



Job Aid: Request a Service Provider (RASP)

Actions	Steps
<p>1. Search for a RASP</p>	<p><i>Note: When searching for a RASP, please be careful not to click on applications that are not within your organization/catchment area; clicking on an application will change their status to “OPEN”.</i></p> <ol style="list-style-type: none"> 1. Log into CaMS. 2. From the “<u>My Shortcuts</u>” list on the <u>Workspace</u> page select “Search for an Application/Referral”. 3. The <u>Application/Referral Search</u> tab will open. To locate the RASP’s that have been assigned to you use the following Search Fields: <ul style="list-style-type: none"> ○ Service Delivery Site: Select your Service Provider ○ Catchment Area: Windsor-Sarnia ○ Status: Forwarded and Open ○ Application type: RASP 4. Click “Search”. 5. Select the application you wish to open.
<p>2. Contact Client</p>	<p><u>Contact Attempts:</u> <i>Note: First contact attempt must be made within 2 business days of receiving an application. Second contact attempt must be made within 10 days of receiving an application.</i></p> <p><i>**Two contact attempts must be made either by phone, email, or letter and follow-ups recorded for each, as outlined below in next section (Record Follow-Up) before an application can be closed.**</i></p> <ol style="list-style-type: none"> 1. Locate client’s contact information (phone, email address) from <u>Application Home</u> page. 2. Proceed to call, email or mail letter to client.
<p>3. Record Follow-Up</p>	<ol style="list-style-type: none"> 1. From the <u>Application Home</u> page, click the Action Button at the top right (...) and select “Record Follow-Up”. 2. Select “Follow-up result” and choose the appropriate option. 3. Add details in the comment section if needed. 4. Click “Save”.
<p>*Forward Application* (Return to WREN if applicable)</p>	<p><i>Note: If it is determined during initial contact that a client would benefit from services provided by another Service Provider or if referral was not appropriate, you can forward a RASP application back to the WREN. An email notification will be sent to the Delivery Site when the Referral has been forwarded by the SSM.</i></p> <ol style="list-style-type: none"> 1. From the <u>Application Home</u> page, click the Action Button at the top right (...) and select Forward Application.



	<ol style="list-style-type: none"> 2. The <u>Forward Application</u> window will pop up. Click the 'Magnify Glass' to search for the Service Delivery Site you will be forwarding the application to (SSM). 3. Using the Search Field type in SSM and click search. 4. Select the SSM from the search results list. 5. Check off box beside "Client Consent". 6. Select a Reason from the drop down list. 7. Click "Save".
<p>4. Close Application</p>	<p><i>Note: A RASP application cannot be closed until the second contact attempt has been recorded. If client is interested and an intake appointment is made with client, record a follow-up then close referral.</i></p> <ol style="list-style-type: none"> 1. From the <u>Application Home</u> page, click the Action Button at the top right (...) and select Close Application. 2. Select the Closure Reason from the dropdown list and click "Save".
<p><i>Note: Before proceeding to complete a Common Assessment and creating an EAP, caseworkers must conduct a search in CaMS to determine if client is known or unknown to CaMS. This step is critical as it will dictate the correct process to register the client; i.e. whether or not the client needs to be manually registered in CaMS (as outlined below).</i></p>	
<p>5. Complete Intake Appointment</p>	<p><i>Note: If Client fails to attend appointment, Record Application Outcome as "Outcome Not Available".</i></p> <ul style="list-style-type: none"> • <u>Client Known to CaMS:</u> <ol style="list-style-type: none"> 1. Follow business protocols to complete an Intake with the client. 2. Complete Common Assessment (Module 1 and Module 2). 3. Submit Common Assessment. • <u>Client NOT known to CaMS</u> <ol style="list-style-type: none"> 1. Follow business protocols to complete an Intake with the client. 2. Complete Common Assessment (Module 1 and Module 2) and click "Save and resume later" (DO NOT SUBMIT AT THIS TIME). <div data-bbox="453 1482 1395 1575" style="border: 2px solid black; padding: 5px; margin-top: 10px;"> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="background-color: #0056b3; color: white; padding: 5px 15px; border-radius: 5px;">Proceed to next step</div> <div style="border: 1px solid #ccc; padding: 5px 15px; border-radius: 5px;">Return to previous step</div> <div style="border: 1px solid #ccc; padding: 5px 15px; border-radius: 5px;">Save and resume later </div> </div> </div>



<p>6. Record Outcome (RASP Application)</p>	<ul style="list-style-type: none"> • <u>Same for clients known or NOT known to CaMS</u> <p><i>Note: An Outcome can be recorded once a RASP application is closed. If an application was closed to 'Client not interested' you do not need to add an Outcome; 'Outcome not available' will assign to the application automatically.</i></p> <ol style="list-style-type: none"> 1. From the <u>Application Home</u> page, click the Action Button at the top right (...) and select "Record Outcome". 2. Select an Outcome from the dropdown list and change the date if needed. (Note you cannot use a future date). 3. Click "Save". 4. The outcome status will change from "Closed" to "Outcome Assigned."
<p>7. Create an Employment Ontario Case</p>	<ul style="list-style-type: none"> • <u>Client NOT known to CaMS</u> <p><i>An outcome must be assigned to the referral before an Employment Ontario case can be created.</i></p> <ol style="list-style-type: none"> 1. From the <u>Application Home</u> page, click the Action Button at the top right (...) and select "Create Employment Ontario Case". 2. Use the search feature to determine whether the person is already registered in EOIS-CaMS. If a match appears, follow the normal process; if no match, select "Continue". 3. Some information will pre-populate from the referral record. Enter the rest of the information. 4. Select "Register". 5. Continue to the Employment Ontario homepage to proceed with the registration process.
<p>8. Submit Common Assessment</p>	<ul style="list-style-type: none"> • <u>Client NOT known to CaMS</u> <ol style="list-style-type: none"> 1. Log into the Common Assessment (CA) Tool and submit the client's CA that was previously saved.
<p>9. Create an Employment Action Plan (EAP)</p>	<ul style="list-style-type: none"> • <u>Client NOT known to CaMS</u> <ol style="list-style-type: none"> 1. Log into CaMS, follow steps to create an Employment Action Plan. 2. When creating an EAP, the referred in field will be defaulted to "Request a Service Provider (RASP)". 3. Select "Yes" from the drop-down menu for Self-Service Initiated. <ul style="list-style-type: none"> • <u>Client Known to CaMS</u> <ol style="list-style-type: none"> 1. Log into CaMS, follow steps to create an Employment Action Plan. 2. When creating an EAP, the Service provider will need to manually select "Request a Service Provider" in the <u>Referred In</u> field. 3. Select "Yes" in the <u>Self-Service Initiated</u> field.