

## **OEAS Transition to EOIS CaMS - Questions and Answers**

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### **1. Where can I find training materials and guides for EOIS CaMS?**

User guides and desk aids can be found on the myEOIS website:

<https://www.myeois.tcu.gov.on.ca/login/>

For access to myEOIS, follow the instructions on the landing page to send an e-mail to [myEOISpasswordrecovery@ontario.ca](mailto:myEOISpasswordrecovery@ontario.ca) with the following information:

- Name of Service Provider and ID
- Service Provider's e-mail address
- EOIS System(s) currently registered for (EOIS CaMS, SP Connect)

### **2. If I experience technical issues, where can I go to resolve them?**

Technical questions can be submitted to your local office contact, or through my EOIS.

### **3. Should I be expecting login information for CaMS to be sent to me?**

A CaMS login is created by the designated authority at each service delivery site. For assistance with the set-up of a designated authority, please contact your local office.

### **4. Will the ministry be uploading existing client information to CaMS?**

The ministry will not be doing an automated data upload.

### **5. Will service providers still be using Quarterly Aggregate Data Report (QADR) and Client Reporting Template (CRT) reports moving forward?**

As part of their 2021-22 agreement, service providers are still expected to submit the QADR and CRT reports once a quarter until further notified by the ministry.

### **6. Some fields on the Client Summary tab in CaMS are not marked as mandatory whereas they have been on the Client Reporting Template (CRT). Are they still required inputs? Example: self-identification fields.**

All fields that have previously been captured in the CRT should be entered as part of the client's profile.

### **7. Can a client work with more than one EO provider? What should be done about clients who are active in OEAS and another EO program?**

Please refer to the ministry's [memo](#) dated September 2020, which advises that all clients should only have one active EO service plan at a given time, except for those who are enrolled in the Literacy and Basic Skills (LBS) program.

Should you find your client already enrolled in another EO program while searching for their profile on CaMS, please use the following steps as a framework for facilitating a transfer:

- Have a conversation with the client to determine which program is best suited for their current needs. Contact any other service provider who the client is actively receiving service from to determine which service plan can be closed out via a referral to the program that best meets their needs.
- If the client is unable hold such a conversation, the case worker can conduct an assessment in collaboration with the client.