The following is an general outline of the topics that are covered during the training of the Employment Assistance component contained within the GWA/OW For Windows software product.

Updating Local Databases – information must be configured here first before you can use it when entering or updating participant information. These databases are used during the various data entry screens as popups or lists of information to make a selection from.

- Agencies – list of employment agencies where participants may have been or will be referred to.
- Facilities and Resources – list of facilities and resources to which participants have access in order to assist them in meeting or completing their goals and requirements.
- Job Orders– list of local jobs that are available to participants.
- Sponsors – a list of organizations that are sponsoring community participation or job specific skills training placements. Sponsors are shown during the entry of placements depending on the types of placements they will be sponsoring.
- Placements – list of community participation or job specific skills training placements to which participants will be assigned.
- Resources & Organizations – list of resources and organizations that provide specific services such as External Assessments, Basic Education, Job Referrals, etc.
- Staff – a list of your local Employment Assistance caseworkers so that you can assign them to each participant.

Add/Update Participant Information – for all active participants you are required to enter information, which will be used to create statistics, track payments and various narrative information requested by the Ministry.

- **Employment Assistance 1**
    - **Program Specific –** service levels and descriptions, next participation agreement date, deferrals & restrictions are all entered here.
    - **Employment Program –** status in the program, Employment Assistance caseworker assignment, reason for closing the case once it has been made inactive.
    - **Language Preferences & Skills –** allows you configure the language in which the participant prefers to have oral & written communication provided. This is also where you can configure all the languages a participant can speak and write and provide a level of ability for each.
    - **Driver's License –** this is where you provide the type of license a participant has as well as what method of transportation they have when going to placements or performing their duties under the Employment Assistance program.
    - **Health/Disability –** this is where you provide information on the participant's health and how it will/may affect their ability to participate in the program. You can also provide details as to what items a client will need at a potential placement or place of employment in order to perform their duties.
    - **Service & Personal Supports –** this is where you provide details on upto 4 different categories of "service supports" that a participant may require such as home visits, interpreters, TDD access, etc.

- **Employment Assistance 2**
  - **Employment Needs –** this is where you provide information on what the participant already has in order to start looking for employment such as employment goals, qualifications, general job hunting skills, personal factors, etc.
  - **Journal Entries –** this is where the Employment Assistance caseworker can enter narrative comments and categorizes them into predetermined note types. This is similar to the Caseworker Notes function on the Client menu but this is specifically for the Employment Assistance caseworker.
  - **Resource Utilization –** this is where you enter the answers the participant gave on the Resource Utilization Questionnaire that will provide you with feedback on the items that were used, whether or not the participant had difficulty using it, was unable to use it due to being unavailable or because of a disability, etc.
  - **Bring Forward Dates –** this is where you can enter upto 20 different dates that you would like the system to keep track of for each participant. You can specify the date and descriptive information as to what it is that you or the participant is/was supposed to do. There is a report available that will extract information that is coming due in a given month and year.
  - **Placement/Hours Tracking –** this is where you place the clients into actual placements that you have setup. These can be for community participation or job specific skills training. You are required to enter the starting and ending dates, hours per month they "should" be working at each placement, whether or not the placement was completed, whether or not the participant met the requirements for the placement and if not you can provide details. This is also where you can enter the actual hours a participant has worked at each of their registered placements.
  - **Education and Training –** this is where you provide the history of all the different courses a participant has taken part in, when the course was completed, and requirement details.
- **Employment Assistance 2**
  - **Child Care Expenses –** this is where you enter all the childcare expenses that have been paid out on behalf of a participant. For each entry you will specify the date, type of child care subsidy, payment amount, number of children care was provided for, etc.
  - **Employment Expenses –** this is where you enter all the employment expenses that have been paid out on behalf of a participant. For each entry you will specify the date, expense category (eg. ERE, CPE, Disability, etc.), payment amount, and comments.
  - **Employment Planning –** this is where you enter all the employment planning courses the participant has taken or would like to take when one becomes available. You can also provide details as to if the course was completed, if the client met the requirements for the course, etc.
  - **Employment Supports –** this is where you enter all the employment supports courses the participant has taken or would like to take when one becomes available. You can also provide details as to if the course was completed, if the client met the requirements for the course, etc.
  - **External Assessments –** this is where you enter all the external assessments the participant has taken or would like to take when one becomes available. You can also provide details as to if the course was completed, if the client met the requirements for the course, etc.
  - **Job Referrals & Follow-ups –** this is broken down into 2 parts. One part is where you keep track of which local job orders you have referred the participant. The other part is where you keep track of whether an interview was offered/attended, whether employment was offered/accepted, etc. You can also print out a Job Referral report, which you can put in the participant's file, which will list all the details for each job that was referred.
  - **Referral To Employment Agency –** this is where you refer the participant to an actual employment agency that will assist the participant in looking for employment. You can enter the date the participant was referred to the agency, when the agency accepted them, when they started employment, when they are expected to return to Ontario Works, performance details, and follow-up information.

Browse the Job Orders Database – this is where you can browse through the entire job order database which includes the local job orders you have entered into the system as well as job orders created by your DSSAB office. You can print out details on each job order as well.

Employment Reports – this is where you can produce reports based on information that has been entered into the various sections of the program.

- **Profile Report –** this will print out all the personal details that have been entered into both the financial side and the Employment Assistance side of the program.
- **Registration Information –** this is a report that is personalized for each participant and acknowledges that they are enrolled in the employment program under Ontario Works. This can be used by the participant when using facilities and resources to show the operators that the participant is allowed access.
- **Resource Centre Questionnaire –** this will print out a report containing a personalized questionnaire listing all the various facilities and resources you have configured. For each item they can provide you with valuable feedback that will help you improve the services and success of the participants in utilizing those services.
- **Resource Centre Statistics for a Date Range –** this will print out a report based on a range of dates listing the results of the questionnaire answers you have entered. It will give you usage counts and percentages of satisfaction, etc.
- **Client Resumé –** this will print out a basic resumé based on the information you have entered for a participant. This can be used by the participant when attending resumé writing workshops, or in an emergency job interview or referral.
- **Bring Forward Report –** this will print out a report listing all the items you have entered on a participants file that are due between a range of dates that you specify.
- **Active Participants Report –** this will print out a report containing name and address information of all currently active participants. It will also show each participant's requirement code and master Client Id for accessing financial information as well.
- **Expenditure Detail Report –** this can print out a variety of reports containing expenses entered under the Community Participation, Employment Related, Disability or Child Care expense sections of the program. They can be produced for month/year or for a specific quarter for a given year.
- **Clients With A Particular Driver's License –** this will print out a report listing all active participants that hold a particular driver's license that you specify.
- **Age Range Report –** this will print out a report listing all active participants that fall within the age range you specify as of the date of the report.
- **Waiting for Workshop/Course Report –** this will print out a report listing all active participants where you entered no start date for the workshop or course signifying that the participant is interested in taking that particular workshop/course. This will list participants waiting for workshops/courses for the external assessments, employment planning and employment supports sections.
- **Active Participants with Deferrals –** this will print out a report listing all active participants that are deferred. You can extract information for a specific type of deferral or any deferral reason. You can specify which deferral criteria to use: starting in the month, ending in the month, being reviewed in the month or currently deferred. For all except the last criteria you specify the month and year to extract information for.
- **Hours Report –** this will print out a report listing all the hours you have entered into the system on behalf of one participant or all participants. This will list each placement, the dates covered and actual the hours worked.
- **Sponsors Report –** this will print out a report that contains contact information for all the sponsors providing community participation placements or job specific skills training.

- **Active Participants that are HRIF eligible –** this will print out a report listing all active participants where you have checked off the "Eligible for Human Resources Investment Funding" box found under the Program Specific option under Add/Update Participant Information.
- **Basic Education & Training Report –** this will print out a report listing all active participants that have Basic Education & Training that was either started or ended in a specific month, or those that are currently attending Basic Education & Training courses.
- **Clients Requiring New Participation Agreements –** this will print out a report listing all active participants that have a "Next P.A." date (found in the Program Specific data entry screen) in the month and year you specify. This can then be used to schedule appointments with the participants. This report can obviously be run for future months to get a head start on appointment scheduling.
- **Placement Details –** this will print out a report listing placement details for an individual participant or all participants. You can extract placements that were started in a month, ended in a month, or currently active placements.
- **Employment Assistance Statistics –** this report will print out various statistics some of which are based on current information and others that are for a specific month/year.

Utilities/Maintenance

- Copy Local Databases To/From Disk – this will allow you to copy all the data that you have entered into your Local Databases (eg. Sponsors, Placements, Staff, Facilities, etc.) to/from a disk (floppy, USB flash drive, etc.) so that you can share the information with another delivery agent.