Ontario 🏵

Memorandum

To: Ontario Employment Assistance Program Service Providers

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

Date: March 9, 2021

Subject: Update on the transition of OEAS clients into the Employment Ontario Information System – Case Management System (EOIS-CaMS)

Objective

The purpose of this memorandum is to advise Ontario Employment Assistance Service (OEAS) service providers of the operational requirements in adopting the Employment Ontario Information System – Case Management System (EOIS-CaMS).

What is happening?

As part of its plan to onboard OEAS service providers to the Employment Ontario Information System – Case Management System (EOIS-CaMS) by April 1, 2021, the ministry has:

- Granted and confirmed access to EOIS-CaMS for service delivery sites via the local offices

- Hosted two training sessions in January 2021 walking through CaMS system functions, with a specific focus on how to enter client data.

- Provided resources in the form of desk aids to support training for client data entry.

Who Is Affected?

All OEAS service providers outside of the Service System Managers (SSMs) prototype areas.

What should be done now?

Effective March 1, 2021, service providers are to begin creating CaMS client profiles and service plans for clients whose action plans are:

- Active

- Carried over

- Closed and pending a 12 week follow up

In order to complete a client's profile, service providers should:

1. Confirm access to CaMS and log in to the system

2. Create a new client profile and fill out all required data fields

3. Once the profile has been saved, open a service plan for the same client and select the plan items that correspond to the client's current interventions

Please note that the ministry will not be undertaking an automated data upload at this time.

All client profiles are to be completed by March 31. Following April 1, the ministry will be running monthly reports to validate that all clients captured on previous client reporting templates (CRTs) have been successfully migrated to CaMS.

Further information for service providers is in the appended Q&A document.

Background

In April 2020, the Ministry **announced a plan** to transition all OEAS service delivery sites to use EOIS-CaMS for client case management. As of December 2020, OEAS sites in the three Service System Managers prototype areas have fully transitioned case management activities to CaMS as part of phase I of this implementation.

Contact Information

If service providers require additional information or support, please contact your local office representative.

Many thanks,

David Cronin