



Memorandum

To: Service Providers

From: Windsor Regional Employment Network

Date: December 30, 2024

Subject: Updates to TRF/RASP Application and Complaint Tracking Processes

Dear Service Providers,

This memo outlines important updates to the TRF/RASP application and complaint tracking processes. These changes aim to reduce administrative tasks and improve the efficiency of the overall process.

TRF and RASP Applications

Changes have been made to the TRF and RASP application processes. Currently, the Intake Team monitors all TRF applications and forwards only those from interested applicants within CaMS. Additionally, Service Providers have been solely responsible for monitoring and processing incoming RASP applications in CaMS.

Effective **January 2, 2025**, the WREN Intake Team will manage **both the RASP and TRF** processes internally. As part of this updated approach:

- The Intake Team will initiate all contact attempts, assign outcomes, and close applications.
- Service Providers will receive referrals through the Jobs Portal for RASP/TRF Applicants who confirm interest in accessing services.
- Service Providers will complete CA Module 1 and 2 and create an EAP.
- Service Providers will no longer need to access/action TRF or RASP Applications under “Search of an Application/Referral”.
- TRF/RASP Application numbers will be provided in the Jobs Portal for reference purposes only.



Complaint /Issue Identification Tracker

A new process for tracking complaints and issues was implemented effective October 1, 2024. Service Providers are required to complete the [Complaint/Issue Identification Tracking](#) Form whenever a formal complaint is received.

Any complaints received between October 1, 2024, and December 31, 2024, must be submitted using this form by no later than **January 8, 2025.**

Please note that to improve tracking, new questions have been added to the form to capture the *type of complaint* and whether it involves a *specialized population*.

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

Sincerely,

The Windsor Regional Employment Network