

Employment Ontario Information System (EOIS) Case Management System Service Provider User Guide



Chapter 5: Aggregate Data

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Document History

Version #	Date	Description
1.0	July 23, 2010	Initial version released prior to the launch of the system on August 4, 2010.
1.01	May 2011	Added: 5.3.4 Deleting Information Session Data.
2.0	January 2012	Review and edit for Release 3.0.
2.1	April 2012	Chapter revised to reflect new screens for capturing aggregate data.
2.2	April 2013	Chapter revised to reflect new screens for capturing aggregate data for the Ontario Self-Employment benefit Program
2.3	August 2013	Chapter updated to include Youth Employment Fund within Employment Service Information Sessions
2.4	July 2014	Updates to reflect new Release 4.0 user interface.
2.5	May 2015	Updated chapter title to better reflect content.
2.6	August 2015	Removed all references to Youth Employment Fund. Updates to: <ul style="list-style-type: none"> • 5.3.3 Add Information Sessions Data • 5.34 Verify/Modify Information Sessions Data 5.35 Add/Modify Wait List Data
2.7	December 2015	Update to format and readability
2.8	May 2016	Updates to reflect Release 6.0. <ul style="list-style-type: none"> • Chapter updated to include Youth Job Link • Removed all references to Summer Jobs Service
2.9	November 2016	Updates to reflect Release 6.3
3.0	December 2017	Updates to reflect Release 17.4
3.1	October 2018	Update screenshots re Curam v7 Upgrade

5.1 Introduction

Service providers are responsible for providing the ministry with Aggregate Data from unassisted services. These results are captured in the Aggregate Data section of the Case Management System (the system). This data is captured at the service delivery site level of the service provider, as each individual service delivery site must submit its own Aggregate Data to the ministry on a monthly basis.

The categories of Aggregate Data that must be submitted to the ministry are specific to the Employment Ontario program:

- Employment Service (ES) – Participation, Customer Satisfaction and Information Sessions
- Literacy and Basic Skills (LBS) – Information Sessions, Participation and Wait List
- Youth Job Link (YJL) – Participation and Customer Satisfaction

5.2 Roles and Responsibilities

While any service provider user of the Case Management System can view Aggregate Data belonging to their service provider, the data can only be entered into the system by Service Provider Managers and Service Provider Administrators.

Roles	Search/View Aggregate Data	Create/Modify Aggregate Data
Service Provider Manager	Yes	Yes
Service Provider Manager Non-Case	No	No
Service Provider Caseworker	Yes	No
Service Provider Administrator	Yes	Yes
Ministry Caseworker	Services section within Service Delivery Site Home page only	No
Ministry Manager	Yes	No

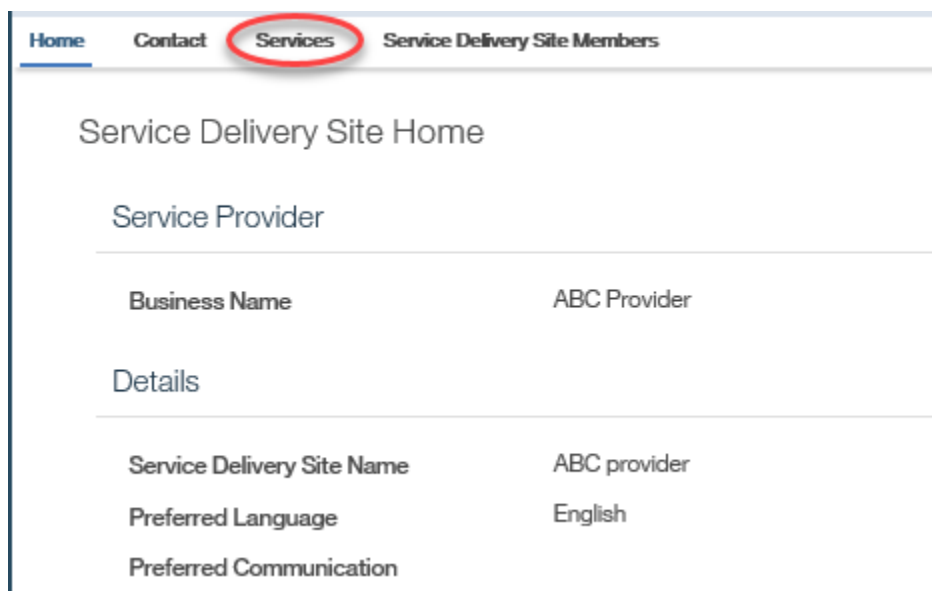
5.3 Viewing Aggregate Data

Aggregate Data for all Employment Ontario programs is captured within the **Services** section at the service delivery site level and can be viewed by system users assigned to that specific service provider.

System Steps

➡ Step 1: Service Delivery Site Home Page

Select the **Services** tab.



➡ Step 2: Services Page

A list of all programs associated with the service delivery site will be displayed. Click the NAME of the service.

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Services

Name	Start Date	End Date
Canada-Ontario Job Grant: Employer	14/11/2014	01/03/2016
Youth Employment Fund	09/03/2015	01/03/2016
Employment Service	10/10/2018	

➔ Step 3: Service Home Page

Click the **Aggregate Data** tab.

The screenshot shows the 'Aggregate Data' tab selected in the navigation bar. The main content area displays 'View Provider Service: ABC provider - 3818A - Employment Service'. Below this, there is a section for 'Service Delivery Site' with a table showing 'Name: ABC provider' and 'Reference Number'. A 'Details' section follows with a table showing 'Name: Employment Service', 'End Date', 'Start Date: 16/05/2010', and 'Ministry Contact'.

➔ Step 4: Aggregate Data Page

Select the data you would like to view in the Tab Content Bar.

The screenshot shows the 'Aggregate Data' tab selected in the navigation bar. The main content area displays 'Customer Satisfaction: ABC provider - 3818A'. Below this, there is a table with columns 'Year/Month' and 'Type of Respondent'. The first row shows '2015/11' and 'Individual'. A 'Tab Content Bar' on the left side of the page is highlighted with a red box, containing three options: 'Customer Satisfaction', 'Information Sessions', and 'Participation'.

5.4 Creating and Modifying Aggregate Data

Service provider users enter aggregated Aggregate data for individual service delivery sites and individual services.



The system will allow Aggregate data to be modified at any time, if the data is from the current fiscal year.

5.4.1 Add/Modify Customer Satisfaction Data

For Employment Service and Youth Job Link only:



Only a single Customer Satisfaction record can be recorded in the system per month for a service delivery site for a single respondent type, though the record may be modified.

System Steps

➔ Step 1: Aggregate Data Page

Select **Customer Satisfaction** in the Tab Content Bar.

Year/Month	Type of Response
2015/11	Individual

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➤ Step 2: Customer Satisfaction Page

Click NEW to add a Customer Satisfaction record. If an existing Customer Satisfaction record must be modified, click EDIT from the **Action Button** next to the record that is to be modified.

Year/Month	Type of Respondent	Last Updated	Action
▶ 2018/08	Individual	29/08/2018 15:32	...
▶ 2018/08	Event Participant	29/08/2018 15:32	Edit...
▶ 2018/08	R & I Employers	29/08/2018 15:33	...

➤ Step 3: Create Customer Satisfaction or Modify Customer Satisfaction Page

Complete all necessary fields, and click the SAVE to return to the Customer Satisfaction page, or click SAVE & NEW to create additional Customer Satisfaction records.

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Modify Customer Satisfaction:



* required field

Details

Type of Respondent *

Individual

Year *

2018

Month *

08

Ratings

Number That Responded with a Rating of 1 *

0

Number That Responded with a Rating of 2 *

0

Number That Responded with a Rating of 3 *

0

Number That Responded with a Rating of 4 *

0

Number That Responded with a Rating of 5 *

3

Comments

Empty text area for comments with scroll arrows.

Save

Cancel

5.4.2 Add/Modify Participation Data

For Employment Service, Literacy and Basic Skills and Youth Job Link:



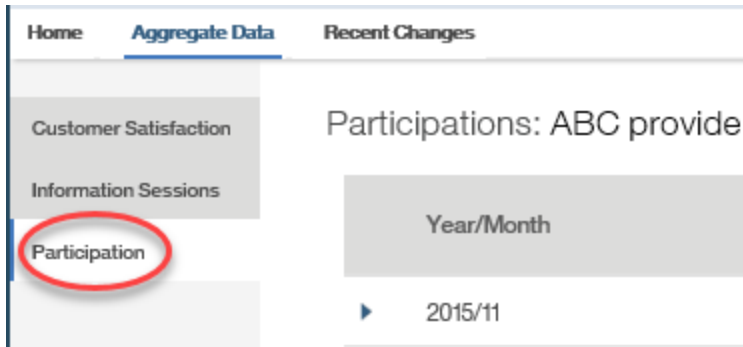
Only one Participation record can be captured at a service delivery site per month for each program.

System Steps

➔ Step 1: Aggregate Data Page

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Select **Participation** in the Tab Content Bar.



➡ Step 2: Participation Page

Click **NEW** to add Participation data for the service delivery site. If an existing Participation record must be modified, click **EDIT** from the **Action Button** next to the record that is to be modified.

Participations:   

Year/Month	Number of Individuals Participating	Number of Employers Participating	Last Updated	
▶ 2018/08	369	0	29/08/2018 15:34	⋮
▶ 2018/07	417	0	30/07/2018 14:00	
▶ 2018/06	410	0	27/06/2018 12:43	⋮

➡ Step 3: Create Participation or Modify Participation Page

Complete all mandatory fields, and click **SAVE**.

For ES and YJL:

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Modify Participation: ⓧ

* required field

Details ▼

Year *	<input type="text" value="2018"/>	Month *	<input type="text" value="08"/>
Number of Individuals Participating *	<input type="text" value="369"/>	Number of Employers Participating *	<input type="text" value="0"/>

Comments ▼

For LBS:

Modify Participation: ⓧ

* required field

Details ▼

Year *	<input type="text"/>	Month *	<input type="text" value="11"/>
# Individuals Served *	<input type="text" value="3"/>	# Individuals referred to other literacy providers *	<input type="text" value="4"/>
# Individuals referred to other programs/services *	<input type="text" value="6"/>	# Individuals referred to Correctional Literacy *	<input type="text" value="0"/>

Comments ▼

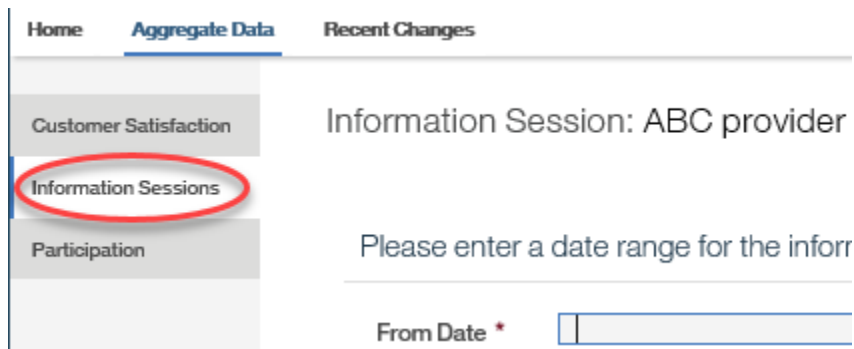
5.4.3 Add Information Sessions Data

For Employment Service and Literacy and Basic Skills:

System Steps

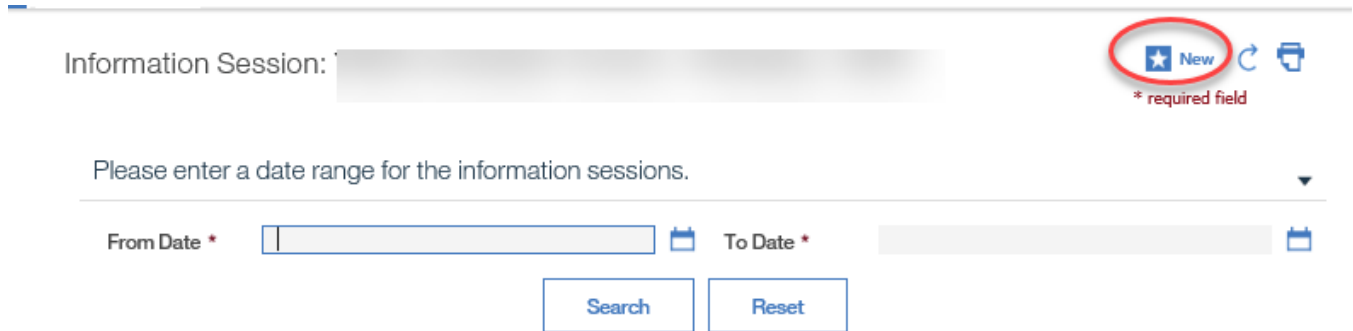
➔ Step 1: Aggregate Data Page

Select **Information Sessions** in the Tab Content Bar.



➔ Step 2: Information Session Page

Click NEW to add an Information Session record for the service delivery site.



➔ Step 3: Create Information Session Page

Complete all necessary fields, and click SAVE to return to the Information Session page, or click SAVE & NEW to create additional Information Session records.

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Create Information Session: ✕

* required field

Information Session ▼

Type of Information Session *

Description *

Details ▼

Audience *

Number of Attendees *

0

From Date *

10/10/2018



To Date *

10/10/2018



Comments ▼

Save

Save & New

Cancel



The **Description** should contain the name and a brief description of the Information Session.



To Date must be a date before or equal to the LBS service end date. Otherwise, an error message will be displayed.

5.4.4 View/Modify Information Sessions Data

For Employment Service and Literacy and Basic Skills:

System Steps

➔ Step 1: Aggregate Data Page

Select **Information Sessions** in the Tab Content Bar.

The screenshot shows the 'Aggregate Data' page with the 'Information Sessions' tab selected in the left-hand menu. The main content area includes a search form with a date range selector and a 'Search' button. The search results table is visible below the form.

From Date	To Date	Type of Information Session	Audience	Number of Attendees	Status
-----------	---------	-----------------------------	----------	---------------------	--------

➔ Step 2: Information Session Page

To view or modify an Information Session, enter a date range and click SEARCH.

The screenshot shows the 'Information Session' page with the 'Search' button highlighted in a red circle. The search form and results table are visible.

From Date	To Date	Type of Information Session	Audience	Number of Attendees	Status
-----------	---------	-----------------------------	----------	---------------------	--------

➔ Step 3: Information Session Page

To view, expand the toggle. To modify, select EDIT from the **Action Button**.

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From Date	To Date	Type of Information Session	Audience	Number of Attendees	Status	
10/10/2018	10/10/2018	Job fair	General public	44	Active	...

1

2

Edit...

Delete...

➔ Step 4: Modify Information Session Page
Modify the necessary information, and click SAVE.

Modify Information Session:



* required field

Information Session

Type of Information Session *

Job fair

Description *

Description of information sessions being provided |

Details

Audience *

General public

Number of Attendees *

44

From Date *

10/10/2018

To Date *

10/10/2018

Comments

Save

Cancel



To Date must be a date before or equal to the program service end date. Otherwise, an error message will be displayed.

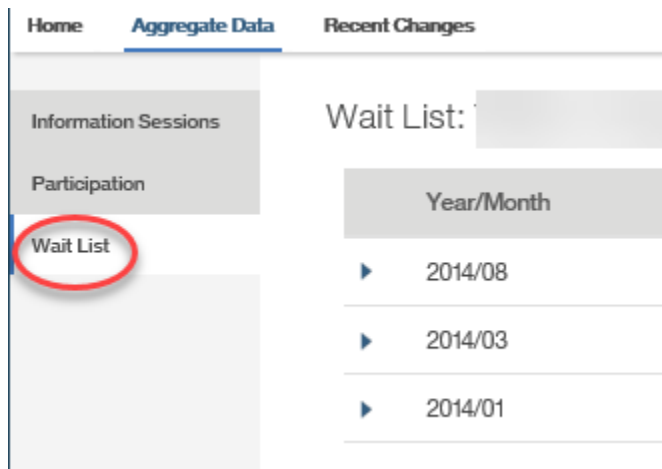
5.4.5 Add/Modify Wait List Data

For Literacy and Basic Skills ONLY:

System Steps

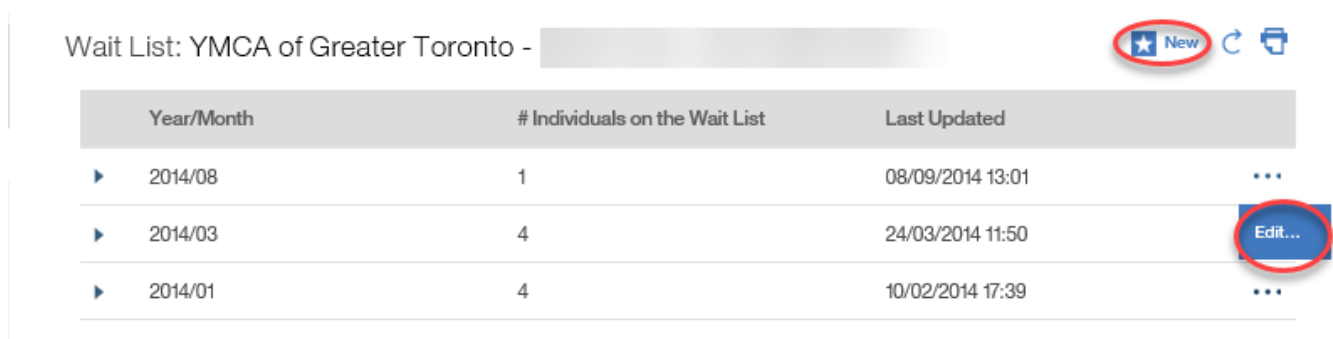
➔ Step 1: Aggregate Data Page

Select **Wait List** in the Tab Content Bar.



➔ Step 2: Wait List Page

Click **NEW** to add Wait List data for the service delivery site. If an existing Aggregate Wait List record must be modified, click **EDIT** from the **Action Button** next to the record that is to be modified.



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➡ Step 3: Create Wait List/Modify Wait List Page

Complete all necessary fields, and click SAVE to return to the Wait List page, or click SAVE & NEW to create additional Wait List records.

Modify Wait List: ✕

* required field

Details ▼

Year * Month *

Individuals on the Wait List *

Comments ▼



Year and **Month** must be before or equal to the LBS service end date. Otherwise, an error message will be displayed.

5.5 Deleting Information Session Data

For Employment Service and Literacy and Basic Skills:



In cases where information session data has been entered in error, this data can be deleted.

System Steps

➔ **Step 1:** Aggregate Data Page

Select **Information Sessions** in the Tab Content Bar.

Home **Aggregate Data** Recent Changes

Customer Satisfaction

Information Sessions

Participation

Information Session: ABC provider

Please enter a date range for the inform

From Date *

➔ **Step 2:** Information Session Page

To view or modify an Information Session, enter a date range and click SEARCH.

Information Session:

[★ New](#) [↻](#) [🖨](#)

* required field

Please enter a date range for the information sessions.

From Date * [📅](#) To Date * [📅](#)

Search **Reset**

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➡ Step 3: Aggregate Session Page

Click EDIT from the **Action Button** next to the relevant information session.

From Date	To Date	Type of Information Session	Audience	Number of Attendees	Status	
▶ 10/10/2018	10/10/2018	Job fair	General public	44	Active	⋮ Edit... Delete...

➡ Step 4: Modify Information Session Page

Ensure that **Number of Attendees** is set to 0, and click SAVE.

Modify Information Session: ✕

* required field

Information Session ▼

Type of Information Session *

Job fair ▼

Description *

Description of information sessions being provided

Details ▼

Audience *

General public ▼

Number of Attendees *

0

From Date *

10/10/2018 📅

To Date *

10/10/2018 📅

Comments ▼

Save

Cancel

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➡ Step 5: Information Session Page

From the **Action Button**, click DELETE next to the relevant information session.

From Date	To Date	Type of Information Session	Audience	Number of Attendees	Status	
▶ 10/10/2018	10/10/2018	Job fair	General public	0	Active	⋮

[Edit...](#)
[Delete...](#)

➡ Step 6: Delete Information Session Page

Click YES to confirm deletion.

Delete Information Session: ✕

Are you sure you want to delete this information session?

[Yes](#) [No](#)

➡ Step 7: Information Session Page

The information session still appears on this page, but its status is set to “Cancelled.”

From Date	To Date	Type of Information Session	Audience	Number of Attendees	Status	
▶ 10/10/2018	10/10/2018	Job fair	General public	0	Cancelled	⋮