EAS Case Management Frequently Asked Questions (FAQ's)

This document contains answers to frequently asked questions for EAS Case Management. It is maintained and updated frequently by Employment Nova Scotia (ENS). Press the Ctrl key and Click to navigate directly to the answers to any of the questions below.

Person Questions

Case Questions

Enhanced Services Questions

Business Partner Questions

Other Questions

Person Questions

Do I have the right to ask a client for their Social Insurance Number?

Social Insurance Number (SIN) is required for all programs. SIN's are collected in accordance with the legislated uses of the SIN documented on Service Canada's website at http://www.servicecanada.gc.ca/eng/about/reports/sin/cop/annex2.shtml. The relevant section is included below:

A. Legislated Uses of the SIN

1. Employment Insurance Act

In accordance with the Employment Insurance (EI) Act, the Canada Employment Insurance Commission is responsible for issuing SINs and for maintaining a register containing information necessary to identify applicants for EI benefits. People who have lost a job, applied for EI or participated in employment programs administered by Human Resources and Skills Development Canada (HRSDC) or by third parties, who are eligible for benefits. Those who participated in services funded by HRSDC, but administered by provincial or territorial governments, who are also entitled to EI benefits and must provide their SIN to the appropriate administrative body.

When I am adding or maintaining a person's information in LaMPSS, should I ask them for aliases?

Yes. People are often referred to by different names. To prevent creating duplicate records for a person in LaMPSS, please ask a person if they go by other names and enter this information as an alias in LaMPSS. When you search for a person in LaMPSS you will find a match in the name as well as alias information. An example of an alias would be a person who goes by their middle name or a derivation of their given name, for instance, Patricia Anne Smith might go by "Anne" Smith or "Patti" Smith

What does the Consent to Collect, Use and Disclose Personal Information on the Intake form mean?

When a client signs the" COLLECTION, USE, & DISCLOSURE OF PERSONAL INFORMATION "on the Intake form they are agreeing that your organization can collect personal information for services that are funded by government and will involve the exchange of information between the you as the service provider and other service providers, training institutions and ENS (where ENS will in turn use that personal information to confirm EI eligibility with the federal government).

Case Questions

When I am creating a new case would I ever select ‘private’ under Accountability Reporting?

Some organizations utilize LaMPSS to manage cases other than Employment Assistant Services (EAS). These organizations choose ‘private’ when creating the case. These cases are not visible to the Province and are not counted as part the organizations EAS activities. Most organizations will not use this option. Unless otherwise instructed by your organization you should not select the ‘private’ option.

Do I need to include all of a client’s education?

Yes. Provide all past and current details of the client’s education and training. This should include the client’s highest level of education with details such as the grade completed and the year of completion. Please specify any degrees, trade licenses, diplomas or certificates obtained.

List any other training/courses the client has attended, including those funded by ENS. Please ensure you include the name of the training/course, name of the training institution, the year the client participated in the training and an indication as to whether the client successfully completed.

If the client previous participated in an ENS funded programs please reference this in the Case Managers statement indicating whether or not the program was completed by the client and the employment outcome.

Do I need to include all of client’s employment history?

Capture the client’s employment history now and over the last 5 years. Also include any “significant employment” that is relevant to an ENS funding application. ENS defines significant employment as any employment record where an individual has been with one employer for 5 years or more.

How do I report rationale for periods of unemployment with my client?

If the client has limited work experience or periods of unemployment please explain this in the Case Managers statement.

What does ‘Full Capacity’ mean under Employment Goal?

Full capacity is specific to persons with disabilities and indicates the full extent of client’s ability to work.

How long should I keep a copy of the Return to Work Action Plan (RTWAP) signed by the client?

You should retain the signed copy of a client's RTWAP as long as the case is open.

Is it acceptable to scan the signed RTWAP and keep it electronically rather than on paper?

Each organization will implement a process for retaining a client's signed RTWAP. ENS is fine with a scanned copy of this signed document. Please confirm your organizations practice with your manager.

Do I need to get a new copy of the RTWAP signed when I change the interventions in the RTWAP?

A client indicates their commitment to the RTWAP when they sign the document. It should be reproduced and re-signed if there are significant changes or if you are adding in a new funded intervention.

When I am applying for funding and have more than one job preference identified on the Needs Determination, do I provide information on each job preference?

If a client is applying for funding and has more than one employment goal (for example acceptance to a course and waitlisted for a different course) the information submitted supporting the application must address each of the employment goals.

When my client's RTWAP contains multiple interventions for Adult Learning Program (ALP), do I apply for funding multiple times?

If your client is applying for an ALP funded intervention, ensure the application indicates the actual level at which the client is entering the ALP stream for funding. Subsequent ALP levels identified on the client's action plan will not require further applications for funding. A separate application would only be required if the client wishes to move into Skills Training and has successfully completed the required ALP level prerequisites. An ALP intervention could be multi-year as the client progresses through different levels. This could be accomplished through a single application.

What attachments are required to apply for funding?

Each program application for funding will have one or more attachments that are required as part of an application package. Optional program attachments should only be submitted with an application if the information is pertinent to the client's application for funding.

The following is a list of required and optional attachments by program:

Feepayer Attachments

Required:

- Feepayer Worksheet (Template)
- Resume
- Training Acceptance Letter

Optional:

- Authorization to Quit (Template)
- Medical Documentation
- Other Supporting Documents

Job Creation Partnership Attachments

Required:

- Job Creation Partnership Worksheet (Template)
- Resume

Optional:

- Authorization to Quit (Template)
- Dependent Care Letter
- Medical Documentation
- Other Supporting Documents

Self Employment Benefit Attachments

Required:

- Self Employment Benefit Worksheet (Template)
- Resume

Optional:

- Authorization to Quit (Template)
- Dependent care letter
- Medical documentation
- Career transition for medical reasons (Template)
- Other supporting documents

Skills Development Attachments

Required:

- Skills Development Worksheet (Template)

- Resume
- Program cost list
- Family Size and Financial Statement (Template)
- Training Acceptance Letter
- Job Search Record (Template)
- Labour Market Information (Template)

Optional:

- Authorization to Quit (Template)
- Dependent Care Letter
- Medical Documentation
- Career transition for medical reasons (Template)
- Other Supporting Documents

Skills Up! Attachments

Required:

- Skills Up! Worksheet (Template)
- Resume
- Program cost list
- Family Size and Financial Statement (Template)
- Training acceptance letter

Optional:

- Authorization to Quit (Template)
- Dependent care letter
- Medical documentation
- Other supporting documents

Targeted Wage Subsidy Attachments

Required:

- Targeted Wage Subsidy Worksheet (Template)
- Resume

Optional:

- Authorization to Quit (Template)
- Dependent Care Letter
- Medical Documentation
- Other Supporting Documents

Do I have to submit documents electronically with an application for funding or can I send paper copies in the mail?

To ensure efficient processing, Employment Nova Scotia's preference is to have all supporting documents in electronic format and attached to the LaMPSS client application when the Case Manager submits the application package to ENS using the LaMPSS Apply for Funding" function.

If an application has been submitted and supporting documents are to follow, please ensure all documents clearly identify the client (including their SIN) and forward to applicable Employment Nova Scotia regional email address. In the event where electronically scanning a supporting document is not an option, the document should be faxed to Employment Nova Scotia within 10 days. Please do not include the client's name in the title of the email and indicate confidential.

Please note that incomplete applications (including missing mandatory documents) will be returned to the originating Case Manager for completion and re-submission or will be closed if all documents are not received within the 10 day timeframe.

Applications will be considered received once the application has been verified as complete.

What email address should I use to communicate information to Employment Nova Scotia?

Choose the applicable Employment Nova Scotia regional email address based on the regional location of your organization \ office:

Employment Nova Scotia Regional email addresses

Cape Breton (CB) →LMDA-CB-Programs@gov.ns.ca

Halifax Regional Municipality (HRM) →LMDA-HRM-Programs@gov.ns.ca

Northern Nova Scotia (NNS) →LMDA-North-Programs@gov.ns.ca

South Shore Valley (SSV) →LMDA-SSV-Programs@gov.ns.ca

Are there specific information requirements in the Case Managers Statement for each type of funded intervention?

The Case Manager's statement is a very important factor in consideration of a client application for ENS, Individual Funded Agreements. Please ensure the statement provides concrete rationale that supports the need for the intervention. The statement must indicate what is preventing the client from obtaining suitable employment, with their current occupational skills, and the process the client has gone through to explore employment options. The statement must also reflect consideration of Labour Market Information found on the Career Options Nova Scotia web site http://www.nscareeroptions.ca/

Each ENS Individual program has specific requirements identified below, that must be addressed in the Case Manager's Statement:

Feepayer

How will the recommended intervention assist the client in reaching their employment goal?

Confirm the client has 2 year labour market attachment and demonstrate positive employment prospects exist in the occupation that the training is for, using Labour Market Information as a source.

Job Creation Partnership

What additional skills will the JCP provide the client?

How will the recommended intervention resolve the client's employability need(s) and assist them in reaching their employment goal?

Confirm the client has 2 year labour market attachment and has completed a job search.

Self Employment Benefits

How has the client demonstrated a need for entrepreneurial support while preparing to open a business?

How will the recommended intervention resolve the client's employability need(s) and assist them in reaching their employment goal?

Skills Development

How will the recommended intervention resolve the client's employability need(s) and assist them in reaching their employment goal (for example upgrading required prior to skills training)?

Confirm the client has 3 year labour market attachment and completed the required 3 month job search.

What does the LMI suggest as the likelihood of the client obtaining employment?

Subsequent interventions must have a statement regarding the success of the previous intervention (example ALP to Skills Training)

Skills Up

What other funding options have been explored prior to applying to ENS?

How will the recommended intervention resolve the client's employability need(s) and assist them in reaching their employment goal?

What does the LMI suggest as the likelihood of the client obtaining employment?

Confirm the client has 1 year labour market attachment.

Targeted Wage Subsidy

How will the recommended intervention resolve the client's employability need(s) and assist them in reaching their employment goal?

Confirm the client has 2 year labour market attachment and has completed a job search.

What should I include in the Case Managers Statement if I do not recommend approving the application for funding?

Include the rationale for not supporting the application for funding.

Does Employment Nova Scotia fund programs that have multiple years (e.g. 2 or more semesters or years)?

Yes. Employment Nova Scotia may fund a program that has multiple years through a single application. ENS will work with the client to obtain required information at the end of one year to confirm the continuation with the agreement for each subsequent year.

When is it reasonable to conclude that I will not be able to record an employment outcome for client and close the case?

After completion of all interventions the case will be reviewed within 4 weeks and if no further assistance is required moved into Follow-up status. A contact is required to determine the employment status of the client at 24 and 52 week periods whether the client has indicated employed or unemployed. The client "Employment Outcome Detail" information will be gathered and screen details updated at these intervals.

The Follow Up task can only be completed with a reason code "Follow Ups Not Achievable "after 3 attempts have been made to contact the client including where possible telephone call, e-mail and follow-up letter.

Enhanced Services

When does a client's participation in a Group Workshop require a signed RTWAP?

Workshops exceeding a full day in length are available only to those clients whose RTWAP indicate a need for this service.

Business Partner Questions

Can I add new Business Partners for my organization that are not on the public list?

Your organization can add business partners for your use that are not on the public business partner list. Please ask your Manager who in your organization has the security requirements to add business partners for your use.

Can I have a Business Partner added to the public list?

Yes. The intent of the public business partner list is common information for organizations that deliver labour market services in Nova Scotia. Please refer requests to ENS to add an organization to the public business partner list.

Other Questions

What is accountability reporting and what role do I as a Case Manager perform?

The funding provided to your organization for EAS comes through agreements signed between the federal and provincial that contain specific reporting requirements. For more information on these agreements (LMA and LMDA) please visit: http://www.gov.ns.ca/lae/lmda/

In addition to the SC accountability for results, the Province of NS also has identified areas of accountability. In support of the Government's Jobshere Strategy, ENS has directed that there should be additional information collected to help inform the success of funded interventions for clients. More detailed information will be required in relation to a client's employment status following participation in EAS or other funded intervention. The number of follow-ups and post intervention follow-ups for clients has increased to include 24 and 52 weeks and will be required even if the client has an employed result after the first follow-up.

In addition, the individual EAS agreements signed between each EAS providing organization and ENS require a shared responsibility in reporting on associated activities to ensure the best possible outcomes are achieved for clients/participants.

Case manager's have a role in reporting throughout the case management life cycle. Entering required data at intake and over the course of case management improves information used by ENS (the department) for planning and investment.

The information can also benefit your organization in examining trends and determining future areas of focus. Accurate reporting not only promotes best practice but reflects a focus on monitoring to ensure effective service delivery; a commitment shared collectively by service providers and ENS.