

**EOIS Case Management System (CaMS)
Summer Jobs Service (SJS) 2011-2012
Questions and Answers**
Version 1.0

May 2011

Introduction

To support the administration and delivery of Summer Jobs Service (SJS) program in 2011, the ministry plan to launch Release 2.0 of Employment Ontario Information Case Management System (EOIS-CaMS) on May 30th, 2011. In addition to various enhancements, Release 2.0 will include new functionality including a SJS Service Plan template.

BEFORE RELEASE (Up to May 30th):

Q1: When will SJS functionality be available in EOIS-CaMS?

A1: EOIS-CaMS Release 2.0 will include new functionality, namely the SJS Service Plan to support the delivery of the program. Release 2.0 is scheduled to 'go-live' Monday May 30th, 2011.

Q2: What training resources are available to support the delivery of SJS?

A2: User guides, desk aids and other training resources will be updated before the launch of Release 2.0 in late May. In addition to the current online training modules, a new interactive online module will be available in early May to help aid in the training of staff. To train new staff, we suggest reviewing the Training Resource Guide and using all resources that are posted on the Employment Ontario Partners' Gateway (EOPG). The Ministry does not have plans to deliver in-class system training to support SJS. The functionality of the SJS service plan resembles an Employment Service (ES) service plan, with a Goal, Sub-Goal and Plan Items. **The SJS service plan type is the only "new" functionality directly related to SJS.**

Q3: Will organizations be allocated more licenses to support the delivery of SJS?

A3: As highlighted in the January 26th 2011 Service Provider Bulletin, the Ministry sought clarification regarding the flexibility of user accounts as per the framework of its licensing agreement with *Curam Software*. Based on this clarification, service providers can have additional user accounts beyond their initial license allocation. However, providers need to be aware that maximum amount of user logged into EOIS-CaMS at any one time cannot exceed their license allocation. Service providers can create additional user accounts for authorized staff to support the delivery of SJS using the current user management process. For more information on User Management, please refer to the EOIS-CaMS section of the EOPG.

Q4: Do users require an additional user ID and password to access SJS functionality?

A4: No, an additional user ID and password are not required to access SJS functionality. Authorized users of EOIS-CaMS will be able to access SJS functionality with their current user ID and password.

Q5: Can we use the last year's SJS Participant and Employer forms, or will new forms be created?

A5: The creation of new forms will support the delivery of SJS through EOIS-CaMS. The new forms reflect the mandatory information required by the Ministry and captured by EOIS-CaMS. The forms are aligned with the system to simplify data entry.

Q6: Are these new SJS Participant and Employer forms mandatory?

A6: The Ministry developed forms contain important client and employer information and provide client consents for legal use of that information. The use of these forms is **mandatory** and they **cannot** be altered by your organization in any way.

Q7: Why are we collecting "Source of Income" on the new SJS Participant Registration form?

A7: Providers will be using EOIS-CaMS to record SJS participant information. SJS functionality in EOIS-CaMS is modelled after ES, and has several new mandatory fields. We realize clients participating in SJS are students with no source of income; however, service providers are required to enter this information in the system to complete the SJS Service Plan.

Q8: If an employer uses the old Employer form, can we accept it?

A8: An employer is required to fill out the new Employer form. There is additional information required on the new form that the employer must complete and sign.

Q9: Employers often fill out the forms for the students, is this practice still acceptable?

A9: Students are required to complete their own SJS Participant form. This Ministry developed form contains a Notice of Collection and Consent that the student must sign in front of the provider acknowledging that the service provider has explained the use and disclosure of their personal information.

Q10: A large amount of a client's personal information is captured on the SJS Participant Registration form. What are the Ministry expectations regarding the explanation of collection and consent by service providers?

A10: The Ministry expects SJS service providers to protect the personal information they collect, use, disclose and retain. Service providers must provide each individual client with a Notice of Collection of Personal Information, and obtain his or her consent to the indirect collection of personal information set out on the SJS Participant Registration form. The Notice of Collection outlines the collection, use, disclosure and retention of the client's personal information. Service providers are required to under the Notice of Collection to ensure they can explain the following key points to the client:

- Why their personal information is being collected and how it will be used
- From whom the Ministry may collect information and with whom the Ministry may share information
- What laws and regulations allow the Ministry to collect the information?
- Whom to contact with questions and concerns

For more information regarding privacy tips for organizations, refer to the EOPG:
http://www.tcu.gov.on.ca/eng/eopg/publications/20101015_sp_privacy_tipsheet.pdf

Q11: The employer was registered in EOIS-CaMS for the delivery of ES, is the employer required to fill out the form for SJS?

A11: The employer must complete the Employer Form for SJS, as there are different information/details required. However, **do not** register the employer again in EOIS-CaMS. Service providers should always search EOIS-CaMS first before registering an employer to make sure they do not already exist.

Q12: Will new Service Delivery Sites be available in EOIS-CaMS to support delivery of SJS?

A12: SJS clients will be entered into EOIS-CaMS using a service provider's current EO Site ID. Similar to ES, service providers must make sure they associate the correct service delivery site when creating a service plan for a client. Remember, an authorized user within has access to all service delivery sites associated to his/her organization. For example, a user entering a service plan in Sudbury location can associate their James Bay service delivery site to the client.

Q13: Release 2.0 of EOIS-CaMS is in late May, how do I collect SJS information from April 1st – May 30th?

A13: Similar to ES, we ask that service providers collect all information via the Ministry developed forms leading up to Release 2.0. From April 1st through May 30th, we ask that service providers enter the client's personal information and create an Employment Ontario Case for the client, recording the client's reference number for further data entry. When Release 2.0 launches on May 30th, service providers should then go back through their forms and create the client's service plan.

AFTER RELEASE (After May 30th):

Q14: Who do I contact if I have a technical question with EOIS-CaMS SJS functionality?

A14: Service providers will be using the same EOIS-CaMS support model as established for the delivery of ES. The model is built upon the expectation that system users will first consult local resources such as knowledge experts in their organization (i.e., a service provider lead), followed by the local ministry office, if necessary. If an issue/enquiry can not be adequately resolved by the organization knowledge expert or local ministry office, the matter will be escalated to the EOIS Help Desk for action. **The EOIS Help Desk will only be able to deal with system-related issues.**

Q15: Who do I contact if I have a non-system question regarding SJS?

A15: If you have questions regarding the delivery of the SJS program that is supported by EOIS, please refer to the SJS Guidelines for Service Providers and/or other program information and tools posted to the EOPG. Again, the local ETC is your primary contact

in situations where your operational (i.e., non-system) question may need to be escalated.

Q16: Will reports be available for SJS? Are they accessed through the same website as ES reports?

A16: Operational reports for SJS will be available in Reports Release 1.4 which is scheduled for release in late May 2011. These reports will resemble the operational reports that are currently available for ES (e.g., ES Case Activity). More information related to these SJS reports will be posted on the EOPG as it becomes available.

Q17: Are we expected to maintain background information for a student in the client profile (i.e., education, employment history)?

A17: Service providers are expected to maintain background information for all clients (ES and SJS). Education and employment information is a required portion of the Participant form and must be recorded in EOIS-CaMS.

Q18: Can a client have more than one active SJS Service Plan at one time?

A18: SJS service plan functionality was modelled after the ES service plan. A client can **only** have **one** active SJS service plan at one time.

Q19: The client is already registered in EOIS-CaMS by another user; can I create an SJS Service Plan for this client?

A19: If the client has been registered with a SJS service plan by another user in a different organization, you will not be able to create another SJS service plan for this client. You will need to contact the client for further details. If you come across the situation where a client has been registered, yet a SJS service plan has not been created, contact the client to make sure they have not registered with another organization. Contacting the client in these cases may prevent you from opening a service plan that you will later need to close as "Opened in Error."

Q20: Does EOIS-CaMS enforce the age requirements for SJS?

A20: EOIS-CaMS do not have system rules that enforce an age requirement. Service providers are expected to verify a client's age before registering them in EOIS-CaMS.

Q21: Does an employer have to be registered in EOIS-CaMS before a user can create an SJS Placement Plan Item for a client?

A21: Similar to ES, an employer must be registered in EOIS-CaMS before a user can associate this employer with a SJS service plan. Employers for SJS must complete the appropriate Employer Form.

Q22: Can a SJS service plan have more than one placement plan item?

A22: A SJS service plan has the functionality to associate more than one placement plan item to the client. For example, if the service provider has found two part-time placements for the client, they will be able to record this information in one SJS service

plan. SJS and ES service plans allow a user to add a specific plan item more than once. The user must save the first plan item before creating another plan item of the same type.

Q23: ES Service Plans requires a SIN to activate the plan; does an SJS Service Plan require a SIN?

A23: SJS service plans **do not** require a SIN for activation.

Q24: When do I close an SJS Service Plan? After the placement has ended, or when the employer submits the remittance?

A24: SJS service plans should be closed after the placement has ended. Waiting for the employer to submit a remittance may cause a delay in closing service plans that could potentially affect the client if they choose to pursue services from another service provider.

Q25: A client has an open SJS Service Plan with a service provider – they were offered another placement with a different provider and would like to pursue that placement. What is the process for contacting the original provider and having them close the first service plan?

A25: In the event that a client wishes to cease service with a service provider, the existing SJS service plan must be closed in EOIS-CaMS. The client may make a direct request to the organization to close the SJS service plan. Alternatively, the new service provider may make the request, with the consent of the client. If the new service provider is making the request on behalf of the client, they must ensure that: Written consent is secured from the client to make the request.

The written consent of the client is transmitted to previous service provider as supporting document for the closure request. All service providers will be responsible for developing appropriate forms/documentation to facilitate any client request for the closure of SJS service plans.