



JOB AID: Requesting Reassignments (EO-EO)

NOTE: Reassignment refers to clients who request to move from one EO provider to another (previously recognized as “transfers”).



All Reassignment requests **MUST** go through the WREN. Service providers are **NOT** to action these requests themselves.

Eligible Reassignments:

Any clients on Service Providers caseloads as of October 1, 2024, must remain with your organization for a minimum of 30 days (**Note: the 30-day count begins upon creation of the EAP**).

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.*

Extenuating Circumstances

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.

Prior to Requests

The WREN expects all Service Providers to work collaboratively to address client needs and achieve successful client outcomes. If a client self-refers to a Service Provider, but it is discovered that they are already connected to another network partner, that Service Provider is expected to support the client in re-connecting with their existing provider if preferred. In cases where clients self-refer to multiple providers, the WREN encourages Service Providers to work together directly to reach an appropriate solution. If it is determined that a **reassignment** request is supported, follow the procedure below for next steps.



Process

<p>Determine Eligibility</p>	<p>Eligibility criteria:</p> <ul style="list-style-type: none"> • Has the client been working with their previous Service Provider for more than 30 days? • Do they have an active EAP? • Does the reason for transfer align with one of the scenarios outlined above? <p><i>Note: A file is <u>only</u> eligible for reassignment if an EAP has been created. Consult with your QAC to determine best practices for other scenarios (e.g., Incomplete CA assigned to another SP).</i></p>
<p>Complete Reassignment Request Form</p>	<ul style="list-style-type: none"> ▪ Service provider’s will email the Reassignment Request Form to client or can assist client in completing the form. ▪ Once submitted, the request form will be sent to the WREN Intake Team for review.
<p>WREN Responsibilities:</p>	<ul style="list-style-type: none"> ▪ WREN Intake Team reaches out to the client and the <u>Current Service Provider</u> to confirm details and ensure reassignment of EAP, CA, or closure of legacy file is appropriate and a good fit for client. ▪ WREN Intake Team will action the request in CaMS and re-assign the EAP to the ‘NEW’ Service Provider. ▪ If the client has an active EAP, the Jobs Portal client profile will also be re-assigned to the ‘NEW’ Service Provider. ▪ Once the reassignment has been completed in the IES digital systems <i>CaMS, Jobs Portal</i>) the WREN Intake Team will notify by email the ‘New’ and <u>Current</u> Service Providers.
<p>Service Provider Additional Responsibilities:</p>	<p>‘NEW’ Service Provider</p> <ul style="list-style-type: none"> ▪ Contact client to book initial appointment. ▪ Review EAP and update accordingly. ▪ Contact SA caseworker to notify client’s new ongoing worker (<i>Best Practice</i>). <p><u>Current Service Provider</u></p> <ul style="list-style-type: none"> ▪ Must end date and assign an outcome (e.g. <i>Attained, Not Attained, Cancelled</i>) to each plan item of the EAP if they have completed that activity with the client; if the activity is in progress and is not complete leave the plan item(s) open. <p>NOTE: Do not assign an Outcome to the EAP.</p>

Note: Regarding files/clients from outside the catchment area that would like to register within the network (WREN), please contact the WREN intake Team for assistance.
WRENintake@citywindsor.ca