ES Best Practices and Understanding Results
Service Provider Sessions
Parking Lot Qs&As

Service Coordination

What "counts" towards a service coordination referral and why doesn't everything count?
ES Service Coordination should not be mistaken for Information and Referral services, which is a requirement of all EO programs and services. Service Coordination is a measure of the ES Service Quality Standard and therefore entails more than just a referral.

ES Memo # 28 (Service Coordination Calculation, Clarification on the Referred In indicator and What is a Formalized Referral?) clearly articulates what is considered a formalized/structured referral and therefore clarifies what can be counted and what can't be.

There are only a few organizations on the Referred Out list(s) that do not "count" towards service coordination. Service Coordination presently values the following Referred Out "categories" as they relate to increased employability:

- Registered in Education or Training to complete High School
- Registered/Participating in Training
- Registered or confirmed receiving services with other Community resources that support Employability

Therefore, if the other programs/services/organizations do not fit within these categories then they would not be counted. Some organizations may not be captured as their organizational type e.g. Ministry of Citizenship and Immigration – Other" but through their services e.g. "Language Services – Assessment" or "Newcomer Services".

See Employment Service – Service Quality Measures and Indicators document on the EOIS Guides and Resources Page of the eopg.ca website for additional information (http://www.tcu.gov.on.ca/eng/eopg/eotransformation/eois-cams_guides.html)

What documentation is required for formalized service coordination?
As per the ES Guidelines for Service Providers all service decisions must "provide a rationale for all service decisions". Therefore, the client's file must document the rationale for the Referred In or Referred Out determination.

As noted in the ES memo #28 (Service Coordination Calculation, Clarification on the Referred In indicator and What is a Formalized Referral?) the referrals are meant to be structured and formalized and therefore require more than just the word of the client via the registration form. It must be backed up by the referral protocols determined between the two service providers.

If a past client returns, can we use their original referred in source?
No. ES is intended to be client centric and to capture information on the client based on a needs assessment at the start of the program regardless of whether the client had accessed the program in the past. Therefore, for service coordination and suitability the client is required to provide information that is accurate at the start of the registration process for the client as it is expected these areas would change over time and additional experiences.

It is recommended that the SDS should review the previous service plan and the client summary items to build on what was previously done.

Why is Job Bank noted as a positive Referred In sub-indicator?
The Job Bank is considered an EO program/service and therefore all EO programs and services are considered positive in regards to the Referred In indicator. This does not mean it is likely that this referral will occur.

There is a lack of understanding of the LBS program and how to integrate LBS into ES work.
The ES SDSs are expected to coordinate and integrate their services within the community context.

Therefore, it is expected the ES site connects with the LBS provider to ensure the program is understood not just from a service coordination perspective but also from a pure information and referral service.

The LBS Guidelines and other LBS documents can be found on the LBS page of the eopg.ca website:
http://www.tcu.gov.on.ca/eng/eopg/programs/lbs.html

Suitability

Can the detailed service quality report (#11) be adjusted to calculate the % each Suitability indicator represents out of the total closed service plans from the percentage of the final Suitability value?
Not at this time. The DSQ report is meant to capture core measure data and results and therefore the total value of the indicators equate to the core measure value.

What is meant by the term "documented evidence" for the language skill issue?
The ES Guidelines state the following:
"The service provider has documented evidence that the individual's language skill is a barrier to employment. For example, language assessments based on the Canadian Language Benchmark (for newcomers) or literacy levels."
Therefore, there must be some form of evidence documented in the client's file that the client's language skills are a barrier to obtaining or keeping employment. This could be test results, an employer declaration, etc. This is not meant to be anecdotal but documented evidence that this is indeed an issue.
It is expected that the SDS has the skills and knowledge to determine when and how different variables would be a barrier to employment.

What is the purpose of the "Source of income" suitability indicator?
For ES, the "source of income" Suitability indicator is meant to capture the client's particular employment barriers. Its purpose is not to determine how much employment and training supports are provided for a client.

The fact the client has no source of income or is on OW or EI indicates a lack of attachment to the labour market and therefore indicates a “barrier” for the client to obtain full-time sustainable employment.

Placements

Why does the system allow you to exit the client profile without making the collection of employment history mandatory if this information is important to the delivery of services and program administration?
In some cases, the client may not have any employment history; therefore, the system cannot make the collection of employment (or educational) history mandatory. However, the collection of employment and educational histories is critical to the planning, delivery and administration of services.

NAICS Codes – they are often not accepted because of the discrepancy between the old codes and new codes.
If you receive an invalid NAICS Code error message, you are likely using an out-dated NAICS code or an American NAICS code. Use the current Canadian NAICS codes that can be found on the Statistics Canada website: http://www.statcan.gc.ca/subjects-sujets/standard-norme/naics-scian/2012/index-indexe-eng.htm This link is an important resource as the system requires users to use the most up-to-date NAICS and NOC codes. You are encouraged to save this link in your Favourites for easy access.

Why is the placement hrs./week not a mandatory requirement?
Within EOIS-CaMS, once a client has completed a placement, the Placement hours per week becomes a mandatory field which must be entered before the user is able to complete the associated plan item. Within both the Placement plan items, and within the Employment History section of the Person Homepage, this field will default to 0, with a range of 0 to 99.

If users fail to update this number, when saving the result will show 0 as the hours per week. When inputting this information, to ensure data integrity, users should be mindful of this, and enter the appropriate number in this field.

Why is there a discrepancy in average expenditure in Job Placement for reports 15C and 15B?
It is possible to have a different number in each report as the averages in Report 15B for expenditures are based upon unique clients, whereas the corresponding field in Report 15C is by placement. With Report 15C reporting data based upon # of placements, its numbers can be higher than that of Report 15B in cases where:

1. There are more than one Service Plan for the same Client.
2. There are more than one Placement with Incentive Plan Items in a Service Plan.

Average Wage

How is “average wage” in the ES All Data – Placements/Employer 15C Report derived?
The average wage is pulled from service plans that have matching employment records and the sub-goal of Job Search, Job Matching, Placement and Incentives or Job Retention. The information is located in the Client Profile in the *Employment History* section. The hourly wage amount is derived from the “hours per week” and “wage amount” fields:

- *Hourly: Rate* = “Wage Amount”
- *Weekly: Rate* = “Wage Amount”/ “Hours Per Week”

- *Bi-Weekly: Rate* = “Wage Amount”/ (“Hours Per Week’ / 2)
- *Monthly: Rate* = “Wage Amount”/ (“Hours Per Week”/ 4.33)
- *Annum: Rate* = “Wage Amount”/ (“Hours Per Week”/ 52)

Please see the ES All Data – Resource and Information report user guide on the eopg website:
http://www.tcu.gov.on.ca/eng/eopg/eotransformation/eois-cams_detailed_reporting.html

Are all numbers used to calculate the average wage?
The only records that are excluded from the report 15D calculations of “average wage” are records where the wage amount is zero.
Please see the ES All Data – Resource and Information report user guide on the eopg website:
http://www.tcu.gov.on.ca/eng/eopg/eotransformation/eois-cams_detailed_reporting.html

Completions

What is the difference between the completion and non-completion closure reason?
The ES data dictionary states that a closure reason is the reason that a service plan has been closed.

Therefore, a completion would mean the service plan was closed due to the completion of the service plan.

A non-completion would mean the service plan was not completed but was closed for one of the reasons noted on the pick list.

Assisted Clients

How many service plans are needed to be considered to be assisted?
Please review ES memo #38 – *Assisted Service Plan in EOIS-CaMS* which highlights what makes a service plan assisted.

Assisted Service participants are defined in the *ES Program Guidelines* as participants who have received at least one of the following services: Job Search, Job Matching, Placement and Incentives and/or Job Training/Retention services. For these sub-goals, at least one plan item must be completed for the data to appear in the DSQR and, for the “Job Matching, Placements and Incentives” sub-goal, the plan item must be either “Placement with Incentive” or “Placement without Incentive.”

Miscellaneous

Why is the customer satisfaction 15% response rate using the visits instead of unique RI users?
ES Guidelines indicate:
“The service provider must select a sample according to the parameters specified in the Business Plan and must achieve a response rate of 15%. It must include clients and employers accessing the full range of service components including Resource and Information.”

Each service component has slightly different services attached and as clients do not necessarily access all components of service the SDS should survey all aspects of the ES program.

Tracking of unique clients does not provide the SDS with the information they need for customer satisfaction purposes. A repeat client accessing RI throughout the year will probably have a different satisfaction level than client visiting the SDS for the first time since the repeat visit indicates they have not been successful in getting/retaining employment. It is therefore important to use a 15% response rate for visits to include the repeat clients' satisfaction level.

Is there any way to prevent EOIS-CaMS downtime at the end of the month? There are times when the system is slow or unavailable.
EOIS-CaMS is instrumental to the delivery of Employment Ontario as it supports priorities including the delivery of services to Ontarians participating in Second Career, Employment Service, Literacy and Basic Skills, etc. Like any enterprise solution, the availability of non-interrupted service is important for service continuity. Like any large (and small) enterprise solution, planned outages to allow for upgrades are part of a system's lifecycle. Unplanned outages beyond the ministry's control may occur periodically. When these events occur, our aim is to re-establish service as quickly as possible.

We have heard from service providers of perceived slowdowns in system performance. Because EOIS-CaMS is a web-based application system performance may be impacted by non-application issues such as the quality of local internet service or local network issues.

In April 2013, the ministry launched a temporary *Survey Monkey*-based tool that allows users to immediately notify the ministry of possible system performance issues. The information collected via the tool will be used by the ministry to support investigation into these circumstances.

The ministry periodically receives calls from service providers expressing concerns that they were "timed out" of EOIS-CaMS. We would like to remind service providers that EOIS-CaMS will time out after 15 minutes of inactivity. This is a security feature where any system interaction during this 15 minute time period (i.e., clicking anywhere on the screen) by an authorized user will delay the time out. This should not be confused with system degradation.

http://www.surveymonkey.com/s/EOIS-CAMS-Performance

Additional questions

We would like to see more structured reports that display the information in a more "user friendly" format without having to cross reference various reports to extract data.
Currently, reports are offered in both Excel and PDF formats for service providers. By providing certain reports in Excel each service provider may manipulate and present their data based on their unique needs. Performance reports are only available in the PDF format to protect the integrity of site performance targets and actual results. The ministry has also taken the step of providing ES (and LBS) service providers with data files which allow each organization the option of importing the data into their respective management information systems.

How do we go back and change data when the client's service plan is "Closed"? For example, there may be circumstances where we have closed the service plan but the client returns for retention supports.
Once a service plan is closed it cannot be reopened. If it was closed in error, the Closure Reason should be changed to "Opened in Error," which will ensure it is filtered out of reports, and the service plan should be recreated and closed with the correct information. ES providers are expected to use their

professional judgement to determine if a new service plan should be created for clients who may return at a future date for retention supports.

Why is MTCU collecting so much data?
Employment Ontario represents a significant public investment to help Ontarians improve their skills and find work. Client and performance data, including the information collected in EOIS-CaMS and other ministry reporting requirements are a critical component to the proper administration and delivery of the Employment Service. The information is fundamental to the ES Performance Management System, as well as the ministry's responsibility to existing labour market agreements.

Case activity Report (#18) needs a lot of manual cleaning before it is useable. It is recommended that this important report be improved by MTCU
The ministry agrees that report 18 is important. The objective of report 18 is to provide service providers with a detailed and thorough account of their client's case activity. By publishing this report in Excel, each service provider has the ability to filter the data based on their unique needs. We will continue to explore opportunities for enhancing EOIS-CaMS and the ES reports. Please keep in mind the challenge of accommodating the specific report formatting preferences of a network of approximately 170 organizations.

Can the ministry generate a report to capture subsidies paid to date as well as committed and a financial report by employer showing paid out and committed?
Data files that contain this data have been available to Service Providers since the initial release to ES in August 2010. Using the data file, service providers can create ad hoc reports to address their unique needs. If you wish to receive data files on the Service Provider Reporting Website, you must select "Yes" from the **Utilizing Data File** section on your *Service Delivery Site* homepage in EOIS-CaMS. You must select "Yes" for each service delivery site that wishes to receive data file. Currently these data files are being utilized by a number of Service Provider organizations.

For additional information see:
http://www.tcu.gov.on.ca/eng/eopg/publications/2013_2_cams_bulletin.pdf

Ability to generate reports based on custom queries i.e. would like to look at case activity by individual.
Data files containing this information are available to Service Providers. (ES data files have been available since the initial release of the system to ES in August 2010.) Using the data file, service providers with basic technical capacity can create ad hoc reports. If you wish to receive data files on the Service Provider Reporting Website, you must select "Yes" from the **Utilizing Data File** section on your *Service Delivery Site* homepage in CaMS. You must select "Yes" for each service delivery site that wishes to receive data file.

For additional information see:
http://www.tcu.gov.on.ca/eng/eopg/publications/2013_2_cams_bulletin.pdf

Service providers also have access to information on case activity (at the client **level**) in the Employment Service Case Activity Report (Report 18).