

# **ONTARIO DISABILITY SUPPORT PROGRAM - EMPLOYMENT SUPPORTS**

## **DIRECTIVE 3.1**

### **CLIENT PATHWAY**

#### **SUMMARY OF DIRECTIVE**

Outlines the various stages in the Employment Supports client pathway to employment and describes service delivery from the time of application to job placement and retention.

#### **INTENT OF POLICY**

To describe the client path toward competitive employment.

#### **APPLICATION OF POLICY**

##### **Program Inquiries**

Any person may make inquiries or request information about ODSP Employment Supports. These inquiries may come from people receiving ODSP Income Support and their families, community organizations, health-care professionals, service providers, etc., or they may come from the general public. In response to inquiries, Employment Supports staff will provide general information about the program, the application process, eligibility criteria, and an overview of the client pathway.

If the person making the inquiry does not wish to pursue an application, Employment Supports staff will suggest other services and supports available in the community that might be appropriate.

If the person making the inquiry would like to make application, he/she will be provided with an application package.

##### **Referrals**

ODSP Income Support staff will refer ODSP recipients who are interested in employment to Employment Supports. In other cases, applicants will self-refer or be referred by community organizations and service providers.

##### **Application**

Individuals who wish to access ODSP Employment Supports are required to complete an application package. The application package consists of an application form and a

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verification of disability/impairment form. Both of these forms include a consent to release information form. Not all applicants are required to complete the Verification of Disability/Impairment Form ([See Directive 2.1 Program Eligibility](#)). Applications are submitted to Employment Supports offices. Applicants who need more information or assistance to complete the forms may contact their Employment Supports office.

Once an applicant has submitted his/her completed application package, Employment Supports staff will review the package to determine eligibility.

### **Eligibility Determination**

Employment Supports staff will determine if an applicant is eligible for Employment Supports. Staff will review applications to confirm basic program eligibility, including requirements such as disability, age, living in Ontario, eligibility for other sources of employment supports, etc.

Applicants determined ineligible for Employment Supports are informed in writing and are advised of other appropriate programs or sources of support that may be more suitable. Ineligible applicants must be informed of their right to have the eligibility decision reviewed by a Dispute Resolution Committee if they disagree with the decision.

Employment Supports staff will contact eligible applicants to provide information about the next stages in planning for employment, and schedule a date for the applicant to participate in the Employment Information Session.

### **Employment Information Session**

The intent of the Employment Information Session is to ensure eligible applicants understand:

- how ODSP Employment Supports works;
- what supports are available to eligible clients;
- what they can expect from service providers;
- resources/services that may be available outside of ODSP Employment Supports;
- the responsibility and commitment required if they choose to proceed;
- the impact that employment may have on their ODSP Income Support; and
- the dispute resolution process available, if the applicant/client disagrees with decisions made by Employment Supports staff.

After the Employment Information Session, Employment Supports staff will conduct a “follow-up” discussion with the applicant to answer any further questions and to advise the applicant what they should expect and what is expected of them, if they proceed with Employment Supports.

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At this time, some applicants may decide they are not willing and/or able to continue and will voluntarily withdraw. Employment Supports staff should provide information about alternatives to employment that may be available and appropriate for these applicants.

Applicants who wish to continue are required to select a service provider and sign an Employment Supports Funding Agreement (ESFA).

### **Client Contribution Assessment**

Applicants who are not ODSP Income Support recipients may be required to contribute toward the costs of their employment supports. Employment Supports staff will complete an assessment for applicants who are not ODSP Income Support recipients to determine if a contribution is required and the amount, if any. ([See Directive 5.3 Client Contribution Requirements](#)).

### **Selection of a Service Provider**

Employment Supports clients are responsible for setting their employment goal and selecting a service provider who they believe will best suit their needs and disability, and help them to achieve their competitive employment goal.

Employment Supports staff will *assist* the client to select a service provider, where requested, including providing clients with a list of service providers in the area, as well as a description of their services.

### **Employment Supports Funding Agreement (ESFA)**

To proceed in ODSP Employment Supports, the applicant and the Employment Supports staff must sign an ESFA. The ESFA includes a competitive employment plan outlining the key steps a client will take toward competitive employment.

The ESFA acts as a contract between the client and the Ministry and outlines the terms and conditions that apply to the client and the Ministry under ODSP Employment Supports.

Once an applicant has signed an ESFA, he/she will be considered a client, and will begin to work with his/her chosen service provider.

### **Client Evaluation by Service Provider**

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After a client is referred to a service provider, the service provider will assess the client to determine whether or not the needs of the client will be best served by the service provider. The service provider will either “accept” or “not accept” the client.

### **Service Provider Accepts Client:**

If the service provider accepts the client and determines that the client is able to prepare for, obtain and maintain competitive employment, the service provider and the client will begin the process of preparing the client for job placement and finding a suitable placement. Service providers will work with the client to determine the client’s employment goals and a plan for achieving those goals. The client and service provider will complete an employment plan that outlines the goods and services required to achieve his/her competitive employment goal.

### **Service Provider Does Not Accept Client**

In some situations, a determination may be made by the client and/or service provider that the service provider will not be able to meet the needs of the client, or, that the client is not able to prepare for, obtain, and maintain competitive employment at that time (this can be due to various reasons including the health of the client, the decision to pursue other activities, loss of contact, etc.).

If this occurs, the service provider will “not accept” the client. Employment Supports staff will work with the client to determine whether there is an alternative service provider that would better meet the client’s needs.

If Employment Supports staff, in consultation with the client, determine that competitive employment is not a suitable option at this time, the client would no longer be considered eligible as he/she is not able to work competitively. Employment Supports staff will work with the client to determine if alternative options are available in the community. Where clients do not agree with the eligibility decision of Employment Supports staff, they continue to have access to Dispute Resolution.

### **Job Placement**

The selected service provider will assist the client in securing a job that is appropriate to the client’s abilities and skills within the context of opportunities in the local labour market.

Goods and services are provided in response to the needs of the client and/or the employer. The service provider may provide these supports directly or through coordination with, or by purchasing services from, other providers in the community.

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The time that is required for a successful job placement will vary with each client based on factors such as the local labour market, the client's abilities, and work-related barriers.

If a job placement is not successful, the client and service provider will work together to identify more appropriate placements or whether alternatives to competitive employment need to be explored.

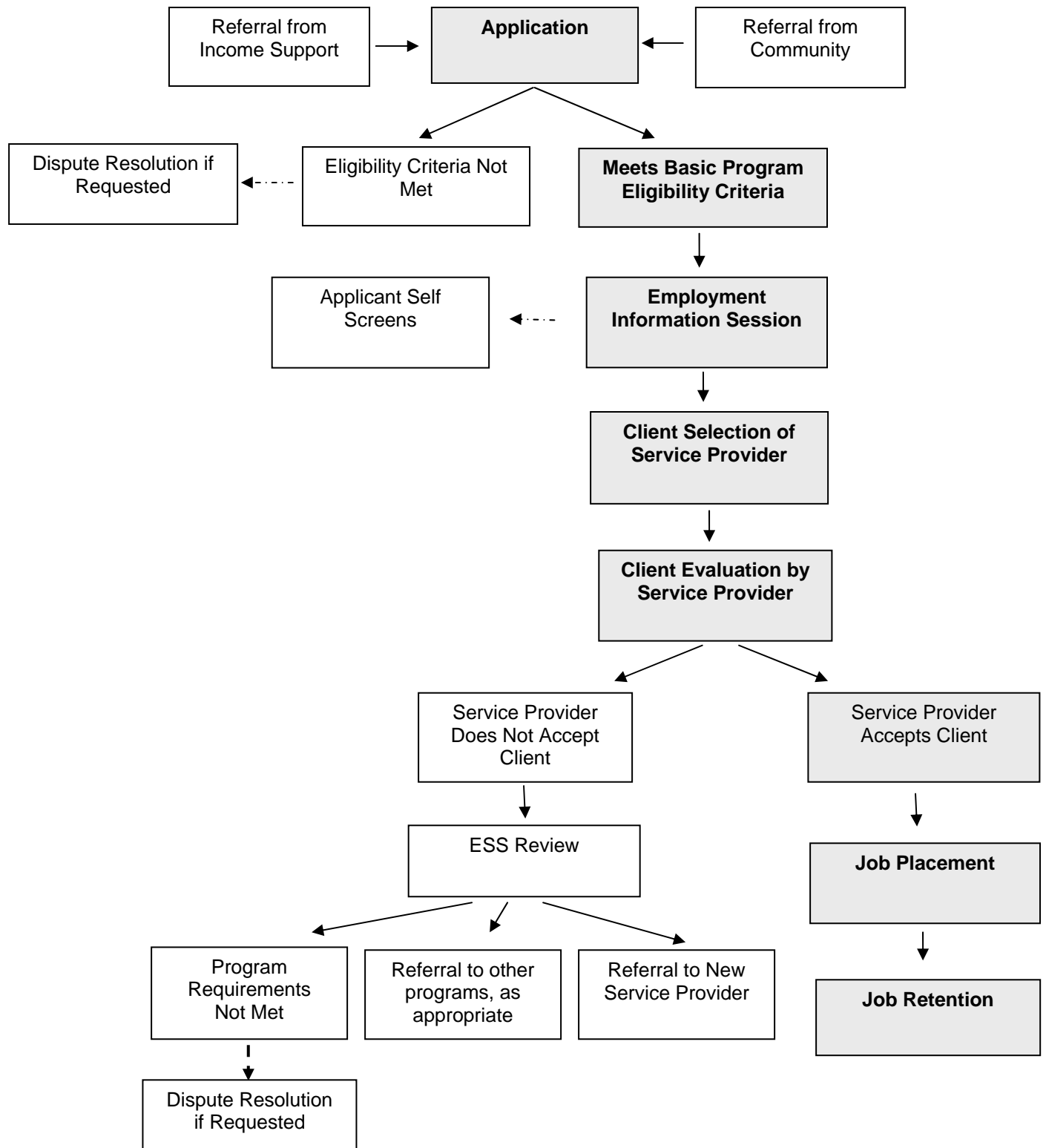
### **Job Retention**

After the client has been placed in competitive employment, job retention supports may continue to be provided to the client and/or the employer by the service provider.

The goal is to ensure that the client is retained in the job for as long as possible or moves directly to another job. Where a client is unable to retain the job, the service provider will work with the client to identify a more appropriate placement.

### **Overview of Client Pathway**

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## **RELATED DIRECTIVES**

[2.1 Program Eligibility](#)

[3.2 Employment Information Session, Employment Supports Funding Agreement, and Selection of a Service Provider](#)

[3.3 Employment Determination and Employment Plan](#)

[4.1 Job Placement](#)

[4.2 Job Retention and Career Advancement](#)