

EMPLOYMENT ACTION PLAN (EAP) PLAN ITEMS

The brief descriptions below are provided to ensure a common understanding of the intent of the Case Management System (CaMS) - EAP plan items to support operational business requirements, while also ensuring flexibility for Service System Managers

(SSMs) to deliver a full range of core, specialized and innovative employment activities and services.

Please be mindful that this is a reference document, that is not intended to be shared with individuals outside of Stratford-Bruce Peninsula SSM (Employment Services). The language used in this document is intended for use with the CaMS system and is not language that is client "friendly".

Grouping and Plan Item	Description
Life Stabilization	Referral of Employment Ontario clients (non-Social Assistance) to and follow-up on/coordination of (not delivery) life stabilization and other wraparound/holistic support/services (i.e., multiple barriers and life domains) prior to and/or in tandem with employment services.
Basic Needs - Crisis resolution	Supports and financial assistance to manage an individual's immediate crisis/acute needs (e.g., women's shelter, community mental health and addictions services, Indigenous healing lodges, etc.).
Basic Needs - Housing	Appropriate housing services to stabilize an individual's housing situation (e.g., social housing, transition housing, supportive housing and/or homelessness prevention).
Basic Needs - Financial support	Information, resources and access to financial assistance for an individual's basic needs such as shelter, board and lodging, food, medical, etc.
Basic Needs - Food security	Information, resources and access to food - culturally appropriate, if required and nutritional information (e.g., affordable, healthy food, food co-ops and banks, resources about food systems specific to a client's Indigenous culture and community gardens).
Basic Needs - Transportation	Access to transportation for health, human, social and other community services (e.g., medical

	appointments, caregiving responsibilities, counselling, social assistance appointments and ceremony or cultural events). Not intended for employment and training-related transportation.
Basic skills - Self-efficacy	Recognizing systemic barriers, assisting clients with addressing personal barriers and challenges improved through resilience (e.g., confidence, motivation, accessing resources, social communication skills).
Health Supports - Primary care and ongoing medical concerns	Access to appropriate community health resources and referral to primary care supports (i.e., family doctor, traditional medicine practitioners).
Health Supports - Mental health and addictions	Helping individuals obtain appropriate supports for mental health issues and/or addictions that are culturally appropriate, as required (e.g., anxiety, depression, psychosis, substance abuse, problem gambling).
Community Supports - Dependent care	Addressing challenges related to caregiving responsibilities and access to affordable and safe child and elder care supports (that are physically, mentally, emotionally, spiritually and culturally safe, as required) and income assistance.
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	Providing one-on-one assistance in navigating cultural differences in work, community and personal environments that are experienced by clients when relocating or adjusting to new communities.
Community Supports - Justice and legal support	Addressing challenges to the justice system by providing resources and access to diversion options, legal, restorative justice options, post-incarceration and integration supports, and for other legal issues (e.g., family law, Gladue writer and report).
Community Supports - Newcomer services	Supporting clients who have been residing in Canada less than five years in accessing resources and supports targeted to specialized needs related to newcomers (e.g., settlement services, referral to professional associations, Canadian workplace culture/expectations).

Custom basic plan item	For exceptions when no other plan item fits the activity. Details must be provided in the accompanying comment/text field. The ministry may provide further guidance on use.
Employment Assistance Services – General	Through Assisted Services, clients participate in individualized, one-on-one employment services (as well as group workshops).
Resource and information services (R & I) – general	<p>Resources and information on local training and employment opportunities, community service supports, and occupational and training requirements to support independent job search (e.g., access to computers, digital services, workshops, presentations).</p> <p>R & I also includes information on career clarification and planning and providing the resources and tools for clients to make self-directed, informed decisions related to education, training and employment (including access to ministry skills training programs and other secondary or post-secondary education).</p>
Resource and information services (R & I) – digital services	Online employment services for self-directed clients to help them make informed choices about his/her/their employment goals and to find work (e.g., resources, guides, and toolkits to support virtual learning and independent job search, career planning, training information, access to job boards, job matching and vacancies, digital FAQs and/or direction to other services and resources).
Client counselling	One-on-one assistance with an employment caseworker that includes provision of advice/guidance, support and information to help clients determine his/her/their employment goals and needs, and support to secure and maintain employment.
Employability skills training	Short-term activities and/or interventions, including workshops, designed to help clients make the transition to or maintain work or develop career advancement skills. This service component includes fundamental employment-related soft skills, personal management and workplace integration skills (e.g., communication,

	<p>self-confidence and awareness, time management and teamwork).</p> <p>Given unique client needs, this service may be provided concurrently with life stabilization supports and other employment service components.</p>
Career exploration, planning and management	<p>Career exploration, planning and management services for informed decision-making to determine career goals and the services required to help achieve them.</p> <p>This could include assistance with: exploring career occupations, skill sets and pathways; considering relevant/current labour market information and employment prospects; and help with self-management to complete skills training, including trades/apprenticeship and/or pursue employment.</p>
Job search	<p>Structured support for planning and conducting successful job searches, including realistic goal-setting, resume writing, job search methods, assessing skills against qualifications, job application and interviewing assistance.</p>
Job matching and development	<p>Proactively reaching out to employers to address their workforce needs and identifying/matching clients with the required skills and/or work interests into specific job opportunities (based on different levels of service provision).</p> <p>Development could include facilitating informational meetings, job customization and carving, skills enhancement, and specific job-related training.</p>
Volunteering	<p>Unpaid experiences to provide exposure to workplaces and jobs, with the intention of increasing a client's likelihood of transitioning to paid employment.</p> <p>Volunteering involves performing a service to obtain work experiences, learn new skills and contribute to the community.</p>

	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.
Employer - Job trials	Short-duration paid, work exposure opportunities for individuals exploring career options and/or testing out potential jobs and for employers to consider potential employees. Refer to Employer Financial Supports, if applicable.
Employer - Job placements	Paid on-the-job training and/or work experience opportunities, up to 6 months in length, with the primary purpose of experiential learning, as formally agreed to by the employment caseworker, employer and client as part of the EAP. Refer to Employer Financial Supports, if applicable.
Employer coaching	Providing employers with information and resources about such areas as workplace health and safety (including accessibility accommodations), cultural competency training and workplace policy development.
Job coaching	<p>Supporting clients with the transition to work (before job start to settle into a job), including understanding employer expectations, workplace orientation, work capacity, etc.</p> <p>Job coaching may also be provided to employers to facilitate the onboarding of a client/new employee.</p>
Referral and/or case management for self-employment and entrepreneurship	Case management for clients who are referred to and participate in skills training for successful self-employment or entrepreneurship. This support could include one-on-one discussions and advice, guidance related to participation in related workshops and/or a structured referral to related community resources.
Custom basic plan item	For exceptions when no other plan item fits the activity. Details must be provided in the accompanying comment/text field. The ministry may provide further guidance on use.
Retention Services	Determining the need for ongoing assistance, gauging transition and developing a support plan to provide less intensive, flexible supports for job maintenance for clients who are not fully independent. Services are expected to taper off

	<p>as clients integrate into the workplace and maintain employment.</p> <p>Both clients and/or employers can be supported and inherent in these services is regular progress monitoring and ongoing help, as needed, to ensure that agreed upon employment commitments/requirements are being met by both the employer and the client.</p>
Retention support planning	Discussion with the client and the employer to determine specific, ongoing service needs to be reflected and/or updated in the EAP and provided to help him/her/them retain or maintain a job and for career advancement, as appropriate.
Accessible workplace consultation for clients with a disability	Building on services provided through job matching and/or placement, discussing with clients and employers, clients' accessibility needs, including any workplace-related accommodations, assistive devices or adaptive technology.
Ongoing job coaching	<p>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).</p> <p>Job coaching services are also available to employers related to ongoing staff training and evaluation, workplace inclusion, etc.</p>
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.
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.
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).
Supporting changes in work activities and supervision	Support for changes in a client's employment situation (e.g., routine, tasks, schedules) and changes in supervision.
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).
Additional services to find another job	Additional support for clients who are no longer receiving employment services for immediate re-instatement (e.g., additional services that will lead to finding another job).
Custom basic plan item	For exceptions when no other plan item fits the activity. Details must be provided in the accompanying comment/text field. The ministry may provide further guidance on use.
Specialized Services	Above and beyond core employment services that may require additional and/or specific competencies and capacity for serving clients with high, unique or complex employment service needs, including specialized knowledge of cultural appropriateness (i.e., for Indigenous individuals).
Employment services for people with disabilities	Targeted employment services for people with disabilities (as defined under the Ontario Human Rights Code and/or through the Common Assessment or supplementary assessment tools).
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).
Employer job carving	Working with employers to create or modify a job to fit an individual's capability and the needs of the employer (i.e., involves the negotiation of a job description that is based on the tasks of a single job within a workplace and could contain

	one or more, but not all, of the tasks from the original job description).
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., information on various types of disabilities, resources, workplace tools and supports).
Culturally-appropriate employment services for Indigenous peoples	Referral, access to and/or the delivery of employment services that are responsive to the unique employment needs of Indigenous clients. This may include, but is not limited to the provision of appropriate services in a culturally safe, aware, sensitive and equitable way that recognizes and respects the unique history and experiences of Indigenous peoples.
Employment services for Francophones	Employment services in French for people whose mother tongue is French, and those whose mother tongue is neither French nor English, but who have a knowledge of French as an Official Language and use French at home, including many recent immigrants to Ontario.
Employment services for youth with higher support needs	Targeted employment services for youth with higher support needs (as defined by a person who is between the age of 15 and 29 and has been segmented into Stream C by the Common Assessment tool).
Employment services for newcomers	Targeted employment services for clients who have been residing in Canada less than five years.
Custom basic plan item	For exceptions when no other plan item fits the activity. Details must be provided in the accompanying comment/text field. The ministry may provide further guidance on use.
Employment-Related Financial Supports for Job seekers and Employers	Financial supports funding is provided to support clients and their employers in removing temporary barriers to participation in employment or employment-related activities.
Job seeker - Accommodation needs - assistive devices and adaptive technology	Assistive devices used to replace, compensate for, or improve the functional abilities of people with long-term physical disabilities (e.g., mobility and visual/hearing aids, orthotics/prosthetics, speech generating and respiratory devices).

	Adaptive technology modifies standard technical systems for use by people with disabilities (e.g., computers with access devices, adapted information systems and accessible communication networks).
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	Supports to assist with job duties (e.g., sign language interpreter, real-time captioning and reader and note-taker services).
Job seeker - Diagnostic assessment	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).
Job seeker - Certification charges	Costs related to occupational certification required for a specific job opportunity (i.e., taking an exam and/or for the formal document attesting to a set of skills, knowledge and abilities gained through completion of a set of education/skills training requirements).
Job seeker - Academic credential or professional accreditation assessment	Assessment of a job seeker's highest level of education or credentials (e.g. high school diploma, college diploma/certificate, university degree) or their regulated trade certificate or regulated professional accreditation from outside Canada for Canadian or provincial/territorial equivalency.
Job seeker - Language skills assessment	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. It includes a wide range of approaches, from informal procedures to formal standardized tests.
Job seeker - Short-term skills training	A vocational training course or program that relates to the skills required to perform job duties (e.g., health and safety, single skill, upskilling for competency or entry-level positions).
Job seeker - Emergency/infrequent child care	Incremental, upfront child care that is reasonably necessary to participate in employment services

	and/or transition to employment (e.g., attending group workshops, employer interviews, skills training).
Job seeker - Employment-related transportation	Incremental, temporary daily commuting expenses, to and from, for participating in employment services and/or transitioning to employment (e.g., bus/subway/train costs or pass).
Job seeker - Work clothing and/or grooming	Appropriate clothing and grooming for workplace environments required for interviews and/or work-related appointments and/or transition to work.
Job seeker – Employment-related special equipment and supplies	Special vocational or job-specific tools or equipment required for a job (e.g., footwear, safety equipment).
Job seeker - Translation of international academic documents	Translation of academic documents for internationally trained clients required to demonstrate qualifications.
Job seeker - Specialized hardware	Specific IT hardware required to perform job duties (e.g., mobile computing devices or other electronic equipment).
Employer Financial Supports	Intended to remove barriers to Assisted Services clients participating in employment services for: on-the-job accommodation(s) – excluding employer AODA requirements; costs for onboarding; and, placement incentives, including wage subsidies.
Employer - Job trials with financial supports	Provided to employers for clients who participate in job trials. See related EAS plan item. Should not duplicate financial supports for job seekers.
Employer - Job placements with financial supports	Provided to employers for clients who participate in job placements. See related EAS plan item. Should not duplicate financial supports for job seekers.
Employer - Job accommodation	Provided to employers to raise awareness of workplace issues for people with disabilities (e.g., workshops and diversity training).
Enhanced Referrals for Skills Development	Formalized planned, supported and co-ordinated arrangements to connect and support clients to MLTSD and other training and education programs, including case management (i.e., follow-up on progress, completion and need for complimentary or additional employment services that may be required to meet employment goals).

<p><u>Skills Development - Ministry Delivered or Funded Programs and Other - Plan Items</u></p> <ul style="list-style-type: none"> • Referral to Second Career - Completed and signed application • Referral to Second Career - Labour market research • Referral to Second Career - Letter of acceptance from training provider • Referral to Second Career - Recommendation to register in Second Career • Referral to Second Career - Research training institutions • Referral to Second Career - Submit application to Ministry local office • Referral to Apprenticeship • Referral to Feepayer* - Completed and signed application • Referral to Feepayer - Letter of acceptance from training provider • Referral to Feepayer - Recommendation to register in Feepayer • Referral to Feepayer - Submit application to Ministry local office • Referral to Ontario Job Creation Partnerships - Completed and signed application • Referral to Ontario Job Creation Partnerships - Recommendation to register in Job Creation Partnerships • Referral to Ontario Job Creation Partnerships - Resume • Referral to Ontario Job Creation Partnerships - Submit application to ministry local office • Referral to SkillsAdvance Ontario • Referral to Micro-credentials 	<p>Supported, formal referral and registration or confirmed participation in the following MLTSD programs:</p> <ul style="list-style-type: none"> • Second Career • Apprenticeship • Feepayer • Ontario Job Creation Partnerships • Literacy and Basic Skills • Canada-Ontario Job Grant • Ontario Bridge Training Program • SkillsAdvance Ontario • Micro-credentials <p>Supported, formal referral and registration or confirmed participation in other training/education programs and services (e.g. high school, public and private colleges, universities, other government training programs).</p> <p>Refer to Employment Ontario Program Guidelines, operational documents and/or CaMS User Guides for more information.</p> <p>*Note: Feepayers are EI Part I claimants who have requested and received Section 25 approval from MLTSD to continue to collect EI Part I benefits for the duration of their entitlement period while attending approved skills training. Feepayer approval must only be used when individuals are able to pay for their skills training, but still require their EI Part I benefits.</p>
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<ul style="list-style-type: none"> • Referral to Literacy and Basic Skills • Referral to Canada-Ontario Job Grant • Referral to Ontario Bridge Training Program • Referral to Other Ministry Delivered or Funded Programs • Referral to Post-secondary Education • Referral to Secondary Education • Referral to Government Services - Federal • Referral to Government Services - Municipal • Other 	
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