

Memorandum

To: Skills Advance Ontario (SAO) Transfer Payment Recipients

From: Sabina Voicu
Director
Strategic Workforce and Partnerships Branch

Date: October 29, 2026

Subject: Employment Ontario Information System – Case Management System (EOIS-CaMS) Reporting Requirements and Timelines

Dear SAO Transfer Payment Recipient,

Thank you for your partnership in delivering SAO projects across Ontario. The ministry appreciates your commitment to supporting participants and Ontario's labour market by helping workers and employers respond to trade disruptions, tariffs, and other global market shifts.

As part of the ministry's responsibility for monitoring participant intake, service plans, employment outcomes at exit, and follow-up activities under the SAO program, we are writing to provide reminders regarding EOIS-CaMS reporting requirements and timelines.

1. EOIS-CaMS Reporting Requirements

EOIS-CaMS is used to support the case management of SAO participants and to report participant and, where applicable, employer information to the provincial and federal governments.

Participant data entry into EOIS-CaMS is a mandatory program requirement for participant case management and reporting, including decisions related to participant financial supports. SAO TP recipients must register all participants in EOIS-CaMS, establish a service plan with a defined goal, and record participant intake information, service plan details, exits, and follow-up outcomes throughout their project journey.

2. TP Recipient Responsibilities in EOIS-CaMS

TP recipients are responsible for ensuring that EOIS-CaMS is used appropriately and that information is entered accurately, completely and within the required timelines. At minimum, TP recipients must:

- **Follow system requirements:** Comply with the terms and conditions of the EOIS-CaMS registration and any provincial directions or policies related to EOIS-CaMS use.
- **Meet data entry timelines:** Enter and update participant information in EOIS-CaMS within the required timelines.
- **Follow ministry guidance:** Use EOIS-CaMS in line with the EOIS user management and service provider guides posted on the ministry repository.
- **Control system access:** Ensure only authorized staff have access to EOIS-CaMS and that the recipient is responsible for staff who are authorized to use the system.
- **Assign Service Provider Registration Authority (SPRA) roles:** Designate at least two staff in the organization to hold the SPRA role.
- **Maintain system access:** Ensure the SPRA is responsible for setting up and maintaining EOIS-CaMS access for authorized staff.

3. EOIS-CaMS Data Entry Timelines

Timely and accurate data entry in EOIS-CaMS is required to support participant case management, agreement monitoring, performance validation, and provincial and federal reporting. Accurate and up-to-date information is essential for Activity Report reviews, during which Employment and Training Consultants (ETCs) compare participant and service data recorded in Service Provider Connect against information entered in EOIS-CaMS.

Participant information should be entered and updated within the timelines established in ministry policies and guidance documents. This will enable the ministry to track participant and program outcomes and assess the impact of ministry-funded training investments.

Please refer to the relevant ministry guides for detailed requirements.

4. Monitoring and Compliance

The ministry reviews EOIS-CaMS reporting as part of routine agreement monitoring, program oversight, and performance validation activities. Recipients are responsible for ensuring participant records are accurate, complete, and maintained in accordance with ministry requirements.

The ministry recognizes the important role that TP recipients play in supporting participants and delivering high-quality SAO projects across Ontario and appreciates your continued partnership. The ministry will continue to provide guidance and resources to support TP recipients in meeting EOIS-CaMS reporting requirements.

For questions regarding data entry and reporting, please contact your Employment and Training Consultant, who will be able to assist you.

Thank you for your ongoing partnership and cooperation.

Sincerely,

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