

Memorandum

To: **Employment Ontario (EO) Network Delivery Partners**

From: **Cordelia Abankwa**
Assistant Deputy Minister
Employment and Training Division (ETD)
Ministry of Labour, Training and Skills Development

Date: **January 31, 2022**

Subject: **Province-wide Expansion of the Employment Ontario
Digital Portal and Second Career Online Application Form**

Dear Employment Ontario (EO) Network Delivery Partners,

I am pleased to announce that we will shortly be expanding access and providing training for the Employment Ontario digital portal for clients, as well as a client-facing online application for Second Career (SC). The Ministry of Labour, Training and Skills Development has continued its work on the Employment Ontario digital portal and Second Career Online Application Form as part of the Phase 2 improvements to the SC program announced on July 13th. These tools are part of our efforts to streamline the application process and improve client access to the program.

Seven Employment Service (ES) Providers across the province were onboarded to test the beta version and provide input about the Employment Ontario digital portal and SC Online Application Form prior to this provincial-wide expansion. The feedback received from these ES Providers has informed improvements to the online application form to better meet client and ES Provider needs. The online application tool significantly reduces manual calculations and will help shorten the overall application process. Early data analysis revealed that the processing time for online SC application forms is between 2 to 4 weeks from the time the

client commences the application to the time that the agreement is signed. As well, the tool provides clients with a transparent estimate of eligible funding amounts.

Timelines for Implementation

The ministry is eager to expand access to new thinking in digital technology and improve the user experience to increase the digital adoption of the Employment Ontario digital portal and SC Online Application Form.

Expanded access and training for the online application and digital portal for clients will occur in February 2022. Province-wide implementation of the Employment Ontario digital portal and Second Career Online Application Form is expected by Spring 2022.

Training Sessions

Training for the online portal and application form is intended for all employees of ES Providers and Service System Managers (SSMs) who directly administer SC programs and work directly with clients. Training will also review changes that have been made to the Employment Ontario Information System-Case Management System (EOIS-CaMS).

Participants are invited to attend one session on one of the following dates:

English sessions:

- Monday, February 14th 2022 - 10:00am to 11:30am
- Wednesday, February 16th, 2022 - 10:00am to 11:30am
- Thursday, February 24th, 2022 - 10:00am to 11:30am

French sessions:

- Friday, February 18th, 2022 - 10:00am to 11:30am
- Wednesday, February 23rd, 2022 - 10:00am to 11:30am

Please click this [myEOIS link](#) to log into myEOIS and also register for one of the English or French training sessions on any of dates/times listed above.

Added resources, such as system user guides, desk aids and demonstration videos, will be provided to support training. ES Providers will be invited to participate in engagement sessions with the ministry to share their experiences with the online portal and application form and comment on opportunities for continuous improvements. We look forward to

increasing the usage of the Employment Ontario digital portal and SC Online Application Form and partnering with you to increase the digital adoption rate over time. The ministry strongly recommends that service providers use this SC Online Application Form as widely as possible with clients. With this increased usage, feedback will be solicited to better inform enhancements to the Employment Ontario digital portal and SC Online Application Form, as well as provide updates about the digital adoption rate in the coming months.

Thank you again for your continued support of our efforts to improve access to the SC program and for your help in meeting the training needs of Ontarians.

Sincerely,

Original signed by

Cordelia Abankwa
Assistant Deputy Minister
Employment and Training Division (ETD)

cc:

David Cronin (Director, Program Delivery Support Branch)
Kirsten Cutler (Director, Finance, Analysis and Systems Support Branch)
Charles Bongomin (Regional Director, Central Region)
Tariq Ismati (Regional Director, Eastern Region)
Luc Desbiens (Regional Director, Northern Region)
Heather Cross (Regional Director, Western Region)