

## Employment Ontario Information System (EOIS) Case Management System (CaMS) Bulletin

### **EOIS-CaMS Release 17.2**

The purpose of this bulletin is to provide Employment Ontario service provider organizations with an update on EOIS-CaMS Release 17.2 and the related resources.

The ministry is pleased to announce that Release 17.2 of EOIS-CaMS was launched to all service providers and ministry staff on June 12, 2017.

The following items are the key enhancements introduced with EOIS-CaMS Release 17.2. For detailed instructions regarding the enhancements, service providers are encouraged to review the updated “EOIS-CaMS Service Provider User Guides.”

### **Canada-Ontario Job Grant (COJG)**

Several enhancements have been made to the COJG Application Home page and service plans.

- The “Info Assist” tab provides a history of previous applications submitted by an employer, as well as the number of times the first choice training provider has been requested. This new functionality will assist staff during the assessment stage of the application process to aid in decision making.
- New data validations have been added to COJG service plan functionality to ensure improved data quality. The system will display appropriate error message if the Total Cost is less than the sum of “Employer Cash Contribution” and “Employer In-Kind Contribution” on the Participant’s service plan. On the Employer Client Summary, if the Training Schedule Start Date and End Date exceed 52 weeks, an error message will occur.

### **Service Plans**

“Expected Outcome” options can be selected from a drop-down menu when creating or modifying a plan item. This allows for easier navigation when selecting an outcome compared to using a lookup screen.

### **Service Home Page**

A new “Language of Service” field is available for all Employment Ontario programs, on the Service Home page in EOIS-CaMS. This enhancement supports the different languages offered for different services at the same service delivery site. The three options are: English, French and Bilingual. The “Designated Francophone” field, which was captured on the Service Delivery Site Home page, will no longer be available. A similar update has been made on the Request a Service Provider Appointment website (formerly known as EOSS) and COJG website which now includes the three languages of service options.

## Employment Ontario Information System (EOIS) Case Management System (CaMS) Bulletin

### **EOIS Reports**

In Release 17.2, several case activity reports have been updated to show separate totals for cases closed in the previous fiscal year and the current fiscal year. This enhancement will help support the accuracy of follow-up data which will encourage follow-up completion rates. The following case activity reports have been updated:

- Report 18 – Employment Service
- Report 61 – Literacy and Basic Skills
- Report 111 – Youth Job Connection
- Report 121 – Youth Job Connection Summer

In addition, Report 26 – Service Delivery Site has been updated to capture the “Language of Service” category.

### **More COJG Enhancements Coming Soon**

The following enhancements are scheduled to be launched in summer 2017.

#### **New COJG Employer Web Application**

Employers will be able to submit their COJG applications through a new online web application. The web application is intended to be intuitive and easy to navigate. One new feature will allow employers to save a partially completed application as a draft to be completed at a later date.

Currently, employers download a PDF application form, complete it and then upload to the online application page. Once the web application is launched, the download functionality will be disabled to prevent employers from downloading PDF application forms. Please note that service providers and ministry staff will not be impacted by the new web application. Staff will continue receiving applications as they would normally.

#### **COJG Participant Service Plan Cloning Functionality**

In an effort to reduce the administrative burden of data entry, service provider staff will have the ability to clone COJG participant training information for a training group at one time. Once a participant service plan has been created with the training information entered, it can then be used to copy over the same training information into multiple service plans within a specific training group. In addition to cloning training details, staff will be able to bulk approve, bulk accept and bulk close service plans.

#### **Release 17.2 Resources**

To support Release 17.2, the ministry has updated resources to aid service providers with the changes. The “Detailed Reporting User Guides” have been updated to incorporate the

Employment Ontario Information System (EOIS)  
Case Management System (CaMS) Bulletin

changes implemented by the new release. The guides are available under the "[Guides and Resources](#)" section of EOIS-CaMS on the Employment Ontario Partners' Gateway (EOPG).

Thank you for your patience during the roll-out of EOIS-CaMS Release 17.2. Service provider feedback has and will continue to assist the ministry with system enhancements. Please direct any Release 17.2 questions or concerns to your ministry regional office.

Thank you.

Finance, Analysis and Systems Support Branch

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