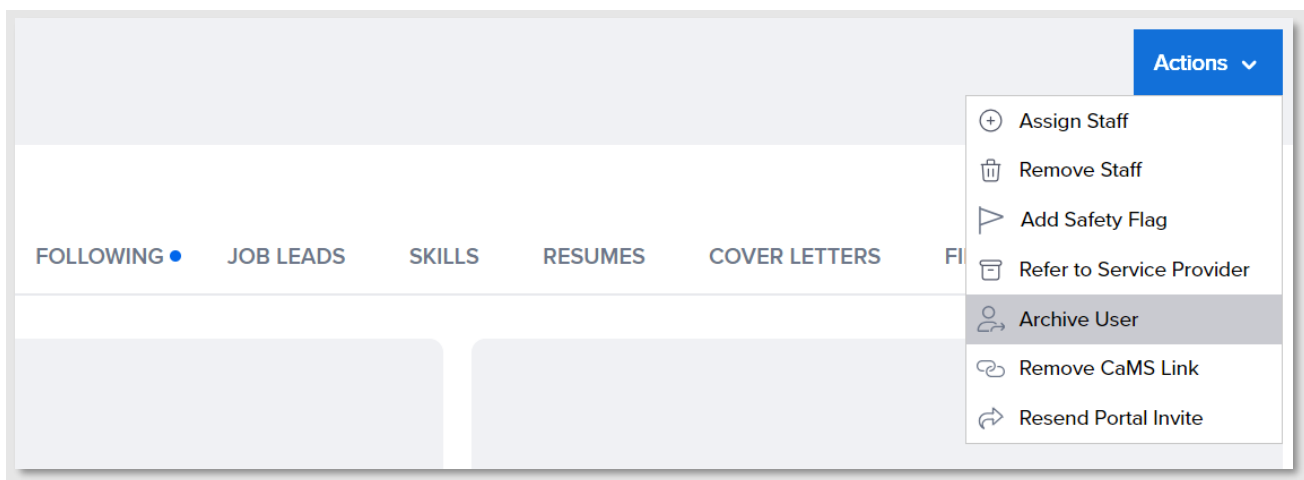
Reason * Client Ineligible

- Client Deceased
- Client Ineligible**
- Client Issue - Satisfactory Progress Not Achieved

Archive the User in Jobs Portal

1. Add a Case Note to communicate reason for Archive.
2. Archive the user by toggling into the **Actions** function at the top-right of the Client profile and select **Archive Client/Lead**.

For further details, see [Service Provider Portal: Archive Users](#)



FOLLOWING • JOB LEADS SKILLS RESUMES COVER LETTERS FI

Actions

- Assign Staff
- Remove Staff
- Add Safety Flag
- Refer to Service Provider
- Archive User**
- Remove CaMS Link
- Resend Portal Invite



Please note: the Windsor Regional Employment Network (WREN) continues to advocate on behalf of the network in discussions surrounding these circumstances and will communicate revisions to program guidelines as further details are made available.

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

Sincerely,

The Windsor Regional Employment Network