

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

Questions and Answers

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General Questions and Answers

What is being announced today?

The Ministry of Labour, Training and Skills Development (ministry) is expanding access to and providing training for Employment Service (ES) Providers, Service System Managers (SSMs) and ministry staff to use the beta phase of the Employment Ontario (EO) digital portal for clients, as well as a client-facing online application form for Second Career (SC).

The ministry has continued its work on the EO digital portal and SC online application form as part of the Phase 2 of the SC program redesign announced on July 13, 2021. The development of these tools is part of the ministry's efforts to streamline the SC application process and improve client access to the program.

Province-wide implementation of the EO digital portal and SC online application form is expected by Spring 2022.

What is the EO digital portal and SC online application form?

The EO digital portal and SC online application form are online tools that clients can use to complete a SC application package, including completing the application form and uploading required supporting documents. ES Providers and SSM caseworkers must first invite clients to participate in the EO digital portal before accessing the SC online application form. The EO digital portal is hosted on Public Secure, which is a similar platform to ONe-key.

When did the EO digital portal and SC online application first launch?

The ministry launched the beta phase of the new EO digital portal and SC online application form on July 30, 2021.

What is the “beta” version of the EO digital portal and SC online application form?

The beta version of the EO digital portal and SC online application form is the current version in use for the development of the final product. It is designed to continuously test the service with clients in a digital environment. The ministry is collecting feedback to discover helpful insights and continuously improve the digital portal and online application form. Since July 2021, the ministry has received feedback and insights from participating ES Providers and clients that have used the EO digital portal and SC online application form and has used this feedback to develop a good working solution.

Who has been using this so far?

Seven ES Providers across the province have been onboarded in 2021 to use the EO digital portal and SC online application form with their clients.

What are the benefits of the EO digital portal and SC online application form for clients?

The EO digital portal and SC online application form provides an online version of the SC application form, enabling clients to compile a SC application package online, including completing the application form and uploading required supporting documents. The online application tool significantly reduces manual calculations, provides clients with a transparent estimate of eligible funding amounts, and helps to shorten the overall application process. Early data analysis has revealed that the processing time for online SC application packages is between 2 to 4 weeks from the time the client commences the application package to the time that the client signs an agreement with the ministry. Early feedback from current users is that the online application is efficient and easy to use.

Can clients use the EO digital portal and SC online application form before it goes live?

Yes, with the province-wide expansion all clients of ES Providers and SSMs who directly administer the SC program will have the ability to use the EO digital portal and SC online application form. The ES Provider or SSM caseworker must invite the client to participate in the digital portal. The ministry looks forward to increasing the usage of

the EO digital portal and SC online application form and partnering with service providers to increase the digital adoption rate over time.

Will there be training for the EO digital portal and SC online application form?

Yes, training will be available as part of the expansion of the digital portal and online application for all employees of ES Providers and SSMs who administer SC programs and work directly with clients. Training will also include a review of the changes that have been made to the Employment Ontario Information System-Case Management System (EOIS-CaMS).

Participants should click the [myEOIS link](#) to log into myEOIS and register for one of the English or French training sessions on 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

What if I can't attend the training?

Resources, including system user guides, desk aids and training videos that demonstrate and explain how to use the EO digital portal and SC online application form, are available on myEOIS.

How will feedback about the EO digital portal and SC online application form be collected for improvements?

ES Providers and SSMS will be invited to participate in engagement sessions with the ministry to share their own and their clients' experiences with the EO digital portal and SC online application form and comment on opportunities for continuous improvements before the Spring 2022 launch.

Will there be another option for clients to submit SC applications other than the EO digital portal and SC online application form?

The PDF version of the SC application form will remain available to clients, as needed.

Will the EO digital portal and SC online application form replace the PDF version of the SC application form when this goes live?

No, the PDF version of the SC application form will still be available to clients that need it; however, the ministry strongly recommends using the online tools available with clients. Province-wide implementation of the digital portal and online application is expected by Spring 2022.

Will I have to re-train when the EO digital portal and SC online application form goes live?

Not necessarily, the beta product that is being used will be the product that goes live with potential improvements for the user. Depending on the volume of changes, additional training may be scheduled for the launch of the live EO digital portal and SC online application form. Multiple resources, such as system user guides, desk aids and training videos, will continue to be updated and available on myEOIS.

Who should I contact for assistance using the EO digital portal and SC online application form?

Any questions or clarifications on the use of the online tools should be directed to your local ministry representative.