

## **Memorandum**

**To:** Ontario Employment Assistance Service (OEAS) Providers

**From:** David Cronin, Director, Program Delivery Support Branch (PDSB), Employment and Training Division

**Date:** April 08, 2020

**Subject:** Transition of OEAS clients into the Employment Ontario Information System – Case Management System (EOIS-CaMS) and the release of a new Participant Information Form.

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### **Objective**

The purpose of this memorandum is to advise OEAS service providers of upcoming operational changes to the program.

### **What Is Happening?**

As part of Employment Services Transformation in-scope programs, OEAS service delivery sites within the three prototype areas (Hamilton-Niagara, Peel and Muskoka-Kawartha) have transitioned to an integrated model that is being managed by Service System Managers (SSMs).

In order to support service continuity for clients and to align with existing EO programs, all OEAS client information will be entered, and case managed through EOIS-CaMS.

To ensure that the necessary information is collected, an updated participant registration form will be shared with service providers.

## **Who Is Affected?**

As you are aware, as of April 1, 2020 the Ministry implemented a new employment service system which is being managed by Service System Managers (SSMs) in three prototype areas (Hamilton-Niagara, Peel and Muskoka-Kawartha). OEAS providers that deliver services in these prototype areas will begin using EOIS-CaMS for client case management in April 2020.

All other OEAS providers who deliver services outside of the three prototype areas will begin using EOIS-CaMS at a later date which will be communicated with the network.

## **What Should Be Done Now?**

With regards to this EOIS-CaMS systems change, service providers will continue status quo client data collection process until further notice.

For the April 2020 roll out affecting service providers in the prototype areas:

- Webinar sessions will be planned for late April 2020 and will include a walkthrough of how to enter client data in EOIS-CaMS for all users.
- The Ministry will reach out to service providers to confirm access to EOIS-CaMS and advise on user roles for client data entry.
- The Ministry will provide resources, such as guides and desk aids to support training on using the system for client data entry.

## **What will be done later?**

For the province-wide roll out affecting service providers outside of the prototype areas, further details will be provided at a later date.

## **Contact Information**

For enquires or further clarifications service providers should connect through their established channels. For additional information on Employment Services Transformation, [questions and answers](#) are also publicly available on the Employment Ontario Partners' Gateway.

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