



Memorandum

To: Service Providers

From: Windsor Regional Employment Network

Date: September 26, 2024

Subject: Changes to the Reassignment Process

Dear Service Providers,

Any clients on your caseloads as of October 1, 2024 must remain with your organization for a minimum of 30 days. New clients added after October 1, 2024 will be ineligible for reassignment until they have accessed services for at least 30 days. Service Providers maintain responsibility for completing the Common Assessment once initiated or once assigned by the WREN Intake team. Upon CA completion and EAP creation, the 30-day count begins.

After the 30-day period, reassignments should be client-led and will only be considered in the following cases:

- When the client expresses dissatisfaction with their current Service Provider, has made sufficient attempts to resolve the issue directly, but remains unsatisfied with the outcome
- When the client seeks to coordinate multiple services with a single organization
- When the client is experiencing barriers to participate in pre-employment services with their current Service Provider
- When specialized programming is offered by an alternate Service Provider

Please note:

- Client transfers based solely on client job applications to positions posted by Service Providers will be ineligible for transfer. Service Providers are expected to collaborate in supporting the best outcome for the client.
- Clients who are in retention and employed will not be considered for reassignment



This policy applies only to reassignments between EO providers only. Continue to contact the WREN Intake Team directly if you require assistance with:

- Requesting the closure of an out of catchment EAP
- Requesting the closure of Legacy EO File
- Transferring a Social Assistance (SA) Initiated Common Assessment

We understand that extenuating circumstances may require reassignment before the 30-day period. These requests will be reviewed on a case-by-case basis by your QAC.

If a client is interested in being reassigned to a new Service Provider, they can complete the following online form:

<https://forms.office.com/r/840Qd6cBBE> - English Version

<https://forms.office.com/r/ckNeQfMwh2> - French Version

These forms are available on the [WREN Resource Page](#) under *Tracking and Inquiry Forms*. Employment Consultants are encouraged to assist clients in completing these forms to ensure the information is accurately reflected. Both French and English versions are provided. For clients who speak other languages, it is recommended to complete the form in Google Chrome, as it offers translation into a variety of languages.

Upon confirmation that eligibility criteria are met and/or receipt of approval from respective QAC, an Intake Representative from the WREN will reach out to the client to confirm that they consent to the transfer.

Once consent is confirmed, both Service Providers will be notified by email that the reassignment has been completed. Please ensure that all clients receiving case managed services have been added to the Jobs Portal. The client's Jobs Portal Profile will be reassigned to the new Service Provider with appropriate notes located under "Referral Details".

The verification process will be facilitated through the Jobs Portal. All information required to assess eligibility for reassignment should be available for review within the client's Job Portal Profile. QACs will be notified if: (1) A Jobs Portal profile has not been created for the client; (2) The Case Notes are not sufficient to determine eligibility.



This information should be communicated to all front-line staff responsible for handling reassignment requests.

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

Sincerely,

The Windsor Regional Employment Network