Ministry of Employment and Income Assistance
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Bridging Employment Program (BEP) System User Guide for MEIA Staff

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British Columbia

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About Version V1.0 of this Guide

This user guide describes the first release of the BEP System, implemented on September 2, 2003. It will be updated when further updates to the BEP System are implemented. Please note the following about this release:

- Online Help for the BEP System will be incorporated into the system by mid-October, 2003.
- There is currently only one session per service provider.
- Only one service provider (in Victoria) is currently using “continuous intake” sessions.

Table of Contents

ABOUT THIS GUIDE

The purpose of this user guide is to provide ministry staff with information and instructions for using their version of the Bridging Employment Program (BEP) System. This includes:

- descriptions of what information you see on the BEP System.
- procedures for finding information about clients who have been referred to the Bridging Employment Program.

This user guide describes the first release of the BEP System, implemented on September 2, 2003. It will be updated when further updates to the BEP System are implemented.

The search methods described in this user guide are primarily for the use of caseworkers, but can also be used to obtain statistical analysis of BEP information. This guide does not provide detailed procedures for producing statistical analysis of this information.

What's in the Guide

This guide includes:

- Section 1 – Introduction to the BEP System – provides information about when to use the BEP System and MIS and describes the codes used in the system.
- Section 2 – Getting Started – explains how to log on and off the BEP System and provides an overview of system functions.
- Section 3 – Finding Client Information – provides information and procedures about how to search for client information on the BEP System.
- Section 4 – Recording Session Dates – provides information and procedures about how to record the start and end dates for continuous intake sessions.
- Section 5 – Printing BEP Statistical Reports provides information and procedures about how to print BEP reports.
- Appendix A – Glossary of Terms – provides definitions of terms used in the Bridging Employment Program.
- Index – provides an easy way for you to find information in the manual.

Using the Guide

This guide assumes the user has basic computer skills. The following table explains how instructions and features are used in this guide.

Typing text	• Words or characters you need to type are shown in **bold**. For example, “type **BP** for file type” means type exactly “BP” (without the quotes). • Text that must be replaced with information you need to provide is shown in ***bold italics***. For example, “type the ***BP file ID***” means type the actual BP file ID, such as “BP00001234” (without the quotes).
Terminology	The terms ‘Client’ and ‘Participant’ refer to an individual BCEA client at a different stage of the client’s movement through the program. To avoid confusion, this user guide uses the term ‘client’ for all stages. In this guide, these abbreviations are used: • The MEIA program, Bridging Employment Program (BEP), is also referred to as “the BEP”. • The Bridging Employment Program (BEP) System (computer application) is referred to as “the BEP System”. • A Bridging Employment Program (BP) file is the file that the MEIA caseworker creates on MIS for a client when the caseworker confirms that the client is eligible for BEP.
Using the mouse buttons	In instructions, these terms are used: • Click – click once with the left mouse button. • Double-click – click twice with the left mouse button. • Right-click – click once with the right mouse button.
Using keys on the keyboard	Keyboard keys are shown in bold. For example, **Enter**.
Using the Back button	You can use the **Back** button on Internet Explorer to go back to the previous BEP screen that you displayed.
Procedures	Procedures start with the word “to”. For example, “To Log onto the BEP System”.
Buttons	Button names are shown in bold. For example: “Click **Search**”.
Icons	Desktop icons are shown with graphics. For example: “Double-click the Internet Explorer icon.”
Note:	Notes supply important information and are indicated with a pushpin icon.
Tip:	Tips provide additional helpful information or alternate methods for some tasks and are indicated with a light bulb icon.

Getting Help

For further information about the Bridging Employment Program and how to use the BEP System, refer to any of the following sources.

- To access online help, refer to "Displaying Online Help for the BEP System" on page 20.
- For information about the BEP procedures that are completed on MIS, refer to the Systems Memo page on the ministry's intranet at http://icw.eia.gov.bc.ca/policies/sysmemo.htm. Under "Systems Memos for 2003/2004" select number "9" – "To introduce the implementation of the Bridging Employment Program (BEP) System and associated changes to MIS".
- For information and links to related policy and procedures resources, including the BEP Guidelines for MEIA Staff, refer to the Bridging Employment Program topics in the online resources on the MEIA intranet."

  Also use this site to access the "BEP Service Providers' User Guide", for information about how the BEP service providers use the BEP System.
- For further system information, contact the MEIA Helpdesk at 604 660-1636 or send an email message to "EIA Support".

SECTION 1 – INTRODUCTION TO THE BEP SYSTEM

This section provides information about who uses the BEP System, how MIS and the BEP System interact, which activities are completed on each system and the codes that are used.

Contents

About the BEP System

The purpose of the BEP System is to help the ministry and BEP service providers keep track of clients who are involved in the Bridging Employment Program (BEP) and to help ensure that the ministry pays service providers for client milestones that are achieved. This program is focused on skill building and support intended to help BC Employment and Assistance (BCEA) clients who have suffered violence or abuse to improve their opportunities for sustained employment.

The Bridging Employment Program (BEP) System includes some functions that are used only by service providers, some that are used only by MEIA staff and some that are available to all users. To simplify references to the functions used by different users, this user guide describes them as different "versions" of the BEP System for ministry staff and service providers. The data in the BEP System is stored in a single database that both ministry staff and BEP service providers can access from their respective BEP Systems.

Roles and Responsibilities

This user guide provides information for ministry staff who need to record and query BEP client information on MIS and the BEP Systems. This may include the following ministry staff:

Users	Access To
MEIA Staff (TCs, EAWs, Case workers, Regional Managers)	• MIS client files and functions. • Query BEP records. • Update and query dates on continuous intake sessions on contracts in their region. • Receive caseload-specific versions of reports.
Regional Liaisons (RL)	• Query all client records. • Receive reports associated with service providers in their region.
Regional Contract Managers (RCM)	• Update outcome information. • Query BEP client records on the BEP system. • Receive reports for service providers that they are responsible for (where they are named the RCM). • Use the BAR report to help ensure that the ministry pays service providers for client milestones that are achieved.
EIB Program Staff	• Query all BEP information. • Receive province wide levels of reports.
Program Adminis-tration (PA)	• Security / access maintenance. • Messaging – to a role or all. • Add, update and query service provider records and session records for service providers on the instruction of the RCM.

How MIS Interacts with the BEP System

The data in the BEP System, which is stored in a single database that both ministry staff and BEP service providers can access from their respective BEP Systems, is updated as follows:

- An MEIA caseworker confirms that the client is eligible for BEP and creates a BP file on MIS. The BP file information is sent to the BEP System in that night's processing, and the service provider can access the information on the BEP System the next day.
- When the BEP service provider updates information on the BEP System, these changes are displayed:
    - on both versions of the BEP System immediately.
    - on MIS the next morning, as BEP System sends the changes to MIS during that night's processing.
- MIS and the BEP System close BP files under certain conditions, such as when a service provider fails to withdraw or confirm a client's enrolment prior to the 14th calendar day of a session.

When to Use the BEP System

Ministry staff use the BEP System to monitor clients' progress through the BEP program. This includes:

- Search for clients who were no shows or were withdrawn by the service provider.
- Display details for individual clients, including demographic data and their history of BEP activity.
- Display the most current changes to clients' status codes. (Status code changes are not displayed on MIS until the next day.)
- Determine which clients are working with a particular BEP service provider.
- Identify clients who have started or completed their session.
- Print the results of searches, either lists of clients meeting certain criteria, or details about individual clients.
- Print reports.
- Confirm that clients have reached one of the four 'bonus' outcomes.

When to Use MIS

Use MIS for any activities relating to the BP file and the GA file, including:

- Register (‘open’) BP files on MIS.
- Re-open BP files that have been closed.
- Update BP files.
- Check 4Mail messages.
- Check GA file History for changes in the status of referred BP clients.
- Update Time Limits Information (time limit exclusion code, start and end date).
- Help contract managers verify that a client has reached one of the four ‘bonus’ outcomes.
- Display the client's demographic information. On the BEP System, the client's demographic information may or may not be current. It was current when the BP file was created, but unless any changes that have been entered on the ACC screen in MIS have also been entered on FIL U, the BP record will be out of date.

For the MIS procedures, refer to the Systems Memos associated with the implementations of the BEP System, as listed in “Getting Help” on page 6.

Codes Used in the BEP Program

The information in this section about codes is included here so you can:

- understand the information that is displayed on the BEP System screens.
- use the codes to make very specific searches for clients on the BEP System.

This section describes the Program Status, Withdraw/Closed Reason, File Status, Action Plan and Outcome codes used for BEP.

Note:
As clients proceed through the BEP program, the service providers record the changes in clients' Program Status on their BEP System. These changes are displayed:

- on both versions of the BEP System immediately.
- on MIS the next morning, as BEP System sends the status changes to MIS every night in a batch program.

Therefore, if there is a discrepancy between the codes shown on MIS and the BEP System, the BEP System has the more current information.

BP File Status Codes

These codes are used to indicate whether a client's BP file is open or closed.

Status Code	Description	What it Indicates
Open	The client's BP file is open (active).	The client is currently involved in the BEP.
Closed	The client's BP file is closed (inactive).	The client is not currently involved in the BEP.

BEP Program Status Codes

The following Program Status Codes are used to indicate what stage the client has reached in the BEP Program. As a client moves through the BEP, their 'program status' is updated each time they reach the next stage.

Status Code	Description	What it Indicates
L Eligible	The client is eligible for BEP.	Ministry staff have confirmed the eligibility of the client and created a BP file for the client.
F Confirmed	The client is confirmed to be in regular attendance in a BEP session.	Within 14 days from the session start date, the service provider has recorded that the client is attending a BEP session. The confirmation must be recorded before 11:00 pm on day 14 of the session. If the confirmation is recorded before day 14, the service provider must withdraw the client if the client stops attending prior to day 14.
E Enrolled	The client is enrolled in a BEP session.	The BEP system has processed the confirmation of attendance (described in "Confirmed" above). This happens on the night of day 14 of the session for all confirmed clients.
W Withdrawn	The client has withdrawn or been dismissed from the program.	The service provider has recorded the client's withdrawal and the reason code. A client may withdraw when their status is 'Eligible', 'Confirmed' or 'Enrolled' (that is, at any time before they complete the session).
C Completed	A client has successfully completed the session.	The service provider has recorded the successful completion of the session and indicated an action plan to inform the ministry of the client's planned next steps.
P Outcome Pending	A client has achieved a positive outcome.	The service provider has recorded that the client has achieved one of the four outcomes for which the service provider is eligible for a 'bonus' payment.
A Outcome Achieved	The client's successful outcome is confirmed.	The Regional Contract Manager or designate has confirmed that the client's outcome was achieved.
N Outcome Not Achieved	The client's successful outcome is denied.	The Regional Contract Manager or designate has recorded that the client outcome was not actually achieved.

Withdraw/Closed Reason Codes

These codes are used as follows:

- **Closed Reason Codes** indicate the reasons why the system has automatically closed BP files. These codes are automatically applied when the files close.
- **Withdraw Codes** indicate the reasons why clients have withdrawn or been dismissed from BEP.

Closed Reason Codes

BP files automatically close in the following situations.

Closed Reason Code	Indicates that the client's BP file has been closed automatically for this reason:
14 Day Enrollment	At 11:00 pm on the *14th day after the client's session started*, client's status is still 'eligible' (the service provider has not recorded that the client has been 'comfirmed' or 'withdrawn' by then).
14 Day Completed	At 11:00 pm on the *14th day after the client's session ended*, client's status is still 'enrolled' (the service provider has not recorded that the client has 'completed' or 'withdrawn' by then).
14 Day Outcome	At 11:00 pm on the *14th day after the client's 6-month period* to achieve the planned outcome has ended, client's status is still 'completed' (the service provider has not recorded that the client has achieved their 'outcome pending' status).

Note the following about auto-closes:

- All auto-closes scheduled to occur on statutory holidays will be suspended until 11:00 pm on the following day.
- If the BEP system or its component parts is unavailable for any portion of a day, all auto-closes scheduled to occur on that day will be suspended until 11:00 pm on the following day or equivalent number of days as the outage.

You can use the Daily Auto-Close Report (page 40) to determine which BP files will close automatically within the next seven days, until the service provider intervenes.

Withdraw Reason Codes

When service providers record that a client has withdrawn from BEP, they include a Withdraw Reason code to indicate why the client was withdrawn. Service providers can return clients to MEIA at any stage of the BEP Program. For example, clients can be withdrawn if they don't start their session within the required time or if they need to withdraw for other reasons such as health or moving.

Withdraw Reason Code	Details
Family responsibilities	The client has family responsibilities which impact their ability to attend and participate in the BEP program.
Financial Issues	The client has financial issues which impact their ability to attend and participate in the BEP program.
Other	Other
Session cancelled	The session that the client was going to attend has been cancelled.
Session full	The session that the client was going to attend is full.
Session rescheduled	The session that the client was going to attend has been rescheduled.
Employment	The client is working and their job impacts their ability to attend and participate in the BEP program.
Secondary education	The client is enrolled in secondary education or high school equivalency programs and these programs impact on the client's ability to attend/complete BEP.
Post-secondary education	The client is enrolled in post-secondary education and these programs impact on the client's ability to attend/ complete BEP.
Other ministry-funded program	The client is participating in another Ministry program, such as Job Placement, Training for Jobs and/or Employment Programs for Persons with Disabilities.
Requires alternate services	The client is enrolled in a session that does not suit the client's knowledge, skills and abilities.
Client withdrew self	The client has determined that they do not want to proceed with BEP and have asked to be withdrawn.
No show	The client did not show up for their session.
Health issues	The client possesses physical and or mental health issues that impact their ability to attend and participate in the program.
Moving	The client is moving out of the area that the service provider works in.
Deceased	The service provider has been informed (through ministry or client's immediate family) that the client is deceased.

Withdraw Reason Code	Details
Dismissed from program	The client has not been complying with their BEP requirements/obligations and the service provider has dismissed the client (only service providers can withdraw clients in BEP).

Action Codes

Action Plan codes are meant to give the ministry case worker a "heads up" on what the client wants to do after completing the Bridging program. For example, if the client wants to access another "Ministry Funded Program" the case worker can assist the client in making the necessary referral.

Code	What it Indicates
Ministry Funded Program	The client plans to try to access another Ministry program such as Job Placement, Training for Jobs and/or Employment Programs for Persons with Disabilities.
Post-Secondary Education	The client plans to enter a post-secondary program to gain vocational or other skills required to make a successful transition to employment.
Secondary Education	The client plans to re-enter a secondary school program to gain skills required to make a successful transition to employment.
Employment	The client will be searching for part or full-time work.
Other	The client plans to take other steps, such as move, care for family full-time, leave the labour market.

Outcome Codes

Outcome codes are used by service providers to indicate to MEIA that they think a client has reached one of these outcomes, thereby entitling the service provider to a bonus.

Code	What it Indicates
Ministry Funded Program	The client has been accepted into another Ministry program, such as Job Placement, Training for Jobs and/or Employment Programs for Persons with Disabilities.
Post-Secondary Education	The client is enrolled in post-secondary education, with reduced or eliminated dependency on BCEA.
Secondary Education	The client is enrolled in secondary education or high school equivalency programs.
Employment	The client is placed in part or full-time work, with reduced or eliminated dependency on BCEA.

SECTION 2 – GETTING STARTED

This section provides information about logging on and off the BEP System, and information about codes that you can use when searching for clients on the BEP System.

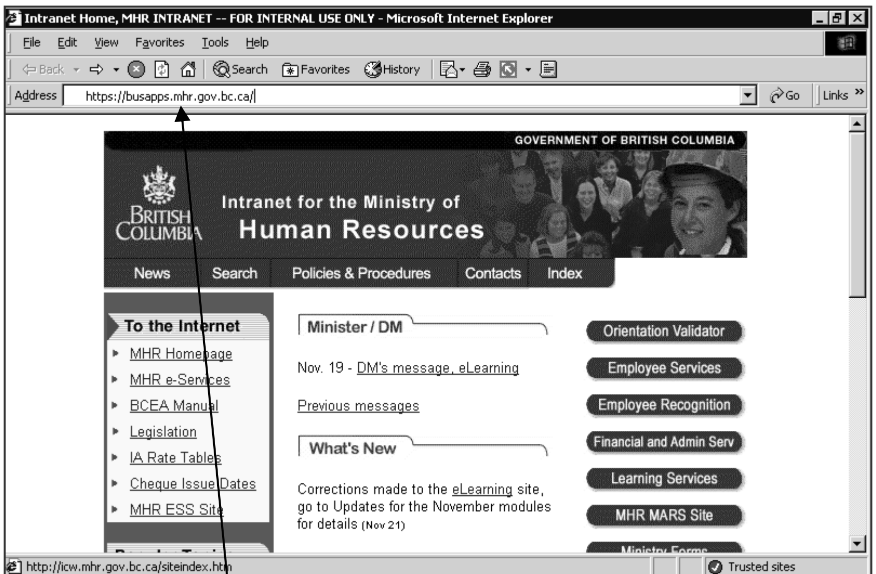
Contents

To Log onto the BEP System

Authorized ministry staff can access the BEP System. The BEP System is available from the MEIA Applications menu on the ministry's intranet. You use Internet Explorer to access and use the BEP System.

To log on to the BEP System:

1 Double-click the icon on your desktop to open Internet Explorer (if it is not currently open).



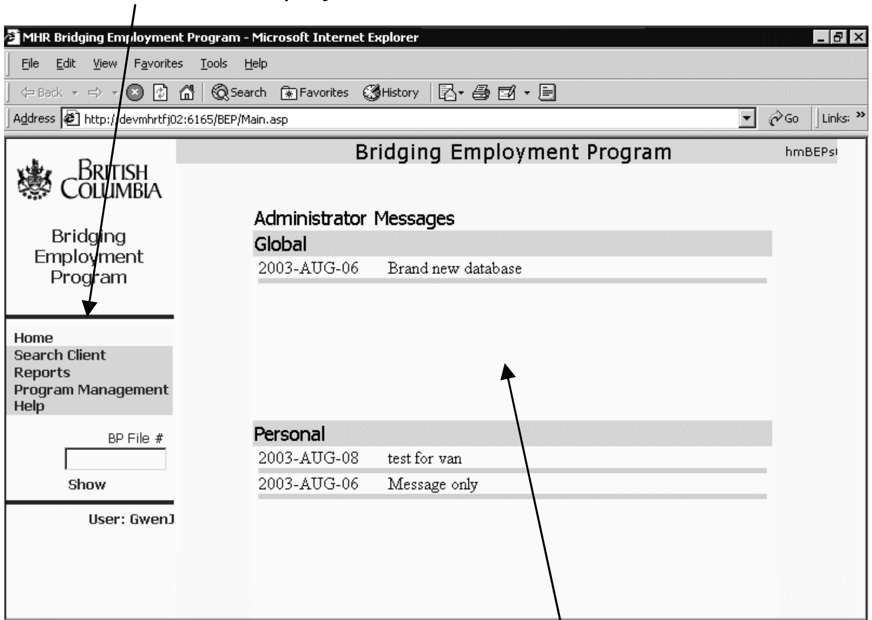
2 Type **https://busapps.eia.gov.bc.ca/** in the Address box and press **Enter**.

The MEIA Applications screen is displayed, listing ministry applications you are authorized to use.

3 Click **Bridging Employment Program (Production)**.

The BEP System main menu is displayed.

The main menu is displayed on the left side of the screen.



When you log onto the BEP System, the BEP Home screen is displayed on the right side of the screen.

4 To access BEP screens, click an option on the main menu. The associated screen will be shown on the right side of the screen.

BEP System Menu Options

Note: This section describes the menu options that MEIA case workers can see and search on. Other MEIA users will not see all of the menu options described.

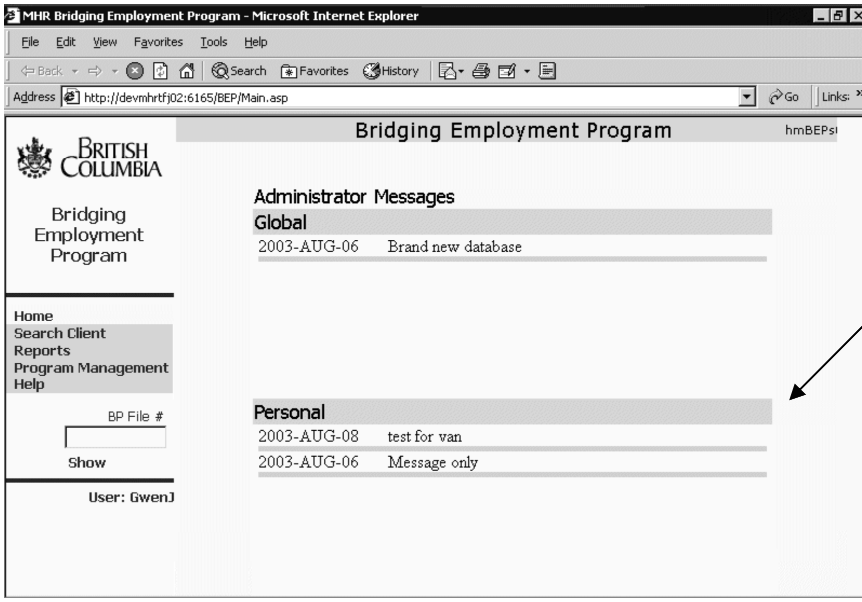
The BEP System main menu contains these options:

BEP Home	Displays the Home screen of the BEP System, with administrator messages (described on page 20).
Search Clients	Displays the Search Client screen, where you can specify criteria for searches (described on page 23).
Reports	Displays the Report Selection screen, from which you can print reports (described on page 39).
Program Management	Displays the screens for recording the start and end dates for continuous intake sessions ONLY (described on page 36).
Help	Displays the BEP Online Help (described on page 21).
BP File Number field	Use to find a specific client's record, using their BP File Number, and display the client's details and history of BEP involvement (procedure on page 24).

To Display Administrator Messages

- Click **Home** on the BEP System main menu.

  The BEP Home page is displayed, showing current administrator messages.



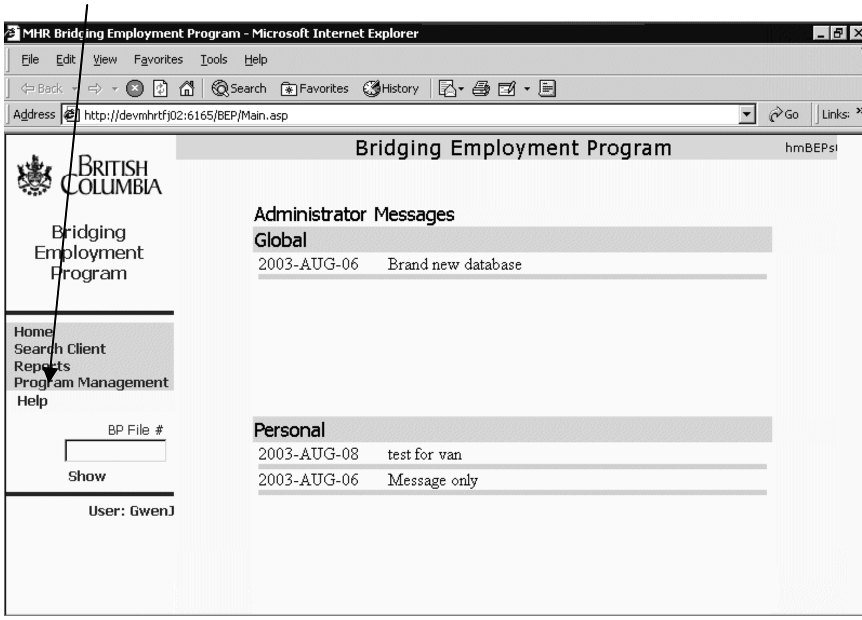
Hint:

If the list of messages is longer than one screen, a scroll bar is shown on the right side of this list.

Click it to scroll through the list.

To Display Online Help for the BEP System

- Click **Help** on the BEP System main menu.

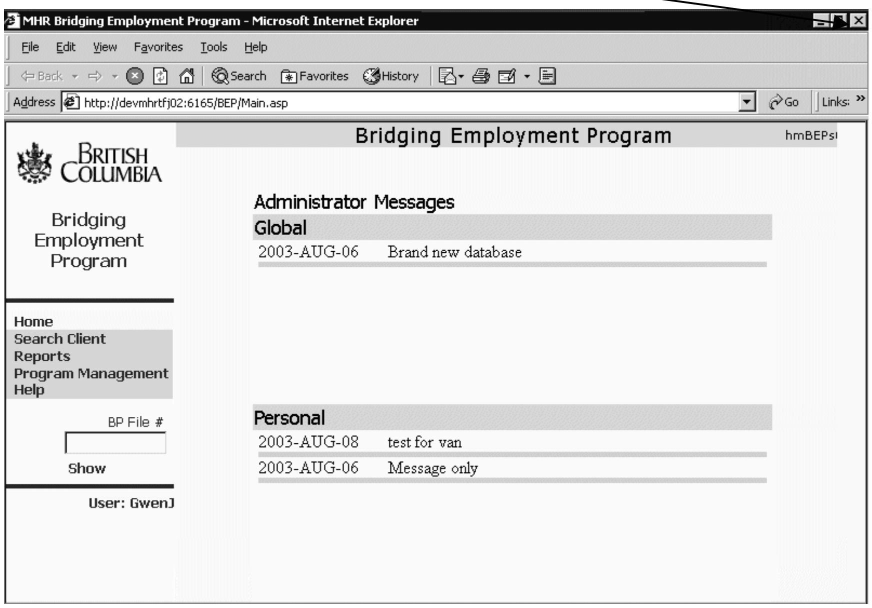


Another Internet Explorer window opens, displaying the online Help. For more information about using the online Help, click “Using Help” on the Help menu.

- To close the Help, click the ☒ (Close) button on the Help window.

To Log Off the BEP System

- Click in the top right corner of the Internet Explorer window to close your internet connection.



SECTION 3 – FINDING CLIENT INFORMATION

This section includes information about how to specify searches to find client informaton on the BEP System.

Contents

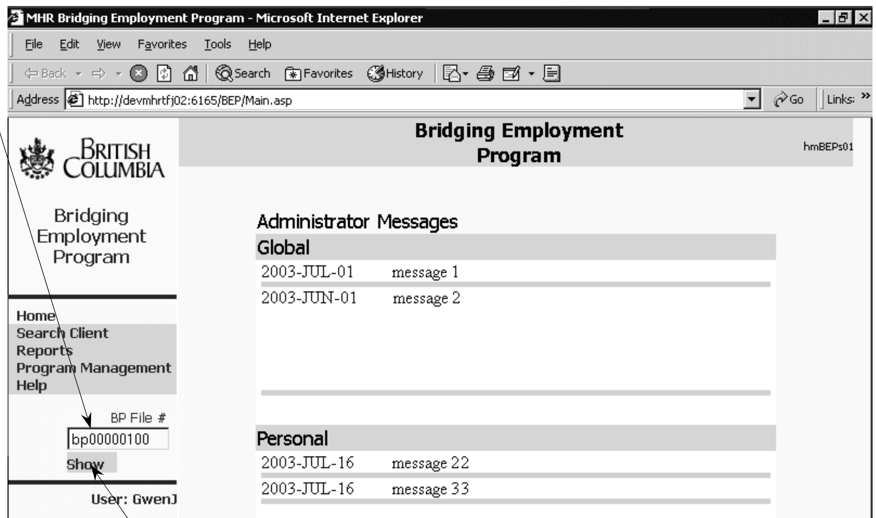
To Find a Client's Record by BP File Number

If you know a client's BP File Number, you can use the BP File Number field on the main menu to quickly display their BEP record. Use this procedure to display the following on the Client Information screen:

- client's demographic information
- client's history of involvement in BEP.

1 On the main menu, type the ***client's BP file number*** in the BP File Number field.

You must type the 'BP' prefix as well as the 8-digit number.



2 Click the **Show** button.

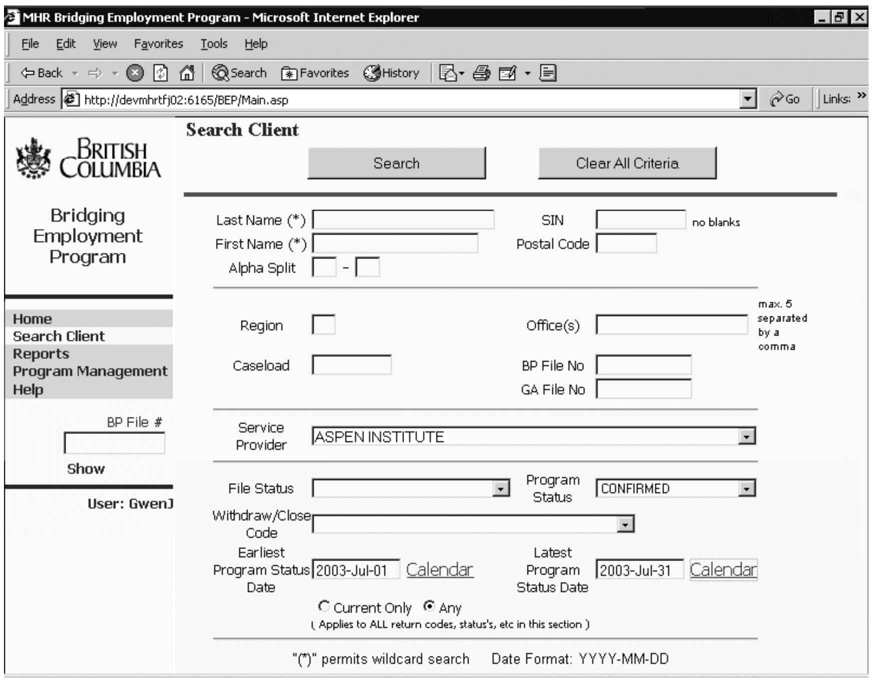
The Client Information screen is displayed, showing the client's detailed BEP information. For details about the information displayed, refer to the screen samples in "To Search for Client Records" on page 30.

About Searching

How to Specify Search Criteria

Use the Client Search screen to search for records for BEP clients.

Note: This section describes the fields that MEIA case workers can see and search on. Other MEIA users will not see all of the fields described.



Tips for Searching

- You can search for clients using any of the fields on the Client Search screen in any combination.
- On the Client Search screen, press the TAB key to move around the screen and down the columns. The fields in the chart below are listed in tab order.
- On fields that have drop-down lists from which you select an option, there is a 'blank' option at the top of the list. Use this option when you want to include all options for the field.

  For example, in the Program Status field, you would use the 'blank' option to include all Program Status codes. You do not need to type a 'space' in the field, just leave it blank.
- To find more specific information, specify more search criteria. You can specify combinations of the fields listed below.

  For example, if you specify only an office, your search will find a large number of clients. If you specify an office, an alpha split and a postal code, your search will be more specific.

Fields You can Search On

You can search on the following fields on the Search Client screen.

Field Name	About the Field
Last Name	Limits the search to clients who have the specified last name, or whose last names start with the letters you specify. You can use an asterisk to represent missing letters in the last name. For example, if you want to find people with the name Smith, you could type SM* to find people with different spellings of the name.
SIN	Limits the search to the client with the specified Social Insurance Number (SIN). You must type the SIN without spaces. For example, ‘123456789’. Use the SIN to find a specific client. If you type a valid SIN in this field (and the BP File No is not filled in – see below), all other search criteria is ignored, as this indicates that you are looking for a specific client.
First Name	Limits the search to clients who have the specified first name, or whose first names start with the letters you specify. You can use an asterisk to represent missing letters in the first name. For example, if you want to find all of the clients starting with ‘Daniel’, type ‘Daniel*’. The list would include all clients with Daniel or Danielle as first names.
Postal Code	Limits the search to clients with the specified Postal Code. You can use an asterisk to stand for missing characters in the postal code. For example, you can type ‘V5B*’ to find all of the clients who have Postal Codes starting with ‘V5B’.
Alpha Split	Limits the search to last names beginning with the specified letters. You must type two letters. For example, ‘E-E’ limits the search to last names beginning with ‘E’. ‘A-D’ limits the search to names beginning with A, B, C and D.
Region	Limits the search to clients in the specified region.
Office(s)	Limits the search to clients in the MEIA office or offices with the specified office code(s). If you specify more than one office (up to 5 offices), you must type either commas or spaces between the offices, but not both. For example (ignore the quotation marks): “103,104,105” or “103 104 105” but not “103, 104, 105”.
Caseload	Limits the search to clients on the specified caseload.

Continued…

Field Name	About the Field
BP File No	Limits the search to people with the specified Bridging Employment Program (BP) File ID. You must type the file number with the 'BP' prefix. For example, 'BP12141111'. Use the BP File ID to find a specific client. If you type a valid BP File ID in this field (and the SIN is not filled in – see "SIN" above), all other search criteria is ignored, as this indicates that you are looking for a specific client.
GA File No	Limits the search to people with the specified BCEA (GA) File ID. You must type the file number with the 'GA' prefix. For example, 'GA12141516'. Use the GA File ID to find a specific client. If you type a valid GA File ID in this field (and the SIN is not filled in – see "SIN" above), all other search criteria is ignored, as this indicates that you are looking for a specific client. **Note:** If the client is on an MCFD youth agreement, the system will display the Child Services (CS) file number in this field. However, you cannot search for the client using the CS file number.
Service Provider	Limits the search to clients working with the specified service provider. Use Blank to include all service providers.
File Status	Limits the search to clients with the specified BP File Status. Click the down arrow and select a File Status. Options include Open, Closed and Blank (use Blank to include all File Statuses).
Program Status	Limits the search to clients with the specified Program Status. Click the down arrow and select a Program Status. Options include: • Blank - use this option to include all Program Statuses. • Status codes listed in "BEP Program Status Codes" on page 12. Use the following two date fields to indicate a date range for a change to the Program Status. If you do so, you must specify both the earliest and latest date. • **Earliest Program Status Date**. Limits the search to Program Status changes on or after this date. It indicates the beginning of a date range. • **Latest Program Status Date**. Limits the search to Program Status changes on or before this date. It indicates the end of a date range. For details about how to specify dates and use the Calendar buttons, see page 29

Continued…

Withdraw/ Close Code	Limits the search to clients with the Withdraw Reason Code or Closed Reason Code that you specify. These codes are described on page 13. There are two ways you can use these codes: • Search for a ***specific*** Withdraw or Close Reason code. For example, to find which clients' BP files were closed because a session was full, you would select the 'Session full' reason code in your search. In this case, you would need to do a separate search for each reason code. • Search for ***all*** Withdraw and Close Reason codes. To do this, you would leave this field blank, to include all reason codes. In this case, you would probably find a long list of clients, and would need to display the details for each client to see their reason code. (To shorten the list, specify more search criteria).
Current Only/ Any	These buttons are used with the criteria you specify in the File Status, Program Status and Withdraw/Close Code fields. • **Current Only** limits the search to clients who ***currently*** have the specified status and/or code. • **Any** includes all clients who currently have the specified status and/or code or have had it in the past. For example, if you search for clients with the Program Status 'Eligible' the search results list will include: • if Current Only is 'on', only clients who currently are Eligible status. • if Any is 'on', clients who are currently eligible AND clients who have previously been eligible.

Wildcard Searches

On the Client Search screen, some fields show an asterisk (*) after the field label. This indicates you can use 'wildcard' searches in that field. With wildcard searches, you can use an asterisk to represent characters in the search.

- Type an asterisk to represent one or more characters. The asterisk must be typed after one or more characters.

For example, if you know that a client's last name is some variation of 'Johnson', you could type 'john*' in that field. All clients with the last names 'Johnson', 'Johnston' and 'Johnstone' would be listed. Clients with a last name of 'Jonsson' would not be listed.

To Specify Date Ranges with Calendar Buttons

You can search for all clients whose Program Status changed to the specified status during a given period of time. Use the “calendar” buttons displayed beside the date fields, to select a date for the field.

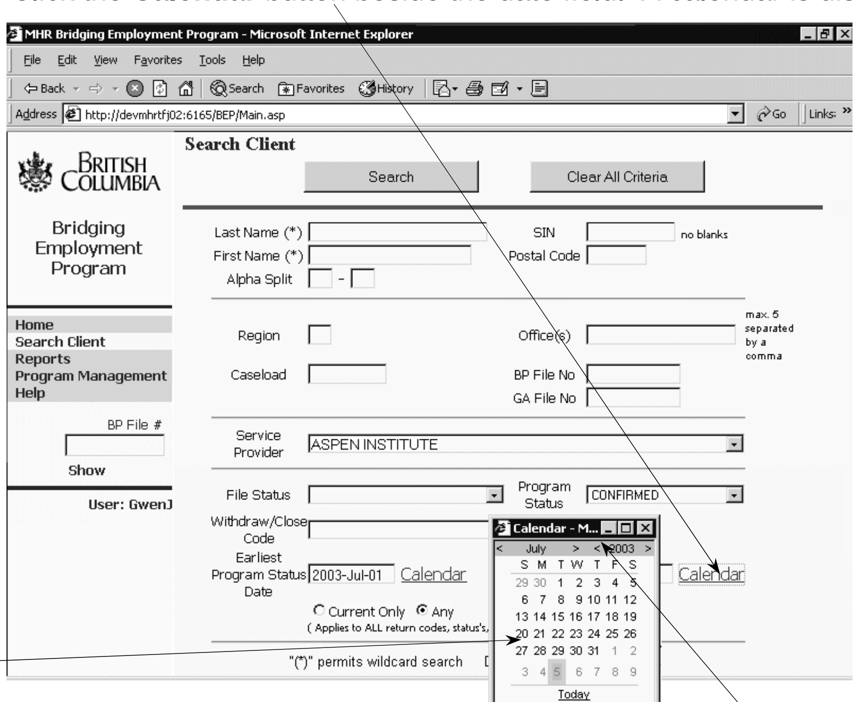
You must specify ***both*** the beginning (earliest) and end (latest) dates in the date range. Your search will include files whose status changed during this date range, including the first and last dates.

Notes:

- To include files whose status changed **on** a particular date, specify the same date in both date fields.
- To include files whose status changed **on** a particular date and have not been updated since, specify the same date in both date fields and also click the **Current** button. This will find only the records where the most recent update was on the selected date.

1 Select the ***program status***.

2 Click the **Calendar** button beside the date field. A calendar is displayed.



Note:

This screen sample shows the calendar for the Latest Program Status Date field.

The name of this field is temporarily hidden by the calendar.

2 To select a different month or year, click the associated **<** and **>** buttons.

3 Click the ***date*** you want to select or the **Today** button for today’s date, for both:

- ***beginning date*** of the date range in the ‘Earliest Program Status Date’ field.
- ***end date*** of the date range in the ‘Latest Program Status Date’ field.

When you click a date, the calendar closes automatically, and the selected date is displayed in the date field.

Note: To close the calendar without selecting a date, click the (Close) button on the calendar.

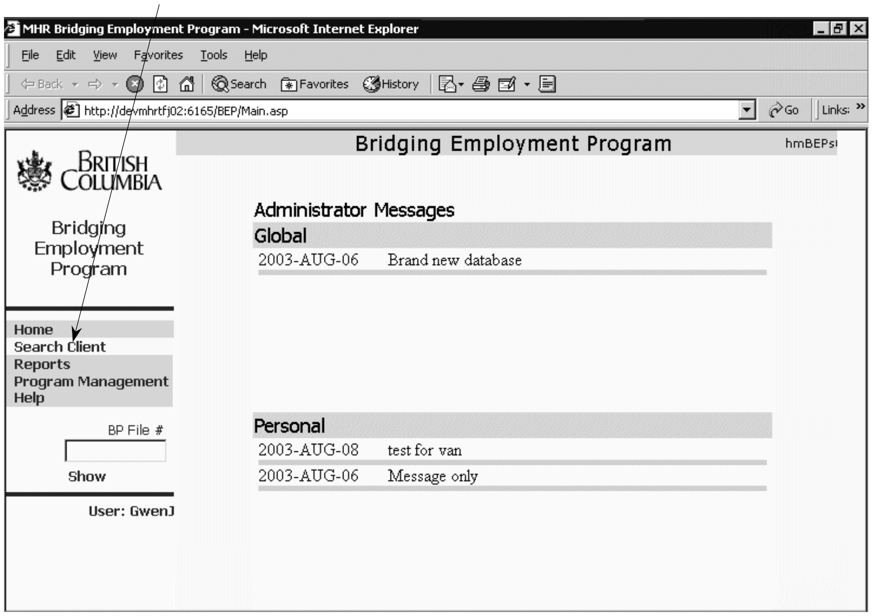
To Search for Client Records

Use the Search Client screen to find for records of BEP clients. The results of your search are listed on the Search Client Results screen. You can then click clients on your list of search results to display their details and history of BEP involvement.

For more information about how to specify searches, refer to “About Searching” on page 25.

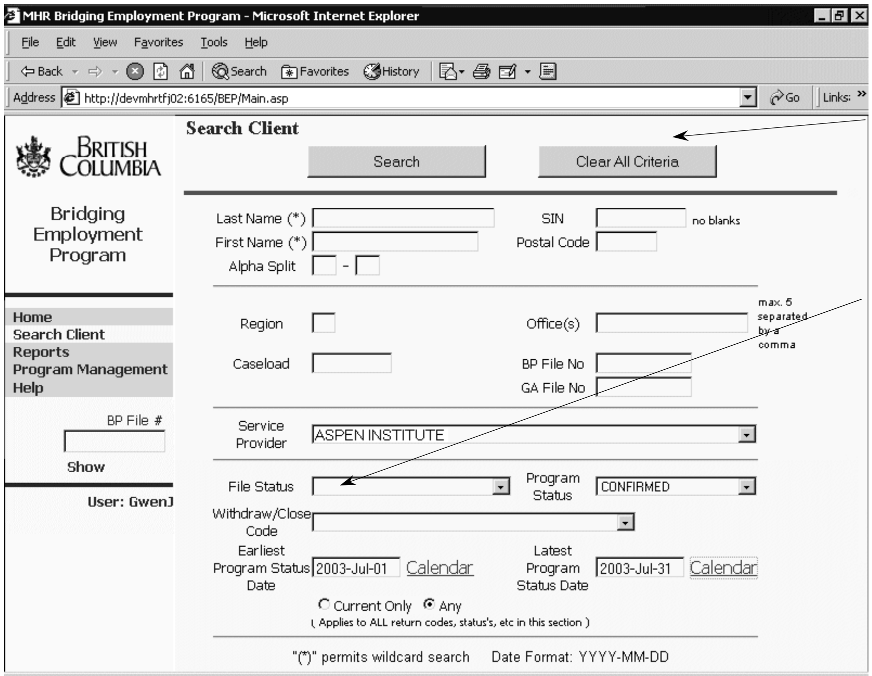
Note: This procedure describes the fields that MEIA case workers can see and search on. Other MEIA users will not see all of the fields described.

1 Select **Search Client** from the BEP main menu.



The Search Client screen is displayed. For details about how to use all of the search fields on this screen, see “Fields You can Search On” on page 26.

Specify Search Criteria



Hints:

To remove all information from the fields, click **Clear All Criteria**.

Both Withdraw Reasons and Closed Reasons are shown in the 'Withdraw/ Close Code' field.

If a scroll bar is displayed on the right side of the screen, click and drag it to scroll up and down the screen.

2 Type or select the information in the fields that you want to search on. For example, you can search for the following:

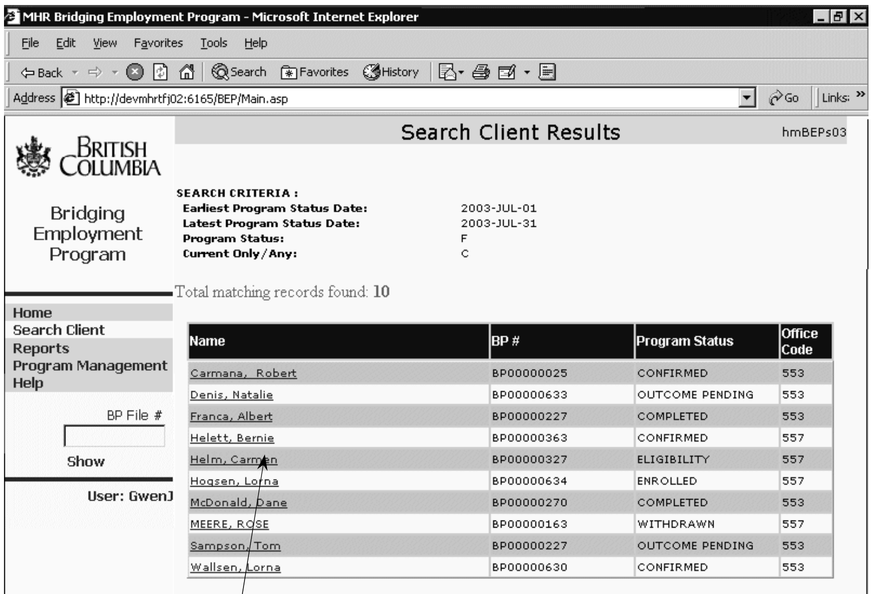
To find:	Specify the following criteria:	Page
• a specific client	Type the client's ***SIN*** in 'SIN' field, ***BP file number*** in 'BP File No' field or ***name*** in 'Last /First Name' fields.	26 27 26
• clients with a specified program status	Select the ***program status code*** in 'Program Status' field	27
• clients who changed to a specified program status during a specified time frame	Select the program status code as above, then the ***earliest*** and ***latest date*** in the time frame in 'Earliest' and 'Latest Program Status Date' fields.	27
• clients who withdrew from a session	Select **Client Withdrew Self** in the 'Withdraw/ Close Code' field.	28
• clients whose BP files were closed for specified reasons	Select the ***withdraw*** or ***close reason code*** in the 'Withdraw/Close Code' field.	28
• all BP files closed for any reason	Select **Closed** in the 'File Status' field, and leave the Withdraw/Close Reason field blank.	27
• only clients who currently have the specified Program Status, File Status and Withdraw/Close codes	Click the **Current Only** radio button near the bottom of the screen.	28
• clients, regardless of specified codes	Click the **Any** radio button near the bottom of the screen.	28

3 Click the **Search** button.

All clients matching your search criteria are listed on the Search Client Results screen. This screen shows what search criteria you specified and the number of records found. The detail lines show of the records found.

Note: If no search results are listed, read the displayed message and try the search again with slightly different search criteria. For more information, refer to "If Search Results are not Displayed" on page 33.

Find Client in Search Results

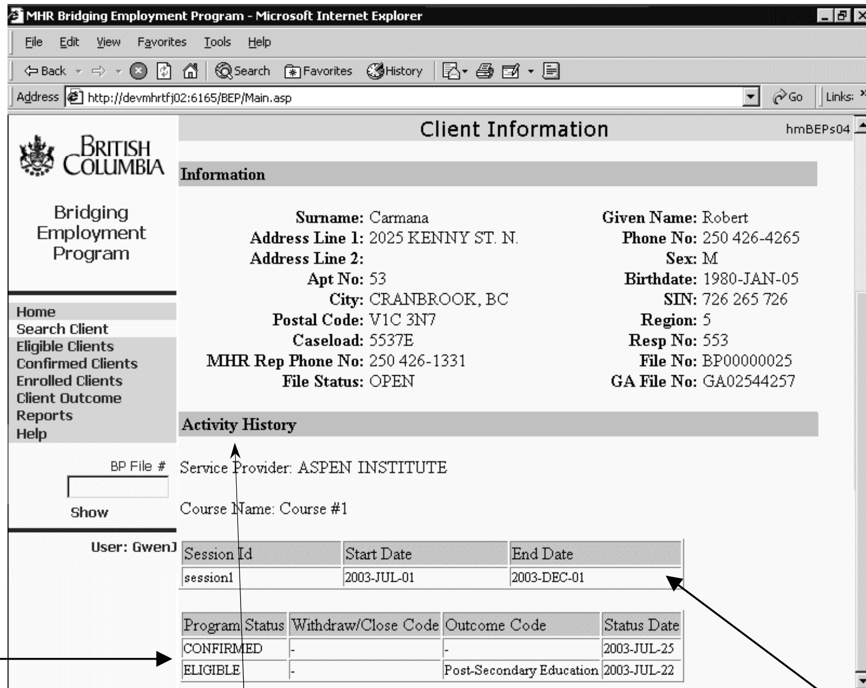


4 Click a ***client's name*** to display their details.

The client's details are displayed on the Client Information screen.

The ‘Information’ section displays the client’s demographic information. Note that the client's demographic information in the BEP System may or may not be current. It was current when the BP file was created, but unless any changes that have been entered on the ACC screen in MIS have also been entered on FIL U, the BP record will be out of date.

Display Details and History for the Client



Note:

As the client accumulates more information you may need to use the right scroll bar to scroll down the screens.

The ‘Activity History’ section displays the history of the client’s involvement in BEP.

- It includes a detail line for the session the client is involved in. If the client has been involved in more than one session, the most recent one is shown first.
- Each change to the client's Program Status adds a detail line to the client’s activity history. Detail lines are sorted by the date the status changed, with the most recent status on the first line. (For example, on the screen above, the client’s current Program Status is ‘Confirmed’.)

5 To return to the Search Client Results screen, click the **Back** button on Internet Explorer. This screen lists the results of your last search.

6 To display the details of other clients found in your search, repeat steps 4 to 5.

If Search Results are not Displayed

When you make a search on the Search Client screen, the clients matching your search criteria are listed on the Search Client Results screen. The Search Client Results screen displays the criteria you specified for your search, the date and the number of records that match that criteria. For a screen sample, refer to page 32.

If no search results are shown, check the message that indicates how many records were found in the search. If no client records match your search criteria, try searching again with more general criteria.

If more than 200 client records match your search criteria, try searching again with more specific criteria. **The maximum number of records that can be listed on the Search Client Results screen is 200.**

To Print Displayed BEP Information

You can print list screens, your lists of search results and the details for individual clients. When you print search results, the entire list is printed.

1 Do a search, as described in any of the Search procedures in this section.

2 Do either of the following:

- Right click in the right panel and select **Print**.
- Position the cursor in the information to print and either:
  - Click the **Print** button on the button bar to print it on your default printer.
  - Select **Print** from the File menu to display the Print window. Select your printer options and click **OK**.

Note: If your report is cut off on the right side, you need to decrease the size of the text on your screen. To do this:

1 On the Internet Explorer menu, highlight the View menu and then Fonts or Text Size (depending on your version of Internet Explorer).

2 Select a smaller font than the size that is checked.

SECTION 4 – RECORDING SESSION DATES

This section describes how to record the start and end dates for continuous intake sessions.

Note: This procedure is for continuous intake sessions only.

Specifying Dates for Continuous Intake Sessions (*Only*)

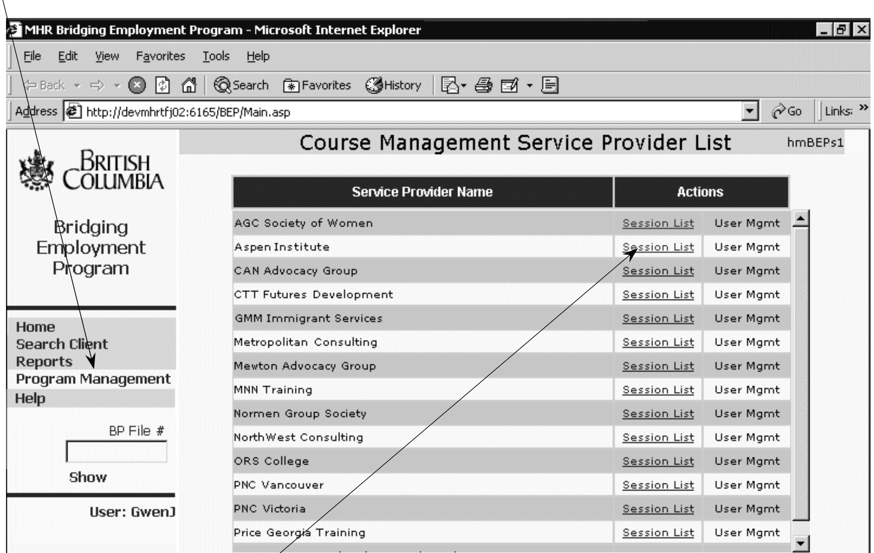
When you determine that a client is suitable for BEP and will be enrolled in a continuous intake session, **you must complete this procedure on the BEP System on the day before you register the BP file for the client on MIS**.

BEP information is transferred between the BEP System and MIS during nightly processing, so if you record information on the BEP System today, it will be displayed on MIS tomorrow.

> **Note:**
>
> This procedure is ONLY for “continuous intake” sessions. For sessions that are not continuous intake, you can ignore this procedure.
>
> The information that you receive from the BEP service provider should indicate whether a session is a continuous intake session. If you are unsure, contact the service provider.

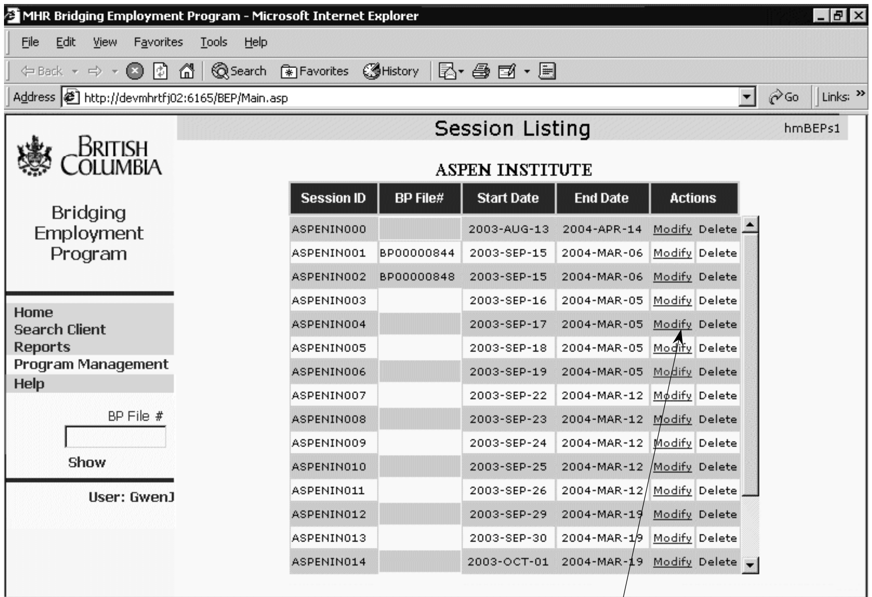
1 Click **Program Management** on the BEP main menu.

The Course Management Service Provider List screen is displayed.



2 Click the **Session List** for the service provider that will be enrolling the client.

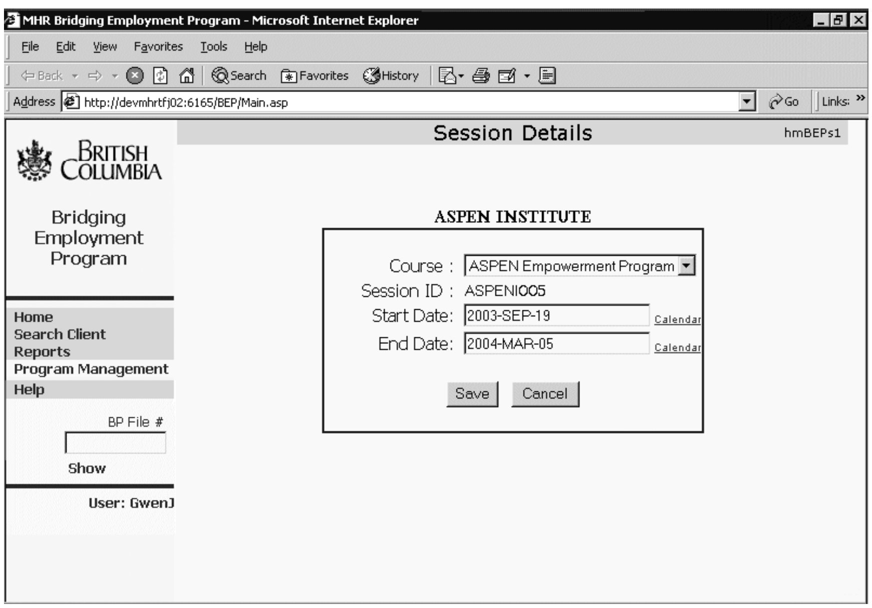
The Session Listing screen for the service provider is displayed.



Session ID	BP File#	Start Date	End Date	Actions	
ASPENIN000		2003-AUG-13	2004-APR-14	Modify	Delete
ASPENIN001	BP00000844	2003-SEP-15	2004-MAR-06	Modify	Delete
ASPENIN002	BP00000848	2003-SEP-15	2004-MAR-06	Modify	Delete
ASPENIN003		2003-SEP-16	2004-MAR-05	Modify	Delete
ASPENIN004		2003-SEP-17	2004-MAR-05	Modify	Delete
ASPENIN005		2003-SEP-18	2004-MAR-05	Modify	Delete
ASPENIN006		2003-SEP-19	2004-MAR-05	Modify	Delete
ASPENIN007		2003-SEP-22	2004-MAR-12	Modify	Delete
ASPENIN008		2003-SEP-23	2004-MAR-12	Modify	Delete
ASPENIN009		2003-SEP-24	2004-MAR-12	Modify	Delete
ASPENIN010		2003-SEP-25	2004-MAR-12	Modify	Delete
ASPENIN011		2003-SEP-26	2004-MAR-12	Modify	Delete
ASPENIN012		2003-SEP-29	2004-MAR-19	Modify	Delete
ASPENIN013		2003-SEP-30	2004-MAR-19	Modify	Delete
ASPENIN014		2003-OCT-01	2004-MAR-19	Modify	Delete

3 Find the session for the client, and click the **Modify** link.

The Session Details screen for the session is displayed.



4 On the Session Details screen:

- Click the calendar link beside the Start Date field to select the ***start date*** of the session.
- Select the ***end date*** of the session in the same way.
- Click **Save**.

This updated information on the BEP System will be sent to MIS during the nightly processing. You can register or re-open the client's BP file on MIS on the following day.

SECTION 5 – PRINTING BEP REPORTS

This section provides descriptions of the BEP reports and the procedure for printing these reports.

Daily Auto-Close Report

This report shows all clients for the selected service provider(s) whose BP files are due to automatically close within the next seven calendar days unless the service provider takes specific steps. It is available to:

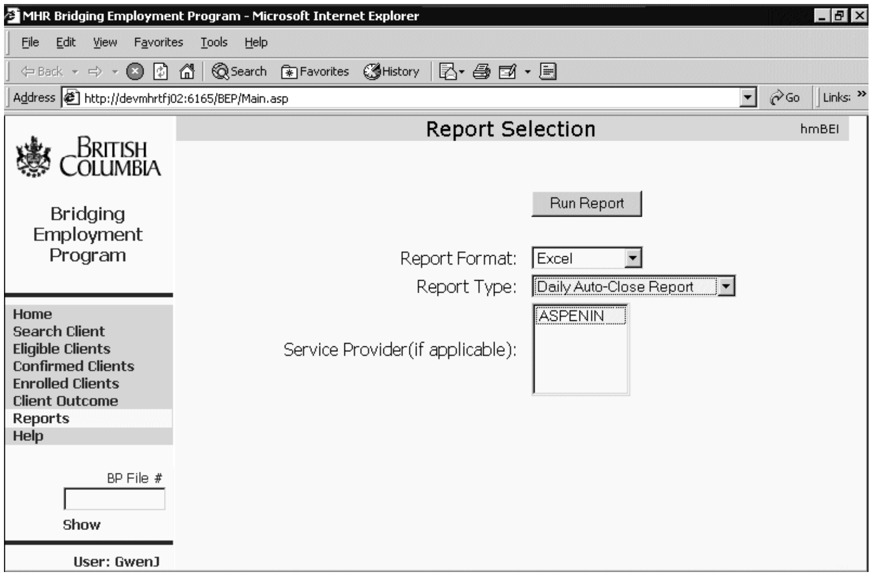
- Case workers, for their own case load. They can use the report as a prompt to update client files on MIS and/or conduct client follow-ups as required.
- Regional Contract Managers (RCM), for the contracts they are responsible for. They can use the report to prompt service providers to update BEP files in order to make milestone payment deadlines.

The report is broken down by service provider and then by session. For each session, the records are sorted by 'days before auto-close', then 'client name'. The report includes this information:

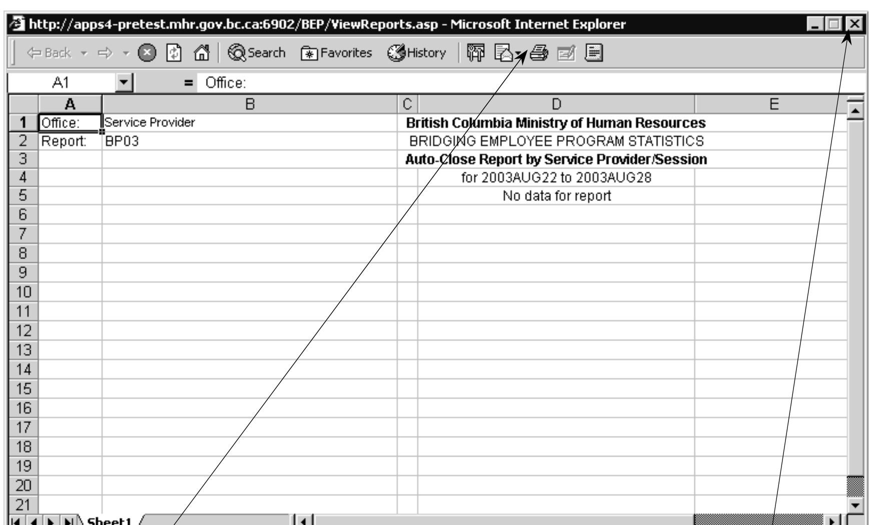
- 'Days before auto-close'
- 'BEP #'
- 'Client Name'
- 'Current Status' (the status of the client record), which may be:
  - Eligible (leading up to Enrollment Milestone)
  - Enrolled (leading up to Completion Milestone)
  - Completed (leading up to Outcome Milestone)
- 'Reason', which may be:
  - Client not enrolled by Service Provider
  - Client not noted as completed by Service Provider
  - Client outcome not noted by Service Provider

To Print BEP Reports

1. Click **Reports** on the BEP main menu. The Report Selection screen is displayed.



2. Select the following:
   - the ***format*** for report (Excel, PDF or Word/RTF).
   - ***report type***. The Daily Auto-Close Report is currently the only report type available.
   - ***service provider(s)*** to print the report for.
3. Click the **Run Report** button. A window opens displaying the formatted report.



4. Click the **Print** button or select **Print** from the File menu.
5. Select your printer options and click **OK**.
6. Click the button in the top right corner of the report window to close it.

APPENDIX – GLOSSARY OF TERMS

For the purposes of the Bridging Employment Program, the following descriptions apply:

(a) “Bridging Employment Program” or "Program" or "BEP" means the Bridging Employment Program as defined by the requirements in this document.

(b) “Case Manager” means the MEIA staff person (Employment and Assistance Worker, Employment Consultant (EC) or Rehabilitation Worker) who is responsible for managing a Client’s individual file including those components of the client’s file that reside on the MIS and/or BEP System.

(c) “Client” means an individual receiving Income Assistance or funding from the Ministry of Children and Family Development under a Youth Agreement.

(d) “Community” means a City, District Municipality, or Town. It is the location where the program will be offered.

(e) "Community Bridging Category" means the category of the Bridging Employment Program that is targeted for women in receipt of Income Assistance who are normally not participating in any other Ministry-funded program, and who have experienced violence and/or abuse.

(f) “Course” and “Contract” both refer to a program offered by a specific Service Provider in a specific community within one of the Bridging categories. A course or contract may have several associated sessions.

(g) "Employability Screen" means the form set out in Schedule E of the *Employment and Assistance Act,* used by Ministry staff that begins the process of determining Client employability for Income Assistance. The screen assists staff in identifying Clients who are:
   (i) immediately employable/employable with short-term interventions (Clients scoring up to and including 14);
   (ii) employable with longer-term interventions (Clients scoring 15 or greater).

(h) “Employment Plan” means a plan that is required under Section 9 of the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act.* The Employment Plan outlines the conditions, employment activities, expectations for applicants, recipients or dependent youth to participate in specific employment related programs that will assist them to find employment or become more employable.

(i) "Employment Programs for Persons with Disabilities" or "EPPD" means a full spectrum of programs, services interventions and supports required to address the varying needs of persons with disabilities and funded by the Ministry.

(j) "Enrolment" or "Enrolled" describes when a Client is approved for participation in the Program by the Ministry at the request of the Service Provider and is in attendance on the 14th calendar day of the Session held by that Service Provider.

(k) "Former Sex Trade Category" means the category of the Bridging Employment Program that is targeted at former sex trade workers who are in receipt of Income Assistance or funding assistance provided under Youth Agreements by the Ministry for Children and Families, who are normally not participating in any other Ministry-funded program, and who have experienced violence and/or abuse.

(l) "Income Assistance" means support and shelter allowance provided under the British Columbia *Employment and Assistance Act* and the British Columbia *Employment and Assistance for Persons with Disabilities Act*. Income Assistance does not include Canada Pension Plan Adjustments.

(m) "Job Placement Program" or "JP" means the employment placement program of that name funded by the Ministry and delivered by Service Providers.

(n) "MEIA" means the Ministry of Employment and Income Assistance.

(o) "Part 1 Fee" means the basic fee for service paid to a Service Provider as a Participant is accepted into, and progresses through, the BEP. Part 1 Fees will be paid on the following basis a) an initial payment of 37.5% of the total Part 1 cost when a Client has been Enrolled in the Program, b) another 37.5% of the total Part 1 cost , in equal monthly instalments, over a period of X months {where X is to be determined, but will constitute the same number of instalments for all Service Provider / sessions regardless of differing actual session lengths}; and 25% of the Part 1 payment upon the Participant's successful completion of the Program.

(p) "Part 2 Payment" means an incentive payment paid to the Service Provider when a Participant who has completed the Program and achieved an outcome specified in the Service Provider's contract within six months of completion of the Bridging Employment Program.

(q) "Participant Support Payment" means: supplemental funds paid by the Servivce Provider to a Participant to help cover the cost of childcare, transportation, food, and any other reasonable costs directly related to the Participant's ability to participate in the Program. The Service Provider is reimbursed by the Ministry for these participant support payments, provided these payments have been authorized during the contract negotiation or re-negotiation process.

(r) "Participant" means a client that has been approved by the Ministry for participation in the Bridging Employment Program and who has also been accepted into the Program by the Service Provider

(s) "Person with a Persistent Multiple Barrier" means an individual who is unable to achieve financial independence because of specific personal barriers to employment that are beyond their control and not remediable even with long-term interventions, as defined in section 2 of the Employment and Assistance Regulation.

(t) "Service Provider" is an organization contracted by MEIA to deliver the BEP in at least one Community in the province

(u) "Session" identifies one occurrence of a course with a specific start date and end date. Thus, for example, a Service Provider may offer course tailored to Spanish speaking participants, in three 15 week sessions per year.

(v) "Session Duration" means the stated length of time required for a Participant to complete one Session

(w) "Special Bridging Category" means the category of the Bridging Employment Program that is targeted for women in receipt of Income Assistance who are normally not participating in any other Ministry-funded program, and who have experienced violence and/or abuse and who face additional barriers to employment due to language or culture.

(x) "Training for Jobs Program Pilot" or "TFJ" means the integrated program of training and job placement of that name funded by the Ministry and delivered by Service Providers.

(y) "Voluntary Participation Plan" means a plan designed by the Ministry and used to outline the activities intended to result in employment or increased employability for clients with no statutory employment-related obligations.

(z) "Youth Agreements" means a legal agreement between a youth between the age of 16 and 19 and the Ministry for Children and Families.

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