Chapter 11: Employment Ontario Self Service Applications
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## Document History

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<thead>
<tr>
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<tr>
<td>1.0</td>
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| 2.2       | December 2015  | Updates to reflect Release 5.2  
Update to format and readability |
| 2.3       | May 2016       | Update to reflect Release 6.0                                              |
| 2.4       | June 2017      | Removed reference to Youth Job Link and Targeted Initiative for Older Workers|
| 2.5       | September 2018 | Update screenshots re Curam v7 Upgrade                                       |
11.1 Employment Ontario Self Service Applications

This chapter explains functionality related to Employment Ontario Self Service (EOSS) applications in EOIS-CaMS.

EOSS has a number of key features for both clients and service providers. For clients, EOSS provides the opportunity to:

- Pre-Screen for Employment Ontario programs and services using a guided questionnaire. EOSS will generate a Suggested Resources list for the client that may include Employment Ontario programs and services, as well as informational links to other provincial and federal resources.
- Apply online for one of the Employment Ontario programs suggested to them.
- Search for and select an Employment Ontario service provider by city or postal code, and submit their online application to the service provider of their choice for follow-up.

ES, LBS, YJC and YJCS service providers are able to receive and process online applications through EOIS-CaMS. When a client applies online through EOSS, the online application is intended to direct clients to a service provider in their area who can assist them. Clients who apply online must meet with an ES, LBS, YJC or YJCS service provider to complete the assessment and application process.
11.2 Managing Applications

EOSS information is managed in EOIS-CaMS by Employment Service (ES), Literacy and Basic Skills (LBS), Youth Job Connection (YJC) and Youth Job Connection Summer (YJCS) service providers. No new user roles are being created for EOSS; existing EOIS-CaMS users are able to access new functionality through EOIS-CaMS with existing user accounts.

There are two ways EOSS can notify a service delivery site that it was selected by a client, either by a user logging into their EOIS-CaMS account or by assigning an **EOSS email address** for the Service Delivery Site.

Another important feature related to EOSS is the **Available for Service** checkbox on the Service Delivery Site Home page. This checkbox indicates a service delivery site’s availability to accept EOSS applications. Note that this indicator will default to checked for all existing and new service delivery sites.

The EOSS email address and the Available for Service indicator are discussed in Chapter 4, Service Provider Information and User Management.
11.3 Search for an Application

Once an application has been submitted to a service delivery site, any user from the service provider can find and manage it. Any service provider user can also find and view applications sent to any other service providers, but they cannot manage the applications.

System Steps

pherd Step 1: Workspace Page

Click SEARCH FOR AN APPLICATION from the My Shortcuts list.
**Step 2: Application Search Page**

By default, the **Search Results** panel will display all applications with a **Status** of “Submitted” that were sent to any service delivery site within the user’s service provider. There are a number of search criteria that can be used to find applications for a specific service delivery site, applications with a different status, or other specified characteristics.

Click the **APPLICATION NUMBER** next to the appropriate application.
Step 3: Application Home Page

The Application Home page is displayed.

Application Number: 1500223822773
First Name: Shannon

Status: Open

When an application is opened by a user, its Status changes from “Submitted” to “Open.” This means that it will no longer appear in the default search results in the Search for an Application page.
11.4 Application Home Page

Consistent with other EOIS-CaMS functionality, applications have an Application Number and a home page. The functions available from the Application Home page Action Button are as follows.

1. Forward Application: If after contacting the client, it is decided that another service delivery site would offer more appropriate services (either in the current service provider or another service provider, the application should be forwarded. The Status of the application will change to “Forwarded.”

2. Record Follow-up: Once the client has been contacted, the follow-up result is recorded. Recording a follow-up changes the Status to “In Progress.”

3. Close Application: Once the client has been followed up with and an appointment has been scheduled, a follow-up reason should be recorded and the application should be closed. This is also the case when there is a valid reason the application cannot be processed and client follow-up cannot be completed. The Status of the application will change to “Closed.”

4. Record Outcome: Once an appointment has been held with the client, or another outcome has occurred, an Outcome can be assigned. The Status of the application will change to “Outcome Assigned.”

5. Create Employment Ontario Case: Once an outcome has been assigned, and if the client is to be registered in EOIS-CaMS, the CREATE EMPLOYMENT ONTARIO CASE will open the Person Registration page with values from the application pre-populated in their relevant fields. The Employment Ontario Case does not have to be created using this link; it is simply intended to save data entry time.

11.5 Record Follow-up

System Steps

☞ Step 1: Application Home Page

From the Action Button, select RECORD FOLLOW-UP.
Step 2: Record Application Follow-up Page

Select a **Follow-up Result** and a **Follow-up Date**, and click SAVE.
11.6 Forward Application

The **Status** must be “In Progress” before an application can be forwarded.

**System Steps**

- **Step 1: Application Home Page**
  From the **Action Button**, select **FORWARD APPLICATION**.

- **Step 2: Forward Application Page**
  Use the magnifying glass icon to select a **Service Delivery Site**.
Step 3: Service Delivery Site Search Page
Conduct a search, and click SELECT next to the appropriate Service Delivery Site.

Step 4: Forward Application Page
Enter a Reason, record the Client Consent, and click SAVE.
11.7 Close Application

The **Status** must be “In Progress” before an application can be closed.

Once closed, the **Reason** cannot be edited.

System Steps

**Step 1: Application Home Page**
From the **Action Button**, select CLOSE APPLICATION.

**Step 2: Close Application Page**
Select a **Reason**, and click SAVE.

Record Outcome
The **Status** must be “Closed” before an **Outcome** can be recorded.

Once saved, an **Outcome** cannot be edited.

**System Steps**

- **Step 1:** Application Home Page
  
  From the **Action Button**, select **RECORD OUTCOME**.

- **Step 2:** Record Application Outcome Page
  
  Select an **Outcome** and an **Outcome Date**, and click **SAVE**.
11.8 Create Employment Ontario Case

The Status must be “Outcome Assigned” before the Employment Ontario Case can be created through the application.

System Steps

✦ Step 1: Application Home Page
From the **Action Button**, select **CREATE EMPLOYMENT ONTARIO CASE**.

✦ Step 2: Confirm Person Not Registered Page
Several values will be pre-populated on this page. Enter missing information such as **Date of Birth**, and click **SEARCH**.

✦ Step 3: Confirm Person Not Registered Page
If the client does not appear in the search results, click **CONTINUE**.
Step 4: Confirm Person Not Registered Page

The client registration process will now begin. For more information on client registration, refer to Chapter 6, Employment Ontario Case and Client Profile.