Bridging Employment Program (BEP) Policy and Procedures: Non-Clients

The following are the BEP policy and procedures for Service Providers and Ministry of Employment and Income Assistance (MEIA) regional staff relating to non-clients. Specific deliverables are detailed in each Service Provider's contract with the Ministry. Service Providers must also comply with the terms and intent of the Freedom of Information and Protection of Privacy (FOIPP) Act in all of their interactions with participants of the BEP.

1. <u>Client Recruitment and Suitability Review</u>

MEIA clients have priority over non-clients for participation in BEP.

Service Providers will:

- Complete the "Suitability Checklist" form (EIA2987) for all non-clients who may benefit from the program and fax the form to the designated regional contact for an eligibility review, providing all relevant supporting details. Section 2 has a question which asks if the client is in receipt of income assistance. This should be "no" for non-clients.
- Establish, maintain, close and ensure the security of electronic and paper files for each client for whom an eligibility review has been requested, in accordance with Legislated and Information Management standards, policies, and ministry records management standards and policies.
- Ensure non-clients are aware of BEP provisions.

Note: BEP does not provide a support or shelter allowance for non-BCEA clients participating in the program. Non-BCEA clients, who may require income assistance as a consequence of participation in BEP (i.e. cannot sustain their employment and participate in the program) will have their eligibility assessed for assistance.

MEIA Regional Staff will:

- Confirm eligibility of BEP clients as requested by Service Providers.
- Confirm that the person is a non-client via the Ministry's Information System (MIS).

2. <u>Confirmation of Enrolment</u>

Service Providers will:

- Report to the ministry via the BEP manual tracking system (tracking form supplied by MEIA), of clients who have:
  - ❖ Started the session and are in attendance on the 14th calendar day after the session start date, or
  - ❖ Fail to return to the Service Provider after an eligibility review was conducted or are being withdrawn from the program prior to the 14th calendar day after the session start date.
  - ❖ If no non-clients have been enrolled in a month, this should be reported monthly (and may be sent by email).

3. Attendance and Participation

Service Providers will:

- Explain to client their responsibility to attend and complete the BEP as specified in their contract.
- Monitor participation and report any non-participation and withdrawals to the ministry via the manual tracking form.
- Track ongoing program activity of individual clients, including milestone and completion payments, on the manual tracking form provided by the ministry and send to MEIA Regional Staff by the 15th of the calendar month, e.g. September 15th for August BAR.

MEIA Regional Staff will:

- Ensure that information on the BEP manual tracking system is accurate and complete (correct dates, accurate codes, etc). This may require liaising with the Service Provider to ensure records are up to date and accurate.
- Monitor client participation, through receipt of manual tracking form. Document program activity and outcome results (e.g. accepted into the program, completed session, employed, etc.)
- Verify outcome pending information.
- Ensure manual tracking and financial expenditures are accurate.

4. Outcome Achieved

Verification is required to ensure non-clients have reached one of the four eligible outcomes prior to authorizing Part 2 bonus incentive payments for Service Providers.

Outcomes for any participant that is a non-client:

I. Enrolment in an employment program
   a. Employment program for Persons with Disabilities (EPPD), any other program that the Ministry may implement from time to time.
      i. Confirmation of employment program registration on the Ministry Information System (MIS), e.g. EPPD will register as “ED file.”
   b. Any program provided or funded by the Government of Canada that the Ministry may approve from time to time, e.g. Employee Assistance Services (EAS), Aboriginal Human Resources Development Agreement (AHRDA).
      i. Documentation includes written confirmation of registration stating name of organization and type of program.

II. Enrolment in a post-secondary education program
      i. Documentation includes written confirmation of registration from institution.

III. Employment
      i. Documentation includes letter from employer indicating name of employer and start date or pay stub.

IV. For any participant funded under a Youth Agreement, full-time enrolment in high school or a high school equivalency program.

i. Documentation includes written confirmation from Ministry for Children and Family Development (MCFD) e.g. e-mail from MCFD to MEIA regional staff verifying enrolment.

Service Providers will:

- Provide verification by fax or mail of "outcome pending" information to MEIA Regional Staff for "outcome achieved" approval.
- Upon ministry approval update manual program activity and invoice documentation monthly and send to MEIA.

MEIA Regional Staff will:

- Verify if the outcome meets the criteria (Section 4) for "outcome achieved" bonus payment and notify the Service Provider.

5. Payment

The payment model for non-clients remains the same as the current model. As the BEP system will only track and generate payments for ministry clients, the tracking of non-ministry clients will be via a manual process using forms provided by the ministry.

Service Providers will:

- Submit non-client payments by fax via the manual monthly invoice, ensuring accurate details are provided. This should be submitted with the ministry's Monthly Billing Advisory Report (BAR).

MEIA Regional Staff will:

- Update the manual program activity and financial tracking documentation to ensure BEP budget and expenditures for each service provider is accurate.
- E-mail individual Service Provider manual program activity and financial tracking documentation to Employment Program Management (EPM) for reporting and program management purposes. This documentation should be provided to EPM no later than the 30th of the month after the monthly BAR, e.g. September 30th for August BAR.

6. Converted Clients

A "converted client" means a participant that commenced the program as a non-client and becomes a client after the 14-day enrolment period. Converted clients will continue to be tracked manually to avoid duplication of payments. Any non-client that becomes a client prior to the 14-day enrolment period should have a BP file opened in MIS and follow normal policy and procedures.