

Job Aid: CaMS- Plan Content List (EAP)

NOTE: The Sub-Goals with this marker (*) indicate that they have a “Custom Basic Plan Item (CBPI)” associated with them. This allows the Caseworker to custom create plan items to better support and address the needs of their client. **However**, if the activity cannot be found under existing plan items, consult with the Quality Assurance Coordinator prior to the use of the CBPI plan item*

Sub-Goal	Plan Items	Examples of When to Use
Employer Financial Supports	○ Employer-Job Accommodation	Use when financial supports are provided to employers to support client accommodations in the work place (e.g., technology, assisted devices)
	○ Employer- Job Placements with Financial Supports	Use when placement is attached to funding/incentives
	○ Employer- Job Trials with Financial Supports	Use when Job Trial is attached to funding/incentives
Employment Assistance Services*	○ Career Exploration, Planning and Management	E.g., Research Employers, Research Occupation, Labor Market Information, Compile Portfolio, Assessment for BJO Program, Select Goals and Pathways etc.
	○ Client Counselling	E.g., Employment Counselling (Interview prep, Mock Interviews)
	○ Custom Basic Plan Item* (Consult with Quality Assurance Coordinator first)	*For exceptions only* use when no other plan item fits the activity. Details must be provided in the accompanying comment/text field
	○ Employability Skills Training	Short term Skills Training Program. (E.g., Computer Skills Training, Skills Upgrading Program etc.)
	○ Employer Coaching	Crisis Response, Understanding Disabilities, Diversity/Inclusion Training, Monitoring and Evaluating Job Performance, Support for Accommodations etc.
	○ Employer- Job Placements	Use if for job placements with NO incentives
	○ Employer- Job Trials	Use if for job trials with NO incentives
	○ Job Coaching	E.g., Issue Resolution, Mentorship and Peer support, Workplace Health and Safety, Support for Accommodations, etc.
	○ Job Matching and Development	Involves working with employers to determine their workforce needs and identify suitable matches between employer and participants (e.g., Referral to Job Developer Job Match, Job Shadow etc.)

	○ Job Search	Support a client with conducting an effective employment search (e.g., Resume, Conduct cold calling, Prepare for Interview, Attend Job Interviews, Obtain References, Job Applications/Applying to Specific Job Openings, Networking, Job Search Strategies etc.)
	○ Provision of WREN In-Service Self Employment Services	N/A
	○ Referral to External Self Employment/Entrepreneurship Services	E.g., Referral to Small Business Center
	○ Resource and Information Services- Digital Services	E.g., Computer Course, Creating an Email, Job Search, Jobs Portal
	○ Resource and Information Services- General	If providing information/referral or resources to client (e.g., Attend Job Fair, Attend Workshop, Information on Academic Credential Assessments, Career Cruising, Job Application Preparation, Public Library Computers)
	○ Volunteering	Unpaid experiences to provide exposure to workplaces and jobs, with the intention of increasing a client's likelihood of transitioning to paid employment. Volunteering involves performing a service to obtain work experiences, learn new skills and contribute to the community. Volunteering is meant to be brief and experiential; it is not intended to replace paid work and cannot be used as part of job placements
Jobseeker Financial Support	○ Job Seeker – Academic Credential or Professional Accreditation Assessment	E.g., Translation of Academic Documents, Academic Assessment, Evaluate Foreign Credentials, Professional Accreditation etc.
	○ Job Seeker – Accommodation Needs- Assistive Devices and Adaptive Technology	Use when accommodations are needed to support client in the work place (e.g., Workplace Assistance for Assistive Devices and/or Adaptive Technology
	○ Job Seeker – Accommodation Needs- Job Specific Communication Skills Training	Skills training for oral and written communication to bring client functional communication skills to a level where they can perform essential job duties. (e.g., ASL, LSQ, Braille or remedial writing for people with learning disabilities)
	○ Job Seeker – Accommodation Needs- On-the-Job Supports	E.g., Compression Stockings

	<ul style="list-style-type: none"> ○ Job Seeker –Certification Charges 	<p>Eg., Police Clearance, Vulnerable Sector Check, License and Designations fees, First Aid, Smart Serve, WHIMIS, Safe food handlers Course, Re-Certification Forklift License etc.</p>
	<ul style="list-style-type: none"> ○ Job Seeker – Diagnostic Assessment 	<p>Specialized diagnostic assessments to obtain critical insights about a client’s employment capacities that cannot be achieved through other means (e.g., undiagnosed learning disability)</p>
	<ul style="list-style-type: none"> ○ Job Seeker – Emergency/Infrequent Child Care 	<p>One time childcare (or up to a maximum of 2 weeks) to attend employment-related activities or onboarding a new job (e.g., If client needs to attend job interview, or orientation, testing, training, onboarding etc.)</p>
	<ul style="list-style-type: none"> ○ Job Seeker – Employment Related Special Equipment and Supplies 	<p>Safety equipment (e.g., work boots, safety vest, non-slip shoes etc.) needed for employment-related activities or onboarding a new job (except for employer-provided personal protective equipment). Phone, Phone card etc.</p>
	<ul style="list-style-type: none"> ○ Job Seeker – Employment-Related Transportation 	<p>Bus Pass, Gas, Insurance, renew license, FAST Card</p>
	<ul style="list-style-type: none"> ○ Job Seeker – ERFS Pilot - Mental health supports 	<p>Cost of services, resources, or specialized knowledge beyond the reasonable expectations of service delivery using operational funding.</p>
	<ul style="list-style-type: none"> ○ Job Seeker – ERFS Pilot - Interpretation supports 	<p>Interpretation services administered verbally required to address language barriers when completing the Common Assessment and/or developing and managing the client’s Employment Action Plan</p>
	<ul style="list-style-type: none"> ○ Job Seeker – ERFS Pilot - Specialized job coaching 	<p>Cost of services, resources, or specialized knowledge beyond the reasonable expectations of service delivery using operational funding.</p>
	<ul style="list-style-type: none"> ○ Job Seeker – Language Skills Assessment 	<p>Assessment, often based on the Canadian Language Benchmarks, to assess English and/or French proficiency for adult newcomers, immigrants and prospective immigrants, or to assess job seeker literacy levels (informal to formal standardized tests)</p>
	<ul style="list-style-type: none"> ○ Job Seeker – Short-Term Skills Training 	<p>(Short term= training to be completed within 3 months) E.g., Registration fees</p>
	<ul style="list-style-type: none"> ○ Job Seeker – Specialized Hardware 	<p>Specific IT hardware that is needed for client to perform job duties (e.g., Hand-held devices, laptop, tablet, computer web cams, headphones, microphones, desktop computer, etc.)</p>
	<ul style="list-style-type: none"> ○ Job Seeker - Stipends 	<p>A payment to a case managed IES client of a fixed sum of money determined in advance by the WREN or Service Provider (SP), and that acts as a financial incentive for the client to prepare for employment</p>

	<ul style="list-style-type: none"> ○ Job Seeker – Translation of International Documents 	Fees
	<ul style="list-style-type: none"> ○ Job Seeker – Work Clothing and/or Grooming 	Clothing or grooming needed for employment related activities such as a job interview or for onboarding a new job
Skills Development-Ministry Delivered Programs	<ul style="list-style-type: none"> ○ Referral to Better Jobs Ontario Training 	Use when working with client who is applying to the BJO program. *Adding this step also allows enables a feature to invite the client to the EO Portal and where they can create an online BJO Account
	<ul style="list-style-type: none"> ○ Referral to Feepayer Training 	In regards to Better Jobs Ontario Stream
	<ul style="list-style-type: none"> ○ Referral to Micro-Credentials 	
	<ul style="list-style-type: none"> ○ Referral to Ontario Job Creation Partnership Training 	
	<ul style="list-style-type: none"> ○ Referral to Other Ministry Delivered or Funded Programs 	
	<ul style="list-style-type: none"> ○ Referral to SkillsAdvance Ontario (SAO) 	
	Skills Development- Other	<ul style="list-style-type: none"> ○ Other
<ul style="list-style-type: none"> ○ Referral to Academic Upgrading (College Program) 		Continuing Education. E.g., Contact North
<ul style="list-style-type: none"> ○ Referral to Canada-Ontario Job Grant 		
<ul style="list-style-type: none"> ○ Referral to English as a Second Language Training 		E.g., ESL Classes, LINC
<ul style="list-style-type: none"> ○ Referral to French as a Second Language 		
<ul style="list-style-type: none"> ○ Referral to Government Services-Federal 		
<ul style="list-style-type: none"> ○ Referral to Government Services-Municipal 		
<ul style="list-style-type: none"> ○ Referral to Literacy and Basic Skills training 		
<ul style="list-style-type: none"> ○ Referral to Occupational Skills training 		

	○ Referral to Ontario Bridge Training Program	
	○ Referral to Post-Secondary Education	
	○ Referral to Secondary Education	
Life Stabilization*	○ Basic Needs – Crisis Resolution	Referral to Community Supports
	○ Basic Needs – Financial Support	Referral to Ontario Works, Employment Insurance
	○ Basic Needs – Food Security	Referrals to Food Banks (e.g., Inn of Good Shepherd, Salvation Army etc.)
	○ Basic Needs – Housing	Referral to Housing Supports or Emergency Shelters (e.g., Salvation Army, CK Women’s Center, Good Shepherd Lodge etc.)
	○ Basic Needs – Transportation	Use in addition with Job Seeker – Employment related-Transportation or Use alone if providing Transportation Resources
	○ Basic Needs – Self-Efficacy	Use when adding activities related to moving a client towards self-sufficiency (e.g., Client needs Identification, Opening a bank Account, Life Skills and Hygiene supports)
	○ Community Supports – Cultural Connections	Providing opportunities for individuals to build connections to cultural and community networks (e.g., volunteering, recreational activities, cultural services, cultural events)
	○ Community Supports – Cultural Transition	Referral to Settlement Agencies
	○ Community Supports – Dependent Care	Arrange for Childcare or Adult Dependent Care e.g., Daycare, After School Programs, Respite etc.
	○ Community Supports – Justice and Legal Support	E.g., Probation, Legal Aid etc.
	○ Community Supports – Newcomer Services	Referral to Settlement agencies
	○ Custom Basic Plan Item* (Consult with Quality Assurance Coordinator first)	*For exceptions only* use when no other plan item fits the activity. Details must be provided in the accompanying comment/text field
	○ Health Supports – Mental Health and Addictions	Referrals to Mental Health Supports, Substance Abuse Programs, Addiction Programs (e.g., Quit Smoking Programs, CMHA, Westover, Brentwood, Withdrawal Management Programs, Counselling etc.)
○ Health Supports – Primary Care and Ongoing Medical Concerns	E.g., Medical, Dental, Eye Care, Medical Treatments, etc.	

Retention*	○ Accessible Workplace Consultation for Clients with a Disability	Facilitate discussions with clients and employers regarding clients' accessibility requirements (e.g., workplace accommodations, assistive devices, and adaptive technology)
	○ Additional Services to Find Another Job	Additional support for clients who are no longer receiving employment services for immediate reinstatement (e.g., additional services that will lead to finding another job)
	○ Custom Basic Plan Item* <i>(Consult with Quality Assurance Coordinator first)</i>	*For exceptions only* use when no other plan item fits the activity. Details must be provided in the accompanying comment/text field
	○ Employer Retention Coaching	Providing employers with information or resources to facilitate the employee retention process through increased knowledge of a variety of workplace issues (e.g., cultural competency, health and safety, accessibility accommodations and workplace diversity)
	○ Job Retention Crisis Response	Assisting clients who are at immediate risk of losing their job and helping employers develop a plan/address issues (e.g., where a client is experiencing physical, mental or emotional distress related to work that requires a manager-level response)
	○ Mentoring	Working with employers to help develop mentors/peer coaches to support clients, culturally appropriate when possible, and monitoring impact and facilitating adjustments, as required
	○ Ongoing Job Coaching	Once a client has started work and for job maintenance purposes, ongoing and regular progress monitoring to facilitate supports which help clients adapt to their new jobs and workplaces (e.g., job performance and productivity, workplace integration). Job coaching services are also available to employers related to ongoing staff training and evaluation, workplace inclusion, etc.
	○ On-the-Job Training	Assistance to negotiate additional workplace supports and/or training/learning opportunities for career development and/or sustained employment. Not intended for transition to employment
	○ Retention Support Planning	Develop a Support plan with client and/or employers
	○ Supporting Changes in Work Activities and Supervision	Support for changes in a client's employment situation (e.g., routine, tasks, and schedules) and changes in supervision
Specialized Services*	○ Culturally-Appropriate Employment Services for Indigenous Peoples	Use if Organization offers specialized services for Indigenous Peoples



	○ Custom Basic Plan Item* (Consult with Quality Assurance Coordinator first)	*For exceptions only* use when no other plan item fits the activity. Details must be provided in the accompanying comment/text field.
	○ Employer Education and Training	Providing information and training to managers and staff on best practices for awareness, accommodating and working with employees with disabilities and creating a more supportive and inclusive work environment (e.g., Diversity, Equity and Inclusion training, information on various types of disabilities, resources, workplace tools and supports).
	○ Employer Job Carving	Use when working with an employer to create a job that meets the needs, skills and abilities of the client
	○ Employment Services for Francophones	Use if Organization offers specialized services for Francophone
	○ Employment Services for Newcomers	Use if Organization offers specialized services for Newcomers
	○ Employment Services for People with Disabilities	Use if Organization offers specialized services for Persons with Disabilities
	○ Employment Services for Youth with Higher Support Needs	Use if Organization offers specialized services for Youth with Higher Support Needs
	○ Workplace Consultation for Clients with a Disability (ies)	Discussing with clients and employers, clients' anticipated need for specialized employment services based on skills and strengths, while acknowledging barriers to employment, including those resulting from an individual's disability(ies) and the workforce and skills needs of employers, and strategies to address them (e.g., more intensive and longer duration services, assistive technology, specific on-the-job supports and personal assistance services).