Chapter 6: Employment Ontario Case and Client Profile
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<th>Version #</th>
<th>Date</th>
<th>Description</th>
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<td>July 2010</td>
<td>Initial version released prior to the launch of the system on August 4, 2010.</td>
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<td>1.01</td>
<td>September 2010</td>
<td>Change to section 6.7, Duplicate Records.</td>
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<td>1.02</td>
<td>May 2011</td>
<td>6.6.7 Alternative ID (based on 2.0 changes)</td>
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<td>2.0</td>
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<td>Review and edit for Release 3.0</td>
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<td>2.1</td>
<td>April 2012</td>
<td>Update to:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 6.5.1 Create Employment Ontario Case</td>
</tr>
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<td>• 6.5.3 Modify a Client Profile</td>
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<td>April 2013</td>
<td>Change to section 6.6.1, Education Record</td>
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<td>2.3</td>
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<td>Updates to reflect new Release 4.0 user interface</td>
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<td></td>
<td></td>
<td>• Addition of Second Career Eligibility and Suitability Assessment Template</td>
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<td></td>
<td></td>
<td>• Updated screenshots throughout</td>
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<tr>
<td>2.6</td>
<td>December 2015</td>
<td>Update to format and readability</td>
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<td>2.7</td>
<td>May 2016</td>
<td>Updates to reflect Release 6.0</td>
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<td>2.8</td>
<td>June 2016</td>
<td>Updates to reflect Release 6.1</td>
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<td>2.9</td>
<td>November 2016</td>
<td>Updates to reflect Release 6.3</td>
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<td>3.0</td>
<td>May 2017</td>
<td>6.5.1 Create Employment Ontario Case (Address override steps have been added)</td>
</tr>
<tr>
<td>4.0</td>
<td>September 2018</td>
<td>Update screenshots re Curam v7 Upgrade</td>
</tr>
<tr>
<td>4.1</td>
<td>March 2019</td>
<td>Update screenshots to reflect new EO profile and client summary fields</td>
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6.1 Introduction

This chapter covers the following aspects of the Employment Ontario Case and the client profile in the EOIS Case Management System (the system):

- creating an Employment Ontario Case and a client profile
- creating client information (education, employment, alternative name, and alternative ID)
- modifying client information
- maintaining client information.

In the system, all activity relating to a client is stored in an Employment Ontario Case. Within an Employment Ontario Case, information specific to the client is captured in a client profile and information relating to programs and services is captured in service plans and product delivery cases (PDCs).

6.2 Client Flow

The delivery of service to Employment Ontario clients is provided by both service providers and ministry staff. In the majority of cases, the first contact clients have with Employment Ontario is with a service provider as they make a request for assistance. There are two main categories of service:

- Unassisted service, which allows clients to access information and tools independently or in an unassisted manner. This does not mean that there is no staff support. This category of service may include a service determination interview.

- Assisted service, which provides clients with extensive support by offering access to staff and resources to assist in meeting their service needs. This may include, but is not limited to, working with a caseworker to develop a customized service plan.

Clients who complete a needs assessment and request assisted services are registered in the system by creating an Employment Ontario Case and a client profile. The following diagram illustrates the Employment Ontario Client Flow. It outlines the client registration process, including the creation of an Employment Ontario Case and a client profile.
6.3 Employment Ontario Case Structure

Within the system, a case is essentially an organized collection of data. There are two types of cases which are contained within the single Employment Ontario Case. An Employment Ontario Case is unique in that it serves as a folder for these two case types; service plans, which are used by service providers and product delivery cases, which are used by the ministry. The following diagram illustrates the case structure within a client’s Employment Ontario Case.

6.4 Roles and Responsibilities

The creation of Employment Ontario Cases is primarily the responsibility of the service provider, except in cases where a ministry-delivered program does not require a referral from a service provider. The following table lists the actions that each system user role can perform:

<table>
<thead>
<tr>
<th>Roles</th>
<th>Search/View for Client</th>
<th>Create Client Employment Ontario Case</th>
<th>Search/View for an Employment Ontario Case</th>
<th>Modify Employment Ontario Case</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Provider Manager</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Service Provider Manager Non-Case</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Service Provider Caseworker</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Service Provider Administrator</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Ministry Manager</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Ministry Regional Administrator</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Ministry Caseworker</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

6.5 Creating and Modifying Client profile and Employment Ontario Case

Client registration involves the simultaneous creation of an Employment Ontario Case and a client profile in the system. The user will determine whether the client exists in the system by conducting a client search. If the client record does not exist, the user will continue with the
registration process and the creation of an Employment Ontario Case as a single flow. Once the Employment Ontario Case has been created, the client’s profile can be modified.

6.5.1 Create Employment Ontario Case

In order to manage the many programs and services that Employment Ontario delivers, every client must have an Employment Ontario Case. The Employment Ontario Home page allows the user to add, view and/or edit information about the case.

The first step in creating an Employment Ontario Case is to register the client in the system.

Prerequisites

Before any client data can be captured in the system, the client must complete the relevant Participant Registration form providing consent on the collection of personal information.

Client Search

System Steps

☞ Step 1: Welcome to the EOIS Case Management System Page

Click Register a Person in the My Shortcuts list.

Welcome to the EOIS Case Management System

☞ Step 2: Confirm Person Not Already Registered Page
Within the **Search Criteria** information panel, enter as much information possible to search for a client, and click **Search**. The system will display the results that match the search criteria in the **Search Results** information panel along with the number of items returned, if any. A search is limited to the first 50 matches, but the system will display the total number of matches.

**Step 3: Confirm Person Not Already Registered Page**

If the person does not appear in the search results, click **Continue** to proceed with registering the client.

If the **Search Results** reveal that an open Employment Ontario Case already exists for the client, click either the CASE REFERENCE next to the client’s name to view the home page of the existing Employment Ontario Case or CLIENT REFERENCE to view the client’s Person Home page.
Client Registration

⇒ Step 4: Register Person Page

The system will display the Person Registration page pre-populating data fields that were entered by the user as search criteria. The user has the ability to modify these pre-populated fields. Enter as much information as possible into the available fields. Fields marked with an asterisk are mandatory.

Although the Primary Mailing Address field is not marked with an asterisk must be completed.
To enter a date, click on the calendar icon, or manually enter a date using the “DD/MM/YYYY” format.

Step 5: Register Person Page
Within the Primary Mailing Address information panel, enter the postal code of the client being registered in the Postal Code Lookup field, and click Search. The Address Details page appears in a separate window.

Step 6: Address Details Page
An Address Details page will load pre-populated with the address details for the given postal code. Users will also have the ability to enter additional information which has not been defined by the postal code, such as the unit or suite number, and any other relevant information.

Click CONTINUE to return to the Person Registration page. The address fields in the Primary Mailing Address Details information panel will be populated with the information retrieved from the Address Details page.
If the address cannot be found on the Postal Code Look-up page, verify the address on Canada Post’s website. If the verified address cannot be found on the Address Details page, please see the Address Override section for details on manually entering addresses.

If a client’s primary address is outside Ontario, this may affect program eligibility.

* Step 7: Register Person Page

If the Primary Mailing Address and Alternate Mailing Address are the same, check the Same as primary check box which will populate the appropriate fields. If not, repeat Steps 5 and 6 to complete the Alternate Mailing Address information panel.
Step 8: Register Person Page

Continue creating the client’s profile, and click **REGISTER**. This step automatically creates an Employment Ontario Case and the user is taken to the Person Registration Completed page, where there is a link to client’s Employment Ontario Home page.

The Person Registration Validation process compares the information in certain fields on the Person Registration page with existing person information stored in the system.

The comparison is made on the following fields:

1. First Name
2. Last Name
3. Identify As
4. Date of Birth
5. Postal /Zip Code
6. Primary Mailing Address Details->Street 1

If the information in all of the above fields matches exactly with another person in the system, the system will return an error message on the Person Registration page advising the user the person already exists in the system and a new person cannot be registered.

The error message will be as follows:

An EO Case for person <reference#> with matching information already exists.

In the case of multiple matching results, multiple reference numbers will be displayed.
Step 9: Person Registration Completed Page

The person registration has been completed. Select CLICK HERE TO OPEN THE EMPLOYMENT ONTARIO HOME PAGE.

Person Registration Completed

The person registration process has been successfully completed.

The person reference number is 7050716

Click here to open the Employment Ontario Home page.

The system will generate two unique identifiers: one is a Client Reference Number, located on the client’s Person Home page, and the other is the Case Reference Number which is associated with the Employment Ontario Case and located on the client’s Employment Ontario Home page.

Step 10: Employment Ontario Home Page

The Employment Ontario Case associates an individual with all the programs and services in which they are currently, or have previously, participated. From the Employment Ontario Home page, a user can link to the client’s Person Home page and edit profile information. Ministry
users can create products for the client, such as a Second Career product delivery case, and service providers can create service plans from the Employment Ontario Home page as well. Essentially, the Employment Ontario Case is a central location for service providers and ministry staff to share client information.

**Address Override**

In some cases, a client’s address may not appear on the Address Details screen. If the address has been verified on the Canada Post Lookup, a manual address override can be performed.

System Steps

✏ Step 1A: Invalid Postal Code

If the client’s postal code is not available in the Canada Post database, the system will display an error. Click RETURN.

✏ Step 1B: Valid Postal Code but Incorrect Address
Step 2: Register Person Page

After clicking on RETURN, the Person Registration page will appear with Invalid in the Postal Code Lookup field.

Step 3: Register Person Page

Delete “Invalid” or “X” and enter the correct postal code. All other Primary Mailing Address Details fields are also free-form text fields that can be filled in with appropriate information.

Once completed, the client registration process can continue.
Features of the Employment Ontario Home page

1. The **Assessments** tab contains the Second Career Eligibility and Suitability Assessment template. Refer to section 6.7 and 6.8 for details on creating and modifying the template.

2. The **Action Button** contains actions for creating a new service plan or a new note.

3. Case reference is the unique identification number of the case. This is automatically generated by the system when the case is opened. The case reference number is also displayed on the Employment Ontario Home page header and on the Employment Ontario Case tab. The case reference number can be used in Case Search.

4. A link to the client’s Person Home page.

5. Links to any active products appear in this **Products** information panel. All cases appear here, including overpayment and underpayment cases, as well as open and closed cases.

6. Links to any active service plans appear in this **Service Plans** information panel. All cases appear here, including open and closed cases.

7. The only member that appears in the **Case Members** information panel is the client. This links to the client’s Employment Ontario Case Member Home page.

8. **Recent Changes** information panel, this panel shows the recent changes to the Employment Ontario Case. Click VIEW ALL CHANGES to open the **Recent Changes** tab.
6.5.2 Search for a Case

The system allows ministry staff and service providers to search for an Employment Ontario Case or other case types associated with a client. For more details, refer to Chapter 2.

6.5.3 Modify a Client Profile

The system allows the user to modify client data at any time and view changes in the client’s history section. The client’s history section keeps a history log of specific changes made to the client’s member home page.

System Steps

❖ Step 1: Employment Ontario Home Page
Click on the CLIENT’S NAME located in the Details information panel.

❖ Step 2: Person Home Page
The client’s Person Home page appears in a new page. The client reference number is displayed in the page header as well as in the **Name** information panel. Click **EDIT** to modify the client’s profile.

遑  Step 3: Modify Person Page

Make the necessary changes, and click **SAVE**.
If the client’s name needs to be changed as a result of a data entry error, the changes can be made from the edit feature. If the client has legally changed their name, follow the alternative name procedure.

6.5.4 Client History

There will be instances when specific client information will need to be modified. The system will maintain a summary history, as well as a detailed history of these changes. The summary history will display changes to the surname, marital status and date of birth, while the detailed history will display a complete history of changes to the client profile. It’s important to mention that the history feature is viewable in various sections throughout the system. Client history is accessible from the client’s Person Home page, whereas the employment history, for example, resides within the employment record itself.

System Steps
6.6 Building the Client profile

Once the Employment Ontario Case has been created, the user can begin building upon the Employment Ontario Case by adding information. A client’s education and employment records may need to be updated while the client is participating in a program or service.

6.6.1 Education Record
The system captures the client's education history information which can be added or modified.

System Steps

✦ Step 1: Person Home Page
Click the Background tab and select Education in the Tab Content Bar.

✦ Step 2: Education Page
Click NEW to add education details, or click EDIT in the Action Button next to the record to be modified.

✦ Step 3: Create Education or Modify Education Page
Enter as much information as possible into the available fields. The fields with an asterisk are mandatory. Additional information should be entered into Comments, if relevant. Click SAVE to return to the Education page, or SAVE & NEW to add additional education records.
6.6.2 Employment Record

System Steps

Step 1: Person Home Page
Click the **Background** tab and select **Employment** in the Tab Content Bar.
Step 2: Create Employment or Modify Employment Page

Click NEW to add employment details, or click EDIT from the Action Button next to the record to be modified.

Step 3: Create Employment Page

Fields with an asterisk are mandatory. When capturing employment history for the first time, the user must manually enter the employer’s name in the Employer field. Click SAVE to complete the create employment process, or click SAVE AND NEW to proceed with capturing additional employment records.
The Primary checkbox can be used to identify the client’s most current and/or recent employment. If the client has more than one employer, the user can assign the primary role to any one of the records by selecting the Primary checkbox.

']!='Step 5: Employment Page

A summary of all employment records that have been added and modified will be displayed. The user can view the details of an employment record by clicking the toggle.
6.6.3 Create and Modify Contact Information

The system captures a list of residential addresses, mailing addresses, email addresses, phone numbers and web addresses for the client in the Contact tab. These items can be created or modified.

6.6.4 Alternative Names

The system captures a list of alternative name records for a client. An alternative name is any name recorded for a person. A type must be selected for each alternative name entered. The types available are Alias, Preferred, Registered, and Stage. A client’s registered name is the name used to create the client profile which is displayed throughout the system. Setting the type of alternative name to Preferred will result in the new preferred name being displayed.

Data Entry Error

Names can be modified to correct minor data entry errors. This can be done by using the Edit feature, located on the Person Home page for the preferred or registered name. Other names can be modified by editing the name from the Alternative Names page.

System Steps

𫍽 Step 1: Person Home Page
Click EDIT to modify the client’s profile.

Directive

⚠️ Step 2: Modify Person Page
Modify the necessary fields, and click SAVE.
Legal Name Change

For example, if a client’s last name changes from Smith to Jones. Before any modifications can be made in the system, the client must provide proof of name change (refer to the internal business procedures).

System Steps

✪ Step 1: Person Home Page
Click EDIT to modify the client’s profile.

Modify the necessary fields, and click SAVE.
6.6.5 Alternative ID

The Social Insurance Number (SIN) is a form of client identification and is considered to be an alternative ID. The system allows the user to create a new client alternative ID if none was entered or edit the alternative ID if it was entered incorrectly or if the client had a temporary 900 series SIN and now has a new SIN which needs to be updated in the system.

Scenario 1

The client’s SIN was not entered or the incorrect SIN was entered in the system.

System Steps

Step 1: Person Home Page

Click the Identity tab, and select Alternative IDs in the Tab Content Bar.
Step 2: Alternative IDs Page
Select NEW to create an alternative ID, or click EDIT from the Action Button next to the alternative ID record to be modified.

Step 3: Create or Modify Alternative ID Page
Make the necessary change in the Alternative ID field, and click SAVE.
The previous information is maintained in the history for that record. If a search is done, only the new modified record will be retrieved.

6.7 Completing a Second Career Eligibility and Suitability Assessment Template

The Second Career (SC) Eligibility and Suitability Assessment template has been automated and is now available within EOIS-CaMS. Note: There are no changes to the content of the SC template.

System Steps

 skinny  Step 1: Employment Ontario Home Page

Click the Assessments tab and select Second Career in the Tab Content Bar. Click NEW.
If applicable, confirm the client’s eligibility by selecting the confirmation checkbox and click SAVE. Otherwise click CANCEL to return to the Assessments page.

**Create New Eligibility Assessment**

To be eligible for Second Career, individuals must:

* have been laid-off on or after January 1, 2005; and
* be unemployed; and
* be a resident of Ontario; and
* be a Canadian citizen or permanent resident legally authorized to work in Canada; and

* demonstrate occupational demand for the training request with evidence of good employment prospects locally or within Ontario.

Please refer to the Second Career Guidelines, Section 2.3.6 Ineligible Individuals especially as it relates to individuals who have been restricted from receiving OSAP.

I confirm that the client, molly jones, meets all required eligibility criteria noted above.

**Step 3: Create New Eligibility Assessment Page**

Indicate a **Suitability Score** for each **Criteria**. Enter **Comments**, where applicable, noting that each comment box has a 250 character limit.
### Step 4: Create New Eligibility Assessment Page

Continue completing the information and confirm whether the client meets the **Total Suitability Score** by checking the appropriate box. Per the Second Career guidelines, a user will be required to provide a rationale for an assessment having a **Total Suitability Score** of 15 or less.

Select the **Name** of the caseworker that completed the assessment and related **Service Delivery Site** from the drop-down lists. If the **Name** of the caseworker is not in the drop-down, select "Other" from the bottom of the list and enter their **Name** in the space provided. Provide the **Date** of the assessment and click SAVE.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Program Suitability High (6 points)</th>
<th>Program Suitability Medium (2 points)</th>
<th>Program Suitability Low (1 point)</th>
<th>Suitability Score</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Job Search</td>
<td>More than 26 weeks of active job search, with documentation</td>
<td>13 to 26 weeks of active job search, with documentation</td>
<td>Less than 13 weeks of active job search, with documentation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duration of Unemployment</td>
<td>More than 26 weeks unemployed</td>
<td>13 to 26 weeks unemployed</td>
<td>Less than 13 weeks unemployed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educational Attainment</td>
<td>High school completion or less, or post-secondary completion not recognized in Ontario</td>
<td>High school completion with some post-secondary or some apprenticeship training</td>
<td>Post-secondary completion, or apprenticeship completion (Certification of Apprenticeship or Certificate of Qualification)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work History</td>
<td>More than 7 years in the same occupation</td>
<td>3 to 7 years in the same occupation</td>
<td>Less than 3 years in the same occupation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labour Market Prospects</td>
<td>Credential/licence needed for chosen employment</td>
<td>No credential or licence needed for chosen employment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type of Training</td>
<td>Leads to certificate/diploma; occupationally-specific</td>
<td>Provides upgrading/language training to qualify for</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Step 5: Suitability Rationale Page

If the Total Suitability Score is 15 or less, you will be prompted to provide a Rationale in order to save the assessment. After the rationale has been entered, click SAVE.
Suitability Rationale

The Total Suitability Score is equal to or less than 15, therefore a rationale must be provided in order to save the assessment.

Save Cancel

🚀 Step 6: Assessments Page

From the **Assessments** tab on the EO Home Page, a summary will be displayed.
Standard EOIS-CaMS print functionality is available; however it is advised that the Assessment be printed as landscape to ensure the entire assessment fits on one page. This can be completed by adjusting your individual print settings.

6.8 Modifying Suitability Assessment

Only a member of the service provider organization that created the assessment and/or any Ministry caseworker who belongs to the same region as the service provider can edit the assessment.

System Steps

✦ Step 1: Assessments Page
Select which component of the assessment requires editing from the Action button. Make the necessary changes and SAVE accordingly.

✦ Step 2: Employment Ontario Home Page
Any changes made to the Assessment will appear in the Recent Changes tab.
6.9 Duplicate Records

There may be situations when information for an individual is recorded more than once in the system. In these instances, the Employment Ontario case related to the client profile that does not contain the client’s correct Social Insurance Number should be closed by the EOIS Help Desk.

⚠️ The SP EOIS-CaMS Knowledge Expert contacts the local Employment and Training Consultant (ETC) outlining the situation with as much detail as possible. The ETC will escalate the issue to their Local Business Expert (LBE) who may require additional information and, if required, will escalate the issue to the EOIS Help Desk.

6.10 Closing an Employment Ontario Case

An Employment Ontario Case will remain open indefinitely unless it was opened in error or the client is deceased. Only a system administrator or the Help Desk roles within the system can perform this function. These roles are also needed to reopen a case.