



Job Aid: Common Assessment

Returning a Social Assistance Common Assessment Referral to the WREN

Purpose: This guide outlines the process for returning a Common Assessment (CA) referral to the WREN and provides criteria for when this action is appropriate.

Criteria for Returning a CA Referral

Service Providers may return a CA referral to the WREN under the following circumstances:

1. **Client Declines Service**
2. **Client Unable to be Contacted**
 - If 120 days have passed since the referral was made, and the client remains unreachable.
 - Note: Adhere to the 90-day rule for best practices (see below).
3. **Inappropriate Referral**
 - The client is not ready for employment services.
 - The client is already receiving employment services.
 - The client is employed full-time and has no further employment goals.

Contact Efforts and Documentation

Service Providers must make reasonable efforts to contact the client before returning the referral.

Reasonable contact attempts include:

- Phone Calls: Speaking directly to the client or leaving a voicemail.
- Written Communication: Sending an email, text, or letter that is delivered to the client.

Note:

If the phone line is busy, voicemail cannot be left, or emails/letters are returned undeliverable, these do not count as valid contact attempts.

WREN Recommended Best Practice 90-day-rule

If any of the following conditions are met at any time before or by the 90-day mark, the referral can be returned to the WREN:

- *3 distinct contact attempts have been made.*
- *A minimum of 2 appointments have been offered. (if Service Provider was able to contact client)*
- *Social Assistance Caseworker has been contacted.*



Process	Step-by-Step Instructions
<p>Add Returned Referral Note in Common Assessment (CA)</p>	<ol style="list-style-type: none"> 1. Search and locate client’s CA in the CAT. 2. Add a Returned Referral Note to the Common Assessment on the Summary page (note template can be found in the Case Note Guide Job Aid) 3. The Note recorded must demonstrate: <ul style="list-style-type: none"> • Reasonable attempts to contact the client and arrange service. <ul style="list-style-type: none"> ○ Minimum 3 contact attempts using various contact methods if available, and/or ○ Minimum of 2 appointments offered (if contact was established with the client). • If applicable: A note that the client was reached but declined service and the reason why they declined. <p><i>*If the notes are not sufficient, the WREN Intake team will not approve the returned referral and will contact the Service Provider via email with next steps required.</i></p>
<p>Reassign CA to WREN</p>	<ol style="list-style-type: none"> 1. Under ‘Employment Ontario Case Worker Information’, select “<u>SSM – Windsor-Sarnia</u>” in the Service Delivery Site field. 2. Do <u>not</u> change the caseworker name in the Employment Ontario Case Worker field (this is to help the WREN with data tracking). 3. Click “ASSIGN ASSESSMENT”
<p>Notify the WREN (if exceptional Circumstance)</p>	<p>Once you’ve reassigned the assessment to the SSM – Windsor-Sarnia, the WREN will process the return. You do not need to notify the WREN that you returned a referral, unless you have an exceptional circumstance.</p> <p>Examples of exceptional circumstances where you are required to email the WREN to notify them of the return include:</p> <ul style="list-style-type: none"> • The client poses a safety risk that impacted your ability to provide them service; • The client’s CA was already previously returned and re-referred; • Further details of the client’s circumstances should be shared with Social Assistance (e.g., other supportive services needed). <p>In these situations, email WRENintake@citywindsor.ca with the CA # and the details of the returned referral.</p>