

Step 1	Client Reports New Employment
---------------	--------------------------------------

Step 2	Determine Eligibility for Retention (EAP Outcome = Employed)
---------------	---

<p>If the client provides Proof of Employment (POE), review the information referencing the checklist. POE may be in the form of an employment offer letter or initial paystub (showing zero cumulative hours/wages).</p> <p>If POE reflects some of these details and the client has verified any remaining details through other means (text or verbal), proceed to Step 3: Complete an Attestation Form.</p> <p>If POE reflects all these details, proceed to Step 4: Move Client into Retention.</p> <p>If the client does not provide sufficient Proof of Employment (POE), do not move the client into Retention until POE is received and claims of employment can be substantiated.</p>	<p>POE and/or Attestation Form must reflect the following:</p> <ul style="list-style-type: none"> ✓ Client name ✓ Employer name ✓ Start date of employment, and ✓ Number of hours per week <p>Example: Client sends email containing first pay stub, however the pay stub only contains the client's name, employer name, and pay period. In the body of the email, the client verifies the start date of employment and number of hours worked.</p> <p>Example: Client leaves voicemail stating they found a job but does not provide any further detail and does not respond to attempts to gather more information.</p>
--	--

Step 3	Complete an Attestation Form
---------------	-------------------------------------

<p>The use of an Attestation Form may be considered by the WREN in exceptional circumstances where all options have been exhausted or information is missing from a provided document.</p> <p>To complete an Attestation Form, see Employment Outcomes: Attestation Form.</p>	
---	--

Step 4	Move Client into Retention (Monitoring Period)
---------------	---

<p>Monitoring Period: The period of 12 months of Retention supports that follow once a client is put into an EAP Outcome of Employed.</p> <p>Reminder: If a claim of new employment is not able to be verified with POE and/or an Attestation Form, do not move the client into Retention.</p> <ul style="list-style-type: none"> • Add EAP Outcome in CaMS • Complete Employment Services Questionnaire (ESQ) in full • Attach POE and/or Attestation Form to EAP Outcome or relevant Checkpoint 	
---	--

Step 5	Complete Checkpoints at 1, 3, 6, and 12 Months
---------------	---

<p>Reminder: Checkpoints must be completed by the Scheduled Start Date to reflect the client's Outcome at that point in time, regardless of employment status or contact attempts. Checkpoints may be modified at a later date should additional information be provided.</p> <p>When completing any Checkpoint:</p> <ul style="list-style-type: none"> • Edit Checkpoint to reflect Outcome based on the below options • Complete the Outcome Checkpoint Questionnaire • Input the Actual Start Date and Actual End Date based on Questionnaire completion 	
---	--

Employed	<p>Client is employed including ongoing, new, or additional employment since the EAP Outcome was completed.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Client is working 20+ hours per week.</p> <ul style="list-style-type: none"> • Attach POE and/or Attestation Form to Checkpoint, with at least the following: <ul style="list-style-type: none"> ✓ Client name ✓ Employer name ✓ Number of hours worked, and ✓ Pay period (including the Scheduled Start Date, start of pay period, and end of pay period) • Milestone Achieved = ✓ </td> <td style="width: 50%; vertical-align: top;"> <p>Client is working under 20 hours per week.</p> <ul style="list-style-type: none"> • Attach POE and/or Attestation Form to Checkpoint, with at least the following: <ul style="list-style-type: none"> ✓ Client name ✓ Employer name ✓ Number of hours worked, and ✓ Pay period (including the Scheduled Start Date, start of pay period, and end of pay period) • Milestone Achieved = X </td> </tr> </table>	<p>Client is working 20+ hours per week.</p> <ul style="list-style-type: none"> • Attach POE and/or Attestation Form to Checkpoint, with at least the following: <ul style="list-style-type: none"> ✓ Client name ✓ Employer name ✓ Number of hours worked, and ✓ Pay period (including the Scheduled Start Date, start of pay period, and end of pay period) • Milestone Achieved = ✓ 	<p>Client is working under 20 hours per week.</p> <ul style="list-style-type: none"> • Attach POE and/or Attestation Form to Checkpoint, with at least the following: <ul style="list-style-type: none"> ✓ Client name ✓ Employer name ✓ Number of hours worked, and ✓ Pay period (including the Scheduled Start Date, start of pay period, and end of pay period) • Milestone Achieved = X
<p>Client is working 20+ hours per week.</p> <ul style="list-style-type: none"> • Attach POE and/or Attestation Form to Checkpoint, with at least the following: <ul style="list-style-type: none"> ✓ Client name ✓ Employer name ✓ Number of hours worked, and ✓ Pay period (including the Scheduled Start Date, start of pay period, and end of pay period) • Milestone Achieved = ✓ 	<p>Client is working under 20 hours per week.</p> <ul style="list-style-type: none"> • Attach POE and/or Attestation Form to Checkpoint, with at least the following: <ul style="list-style-type: none"> ✓ Client name ✓ Employer name ✓ Number of hours worked, and ✓ Pay period (including the Scheduled Start Date, start of pay period, and end of pay period) • Milestone Achieved = X 		
Not in Labour Force	Client is unemployed and is not actively searching for employment.		
Unemployed	Client is unemployed and actively searching for employment.		
Unable to Contact Client	Client has had no contact with Case Manager since last Checkpoint, or Information provided does not sufficiently verify employment status.		

Tip: If Checkpoints do not generate immediately after completing the EAP Outcome, review the ESQ to ensure responses are complete.