



Memorandum

To: Service Providers

From: Windsor Regional Employment Network

Date: October 31, 2024

Subject: Clarification on Reassignment, Transfers and Out of Catchment Processes

Dear Service Providers,

The purpose of this email is to clarify the various request types related to Transfers, Reassignments, and Out-of-Catchment Closures. The chart below outlines the different scenarios your organization may encounter, along with the required action for each. Following the chart, you will find detailed information providing descriptions of each case type, actions required, special notes and email templates where applicable. Please ensure this information is communicated to any staff responsible for sending these types of inquiries to the Intake Team.

Case Type	Action Required
Reassignments (EO to EO)	Use Reassignment Request Form
Transfers (SA Initiated CAs)	Email WREN Intake
Out of Catchment EAP	Email WREN Intake
Common Assessments Pending Completion	Refer to Original Service Provider for completion



Reassignments (EO to EO)

Reassignments (previously referred to as transfers) apply to clients who have initiated services with another Service Provider. Once a client is referred to or initiates services with a Service Provider, they must remain with that Service Provider for a minimum period of 30 days. This 30-day period begins upon the creation of an Employment Action Plan (EAP). To clarify, the 30-day holding period, effective October 1, is not restricted to October alone. Any client initiating services from this date forward will remain with their designated Service Provider for at least 30 days. Furthermore, once a client is reassigned to a new organization, they will remain with that organization for a minimum of 30 days.

Additionally, once the 30-day period has concluded, submitting a reassignment request does not guarantee approval. Our Intake Team carefully reviews each request to ensure it aligns with client-centered principles and meets the criteria outlined in the memo: [2024_4-Changes-to-Reassignment-Process.pdf](#). The Intake Team will assess the information provided in the reassignment request alongside case notes from the Jobs Portal to reach a decision. Service Providers are advised to document all case management information in the Case Note section of the Jobs Portal, as insufficient documentation may be perceived as a reflection of the services provided to the client, potentially leading to reassignment if a request is received. Conversely, if sufficient information is not provided in the request form demonstrating how the request meets the reassignment criteria, the request may be deemed ineligible. For instance, merely stating that the client requests reassignment due to proximity or dissatisfaction with their previous Service Provider will not suffice. Specific details regarding their experience should be included to ensure we are collaborating effectively within our network and delivering client-centered services. For any questions or concerns regarding a decision on your request, please contact your Quality Assurance Coordinator (QAC).

Please note, the [Reassignment Request Form](#) should be used exclusively for clients *residing within our catchment area* and who have an *existing EAP*. Further instructions on processing additional types of requests will follow.

Transfers - Social Assistance (SA) Initiated Common Assessment (CA)

Transfers refer to Social Assistance (SA)-initiated Common Assessments (CAs), which are assessments initiated by an SA office but not yet referred to Employment Ontario (EO). When conducting a search within the Common Assessment, Transfers are identifiable by a blue "Transfer" icon under the action column. Under no circumstances should Service Providers complete Transfers independently; all requests must be processed by the Intake Team.



First name	Last name	Birth date	CA #	Date referred	CA status	Referral status	Caseworker	CAMS #	SAMS #	Action
[REDACTED]	[REDACTED]	29-JUL-2005	CA1350034		In progress		Jennifer Loiseau		311878409	Transfer

To submit a Transfer Request to the Intake Team, send the following email template to WRENIntake@citywindsor.ca:

Subject: SA Transfer Request

Kindly transfer the following Common Assessment (CA) from Social Assistance to our [Name of Service Provider]:

- **CA Reference Number:**
- **Client Last Name:**

Specify if you would like it to be assigned to a specific caseworker

Out of Catchment Employment Action Plan (EAP)

Out of Catchment EAPs are those that have been initiated by Service Providers outside of our catchment area. These EAPs require closure before the new Service Provider can begin services. See below for an example:

Case Reference	Primary Client	Program	Owner	Location/Service Delivery Site	Start Date	Closed Date	Status	SAMS Member ID
8391769	[REDACTED]	Employment Action Plan	Rola Almirali	COSTI - Mississauga-Peel	02/04/2024		Active	320138542

To request the closure of an Out of Catchment EAP, send the following email template to WRENIntake@citywindsor.ca:



Subject: Out of Catchment EAP Closure

Please request the closure of the following EAP:

- **EAP Ref#:**
- **Client Last Name:**

Please note that it can take up to 10 business days for these EAPs to be closed. You will be notified by email once it has been closed.

Common Assessments Pending Completion

If a Common Assessment is pending completion and has already been assigned to or initiated by another Service Provider, it should not be reassigned to your organization, nor should a new Common Assessment be created. If a client seeks services with your organization, please refer them back to their original Service Provider to complete the CA and begin services. In cases of extenuating circumstances that may justify a transfer of a pending Common Assessment, please consult your Quality Assurance Coordinator (QAC) for guidance on how to proceed.




Pending Common Assessments can be identified by the blue “Reassign” icon under the action column. Additionally, if the blue “Edit” icon is visible but the CA does not belong to your organization, it indicates that the Common Assessment is pending completion and should not be processed by your organization unless approved by your QAC. Below are examples of each scenario in the Common Assessment Tool:

Example of a CA that is Assigned to another Service Provider

<input type="checkbox"/>	First name	Last name	Birth date	CA #	Date referred	CA status	Referral status	Caseworker	CAMS #	SAMS #	Action
<input type="checkbox"/>	████	████	29-FEB-1996	CA1224056	04-JUL-2024	Referred	Assigned	██████████		205846140	Reassign



Example of a CA that was initiated by another Service Provider

		31-OCT-1989	CA1438278	In progress	8059543	
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Should you have any questions regarding the details provided in this email, please contact your Quality Assurance Coordinator (QAC).

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

Sincerely,

The Windsor Regional Employment Network