

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



Chapter 9: Product Delivery Case Reviews

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Document History

Version #	Date	Description
1.0	July 2010	Initial version released prior to the launch of the system on August 4, 2010.
1.01	May 2011	Minor edits
2.0	January 2012	Review and edit for Release 3.0
2.1	April 2012	Minor edits
2.2	April 2013	Minor edits for Release 3.2
2.3	August 2013	Minor update for Release 3.3
2.4	July 2014	Updates to reflect new Release 4.0 user interface
2.5	December 2015	Update to format and readability
2.6	May 2016	Updates to screenshots to reflect Release 6.0
2.7	June 2017	Updates to screenshots
2.8	September 2017	Updates to reflect Release 17.3
2.9	November 2018	Update screenshots re Curam v7 Upgrade

9.1 Introduction

When a Product Delivery Case is closed, the system will auto-generate reviews in a cascading fashion for Outcome at Exit, 3, 6 and 12-month reviews.

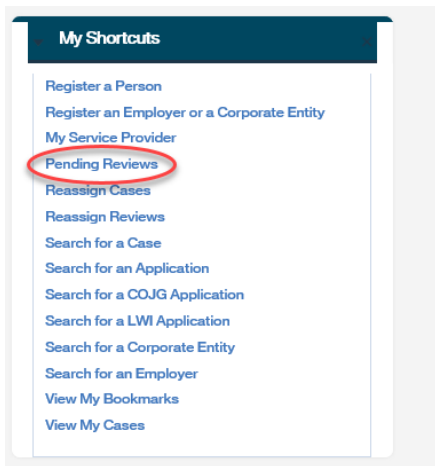
9.2 Pending Reviews

Prerequisite:

The product delivery case must be closed.

➡ Step 1: Workspace Page

Click PENDING REVIEWS from the **My Shortcuts** list.



A list of all pending reviews associated to the user displays.

Pending Reviews

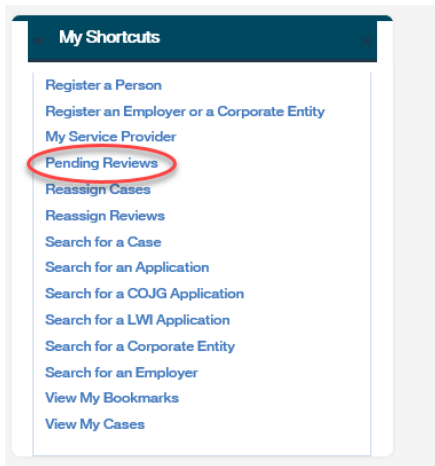
Case Reference	Program	Primary Client	Review Type	Review Date
5867242	Canada-Ontario Job Grant: Participant	Ed [redacted]	Outcome at 3 months	27/09/2018
5756532	Employment Service	Kristine [redacted]	Outcome at 3 months	27/09/2018
5865748	Canada-Ontario Job Grant: Employer	Hawthorne [redacted]	Outcome at 3 months	27/09/2018

9.3 Complete Review

System Steps

➔ Step 1: Workspace Page

Click PENDING REVIEWS from the **My Shortcuts** list.



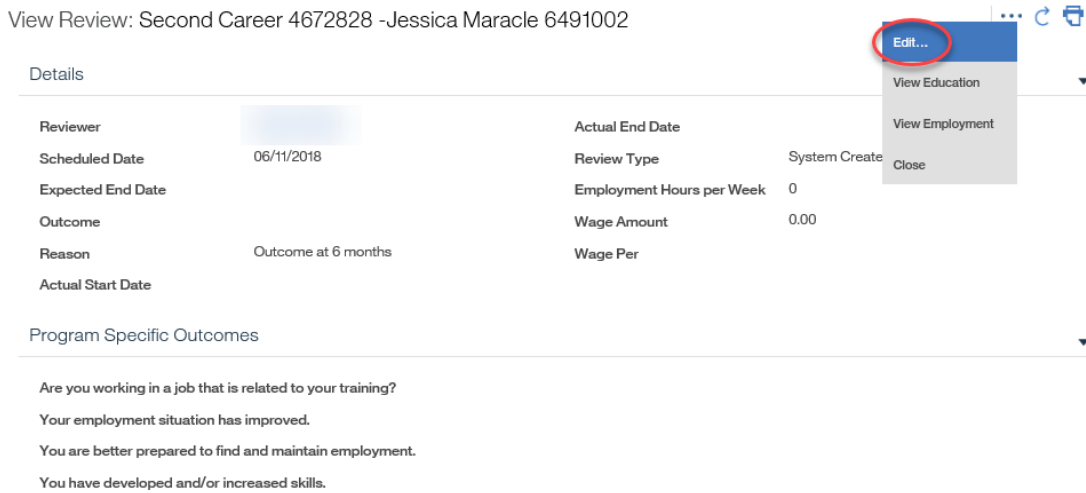
➔ Step 2: Pending Reviews Page

Click on the REVIEW TYPE for the appropriate case review.



➔ Step 3: View Review Page

Click EDIT from the **Action Button**.



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➔ Step 4: Modify Review Page

Complete all required fields, and click SAVE. For system generated reviews, the **Reason** cannot be modified and the system will display an error message at the top of the page. If the outcome is “Employed”, then the question “Are you working in a job that is related to your training?” is mandatory.

Modify Review: ✕

* required field

Details ▼

Reviewer	<input type="text"/>	<input type="button" value="🔍"/>	<input type="button" value="✕"/>	Actual Start Date	<input type="text"/>	<input type="button" value="📅"/>
Scheduled Date	06/11/2018	<input type="button" value="📅"/>		Actual End Date	<input type="text"/>	<input type="button" value="📅"/>
Expected End Date	<input type="text"/>	<input type="button" value="📅"/>		Employment Hours per Week	0	<input type="text"/>
Outcome	<input type="text"/>	<input type="button" value="▼"/>		Wage Amount	0.00	<input type="text"/>
Reason	Outcome at 6 months	<input type="button" value="▼"/>		Wage Per	<input type="text"/>	<input type="button" value="▼"/>

Program Specific Outcomes ▼

Are you working in a job that is related to your training?	<input type="text"/>	<input type="button" value="▼"/>
Your employment situation has improved.	<input type="text"/>	<input type="button" value="▼"/>
You are better prepared to find and maintain employment.	<input type="text"/>	<input type="button" value="▼"/>
You have developed and/or increased skills.	<input type="text"/>	<input type="button" value="▼"/>

➔ Step 5: View Review Page

The system will advise the user to update employment and education history accordingly.

Pending Reviews ✕

i E1618: Please update Employment and/or Educational history accordingly.

Pending Reviews ▼

➔ Step 6: Pending Reviews Page

The system creates the 3-month review for completion.



If a review needs to be removed, the Reason can be set to “Opened in Error.” This will ensure that it is filtered out of the relevant reports.