

Client Procedures after February 2, 2009 for Service Providers

Consolidated Revenue Fund (CRF) Eligible Clients:

1. *Access to Employment Assistance Services:* As is the case with any unemployed job seeker legally entitled to work in Canada, Consolidated Revenue Fund (CRF) eligible clients (Opportunities Fund (OF) for Persons with Disabilities(PWD) / Skills Link for Youth, will continue to be able to access a full range of Employment Assistance Services (EAS) services, including case management services. This policy is unchanged from previous Service Canada policies in relation to EAS service access for CRF eligible clients.

2. *Client Applications for CRF funded Interventions:* If a CRF eligible client's Return to Work Action Plan (RTWAP) identifies a CRF funded intervention as appropriate, the EAS case manager would assist the client in making application to one of the following:

- Service Canada, when the CRF funded benefit is administered in-house by Service Canada;
- an OF Community Coordinator (CC) in communities where OF is delivered by a CC; or
- a Skills Link Youth Project as appropriate

3. *Information Sharing between ELMSD funded EAS' and Service Canada:* In assisting a CRF eligible client in applying to Service Canada for a CRF funded benefit, new privacy considerations exist:

- EAS case managers can continue to assist clients in applying for Opportunities Fund and Skills Link programs, as they have in the past. The client should be making the application and submitting the forms, not the service provider.
- Service providers no longer have a direct or contractual relationship with, and should not provide any client information directly to, Service Canada without ensuring appropriate measures are in place related to the protection of privacy.
- If a client needs a Service Provider to exchange information about the client with Service Canada related to a CRF funded application, it is the responsibility of the Service Provider and Service Canada to ensure that appropriate consents for release and sharing of information are in place.

4. *Access to Self Employment (SE) Services for Opportunities Fund (OF) Clients:* If an Opportunities Fund Self Employment Community Coordinator is not available to the client, PWD OF eligible clients may access EI Part II Provincially funded SE Coordinator and Community Coordinator services, under the following conditions:

- SE is identified in the client's RTWAP as a necessary and appropriate option to assist the client in participating in the labour market.
- The OF client application for CRF funding is first submitted to Service Canada for review and assessment of eligibility.
- The EI Part II provincially funded SE provider is determined to be the most suitable SE service option.
- The EI Part II provincially funded SE provider is willing to provide service to the OF client.
- The amount of funding required for the OF client's participation would need to be negotiated between the SE provider and Service Canada.
- Only the incremental costs specifically related to the OF client participation can be charged to OF by the Part II provincially funded SE Coordinator/CC.

** EI Part II provincially funded SE Coordinators and CCs must not charge Service Canada for any costs already paid for under their Part II Provincially funded agreement.

5. *Non EI Clients (formerly Non-insured Participants)*: If a client with a RTWAP that requires a funded benefit, who was originally thought to be eligible as an EI Client, is not, and qualifies instead as a CRF (OF or Youth) client:

- Normally, the client would be referred back to their case manager who would assist the client using the guidelines provided in Section 2 of this document: *Client Applications for CRF funded Interventions*.
- In situations where, because of the EI client ineligibility, there is urgency, staff and service provides are encouraged to collaborate to expedite the process in the interest of client service while ensuring compliance with Privacy legislation.

Clients who do not meet EI client or CRF eligibility may be assisted with EAS services and/or referred to other appropriate programs and services in the community.

6. *CIV Procedures for CRF Funded Clients*: Clients who participate in Youth and Opportunities Funded interventions will continue to be case managed by EAS case managers. In order to ensure that the Action Plans for these individuals upload properly, the manner in which these action plans are recorded will change slightly:

- Youth and Opportunities fund interventions must be recorded on a separate action plan from EI Part II funded (normally EAS) interventions. If a client participates sequentially in a federal Youth or Opportunities Fund intervention and then in a provincially funded EBSM (now called Employment and Labour Market Services or ELMS) interventions (or vice versa), the first action plan must be closed, and a second action plan opened. An export of the client file must be completed after the closure of the first action plan, and before the opening of the second action plan. The resulting export file must be sent to the local provincial office to be uploaded. This is necessary to ensure that the Action Plan uploads properly from Contact IV to federal and provincial CSGC systems.
- EAS Case Manager funding agreements which are active at the time of the transfer to the Province will be converted to Provincial Agreements. In order that Youth and Opportunities fund interventions upload properly, they must have a **federal** (i.e. not converted) agreement number recorded on the Client Identification screen of Contact IV. EAS Case Managers need to enter their previous agreement number for their EAS agreement that ended before February 2, 2009 on the Client Identification screen for clients who will be participating in Youth or Opportunities funded interventions in order for the data to upload properly to the federal CSGC system. This earlier agreement number, though inactive, would still be considered federal, and will permit the upload of the federal Opportunities and Youth funded intervention, where the active (Provincial) agreement number will not.

Please contact the Program Officer responsible for administering your funding agreement to provide further clarification related to CIV procedures.

Aboriginal Clients:

1. *Aboriginal Human Resource Development Agreement (AHRDA) Client Access to ELMSD Part II Funded Programs*: All Aboriginal unemployed job seekers can access ELMSD Part II funded EAS services. AHRDA clients who meet the eligibility criteria as an EI client can continue to access ELMSD EI Part II funded programs, ie: Skills Development, Job Creation Partnerships, Self Employment and Targeted Wage Subsidies.

2. Relationships and processes with AHRDA:

- Information sharing between AHRDAs, ELMSD staff and/or ELMSD funded service providers necessary to support a client in accessing programs and services must meet privacy legislation requirements.
- AHRDA clients accessing provincially funded EI Part II employment programs are normally to be case managed through ELMSD Part II funded EAS service providers. In some communities this has not been the historical practise. AHRDAs have case managed clients accessing what were previously Service Canada funded programs that are now the responsibility of ELMSD. To ensure client service is not disrupted, in communities where AHRDA clients accessing ELMSD EI Part II funding interventions are not being case managed by an ELMSD funded EAS case manager, current practises will continue until more formalized and consistent processes can be developed by ELMSD in consultation with AHRDAs.

Feepayer Clients:

1. *Feepayer Agreements entered into by Service Canada:* Feepayer client agreements signed with Service Canada prior to February 2, 2009, regardless of the start date of their course did not transfer to the Province, but feepayer clients with agreements established prior to February 2, 2009 will continue to be case managed by their EAS provider.

2. *New Feepayer Agreements with the Province:* New Feepayer applications after February 2, 2009 will become the responsibility of the Province.

An ELMSD Program Officer will:

- Assess/confirm Feepayer eligibility
- Authorize Section 25 to allow eligible clients to continue to collect EI Part I Benefits while attending training

3. *Feepayers with Service Canada agreements whose circumstances change after February 2, 2009:* If financial circumstances for Feepayer clients whose agreements started prior to February 2, 2009 change after February 2, and warrant a reconsideration of Part II funding, please contact your ELMSD Program Officer responsible for re-assessment. In communities where Skills Development is administered by the ELMSD office, these may be considered in exceptional circumstances. In communities where Skills Development is administered by Community Coordinators, the Community Coordinator policies will determine when and if reconsideration is warranted.

4. *SD/ Feepayer requests post February 2, 2009:*

i). If a client's RTWAP identifies a need for SD, the EAS case manager would assist the client in making application to:

- ELMSD, when the SD is administered in-house by ELMs,
- an SD Community Coordinator where SD is delivered by a CC, or
- ELMSD if it has been determined that a Feepayer referral is appropriate.

ii). If, after referral to a CC, it is determined that the client only requires a Feepayer referral, the CC would refer the client to ELMSD for the Section 25 Authorization and Referral.

iii). Feepayer clients continue to be case managed by an EAS through Contact IV.

Key principles related to client service between federal and provincial staff and service providers administering employment programs:

- Collaborative relationships between Service Canada staff working in the Labour Market and Social Development Programs, ELMSD and service providers are encouraged to:
 - support the smooth transitioning of ELMSD programming;
 - continuity and quality of client service; and
 - harmonization of programming.
- Issues arising related to client service should be resolved at the local office level

Community Development Trust (CDT) Clients: The Community Development Trust is a three-year initiative helping forest workers, their families and their communities get through challenging times in the forest sector. The CDT is administered by the Ministry of Community Development. One of three Community Development Trust programs, the Tuition Assistance Program, assists laid-off forest workers to upgrade their skills and education.

EAS providers are encouraged to assist displaced forest workers in assessing their employability and developing return to work action plans to support them in returning to work as quickly as possible. Clients who are requesting information regarding CDT programming can access it through the Ministry of Community Development as follows:

- 1 877 238-8882 from B.C. communities outside Greater Victoria
- 250 387-5349 from Greater Victoria
- email: cdt@gov.bc.ca

Some CDT eligible clients do not require Part II funding support from ELMSD. Others may be eligible for and require additional Part II ELMS funding.

- **CDT only clients with EI Part I claims:** To ensure that EI Part I benefits are not impacted by participation in CDT training initiatives, the Ministry of Community Development will provide confirmation of approval of funding to Service Canada directly for CDT clients who are active Employment Insurance claimants *and who are not accessing any Part II ELMS funding*. Service Canada is responsible for processing requests for Section 25 authorizations for clients accessing only CDT funding for an employment program intervention.
- **ELMSD clients who are also CDT clients:** ELMSD *will* process Section 25 authorization and referrals for CDT clients who are also approved for Part II ELMS funding to participate in a program intervention. CDT funding would be considered in determining Part II ELMS Funding.

Targeted Initiative for Older Workers (TIOW): The TIOW is designed to assist unemployed older workers to return to the labour force through a combination of in-class, work-based and individual employment preparedness programming. The prime target group are those 55-64. The program is cost-shared between the federal and provincial governments. Advanced Education and Labour Market Development administers the TIOW in BC and delivers it through community based organizations. For more information on TIOW, please call Enquiry BC:

- Victoria: 250 387-6121
 - Vancouver: 604 660-2421
- Elsewhere in B.C.: 1 800 663-7867

TIOW projects are targeted to unemployed older workers most in need. Although not targeted, older workers in receipt of Part I EI Benefits may participate in the TIOW program. Section 25 Authorization and Referrals are not required for TIOW participants who are active EI Claimants.

To ensure their EI Benefits are not impacted, EI claimants need to contact Service Canada EI Part I officials for *approval, prior to participation*, either in person at their local Service Canada Centre or by calling:

- 1 800 206-7218 (English)
- 1 800 808-6352 (French)

- 1 800 529-3742 (TTY)

Authorization to Quit

1. *Authority to Authorize Quits:* As was the case in Service Canada, in exceptional circumstances, workers may be authorized to quit their jobs to participate in a provincially funded ELMSD EI Part II program. Only provincial ELMSD Program Officers will have the authority to authorize a quit to enable a client to participate in an ELMSD Part II funded program.

2. *Policy Guidance:* The current Service Canada Authorization to Quit Guidance will be followed. It has been revised to reflect provincial terminology and reflects form and process changes where appropriate.

We understand that in some communities, different processes have been put in place regarding when and how a client requesting an Authorization to Quit is referred to a Program Officer for Authorization to Quit consideration. In these situations, ELMSD staff in local offices will provide further clarification as needed.