

Welcome to the EOIS Case Management System



\* required field

Ministry of Labour, Immigration, Training and Skills Development (MLITSD) is committed to providing accessible content on our Employment Ontario Information Systems. If you experience difficulty accessing web pages and/or reports, please contact the Employment Ontario Contact Centre at contactEO@ontario.ca or 1-800-387-5656.



**My Shortcuts**

CaMS Home page

Depending on your preference, the My Shortcuts will either be on the right or the left

**Register a Person**  
-open a new or returning client

**Register an Employer or Corporate Entity**  
-Creating a Corporate Entity first then an Employer

**My Service Provider**  
-Aggregate Data(monthly Stats)  
-Service Provider Members  
-Home Page for Service Provider  
-Service Delivery Sites

**Pending Reviews**  
-Follow-ups for each client-exited

**Reassign Cases and Reviews**  
-when staff leaves, this is the section to assign clients to other Staff

**Search for a Case**  
-find an individual in the system

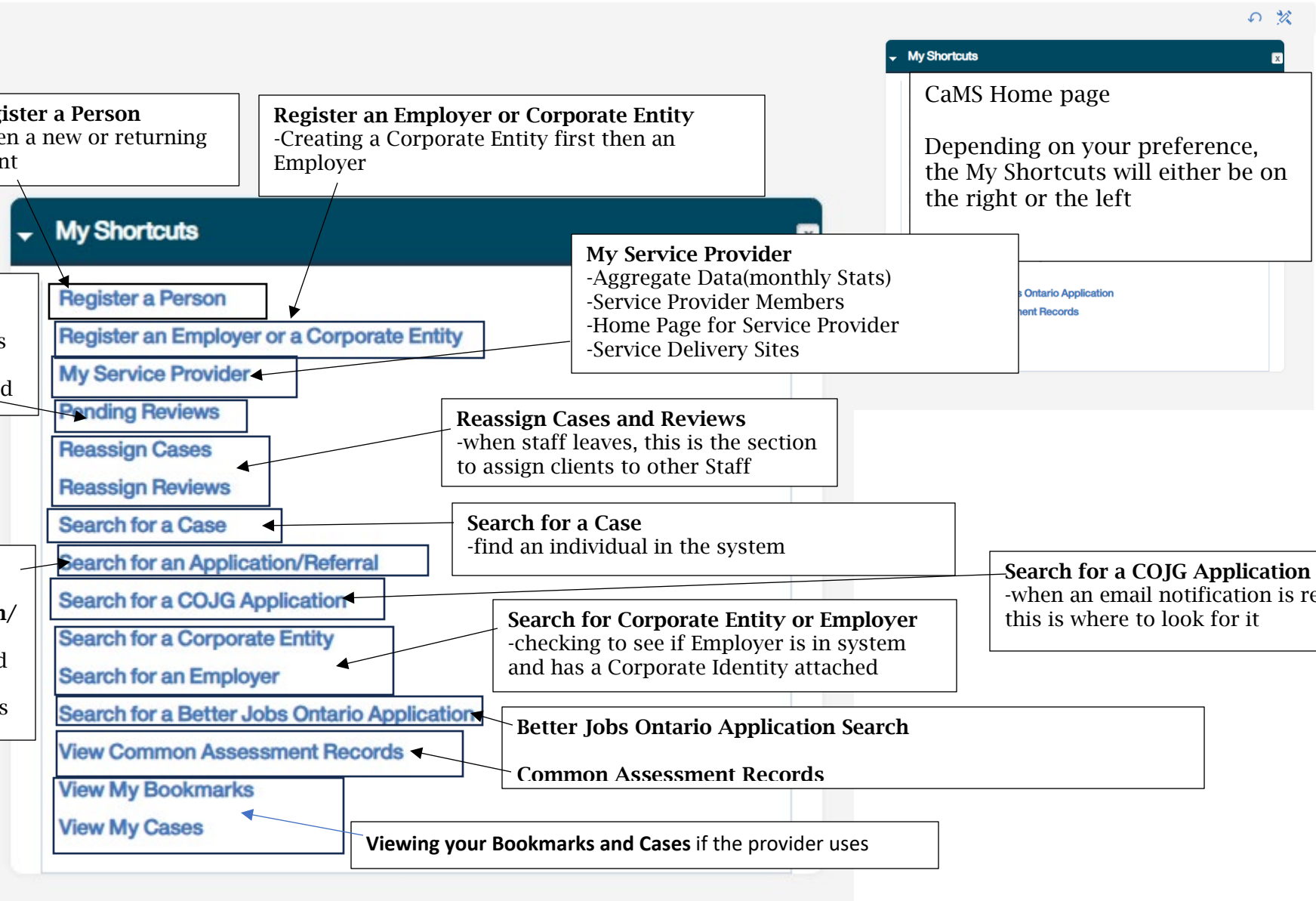
**Search for a COJG Application**  
-when an email notification is received, this is where to look for it

**Search for an Application/Referral**  
-this is used to find applications from EOSS

**Search for Corporate Entity or Employer**  
-checking to see if Employer is in system and has a Corporate Identity attached

**Better Jobs Ontario Application Search**  
Common Assessment Records

**Viewing your Bookmarks and Cases** if the provider uses



***First Process to see if client is registered***

Register a Person ✕

Confirm Person Not Already Registered

Enter search criteria to help you determine if the person has been registered before.

Search Criteria

Reference Number	<input type="text"/>	First Name	<input type="text"/>	<input type="checkbox"/>
Last Name	<input type="text"/>	APPR Client Party ID	<input type="text"/>	
Date of Birth	<input type="text"/>		<input type="text"/>	<input type="text"/>
I Identify As	<input type="text"/>			
		<input type="button" value="Search"/>	<input type="button" value="Reset"/>	

Search Results

Case Reference	Client Reference	First Name	Last Name	City
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Click on Register a Person on the Home page  
In Reference Number type SIN number  
Click on Search  
If in CaMS it will appear in the Search Results at the bottom

Confirm Person Not Already Registered

Enter search criteria to help you determine if the person has been registered before.

Search Criteria

Reference Number	459095048	First Name	<input type="text"/>	<input type="checkbox"/>
Last Name	<input type="text"/>	APPR Client Party ID	<input type="text"/>	
Date of Birth	<input type="text"/>		<input type="text"/>	<input type="text"/>
I Identify As	<input type="text"/>			
		<input type="button" value="Search"/>	<input type="button" value="Reset"/>	<input type="button" value="Continue"/>

Search Results (Number of Items: 0 out of 0)

Case Reference	Client Reference	First Name	Last Name	City
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Confirm Person Not Already Registered

Enter search criteria to help you determine if the person has been registered before.

Search Criteria

Reference Number

Last Name

Date of Birth

I Identify As

Search Reset Continue

Search Results (Number of Items: 1 out of 1)

Case Reference	Client Reference	First Name	Last Name	City
7727776	7802925	[Redacted]	[Redacted]	ST THOMAS

If Client IS in the system, it will come up in Search Results as shown below  
 Case Reference is # used for BJO applications  
 Client Reference has their basic information (birth date etc)

Confirm Person Not Already Registered

Enter search criteria to help you determine if the person has been registered before.

Search Criteria

Reference Number

Last Name

Date of Birth

I Identify As

Search Reset Continue

Search Results (Number of Items: 0 out of 0)

Case Reference	Client Reference	First Name	Last Name	City

If Search Result is 0, click on Continue to go to the next screen

**Second Process to see if client is registered**

If Reference number (SIN) does not bring a result, check with First Name, Last Name, Birthdate to make sure it is not in the system  
 Note: there were programs in the past that did not require a SIN Number to have them opened.  
 This process will ensure that there are not 2 clients the same in the system

Register Person

Title  \* required field

Details

I Identify As *	Female	Date of Birth *	29/12/1978
Other Description	<input type="text"/>	Country of Birth	<input type="text"/>
Registration Date *	26/04/2019	Date Arrived in Canada	<input type="text"/>
Status in Canada *	<input type="text"/>	Preferred Communication	<input type="text"/>
Immigrated to Canada? *	<input type="text"/>	Social Insurance Number	<input type="text"/>
Preferred Language *	<input type="text"/>	Marital Status *	<input type="text"/>

All areas with a red \*(asterisk) are required fields and must be completed  
**Social Insurance Number is required although it does not have an asterisk**  
 Complete Client Self Identification if applicable

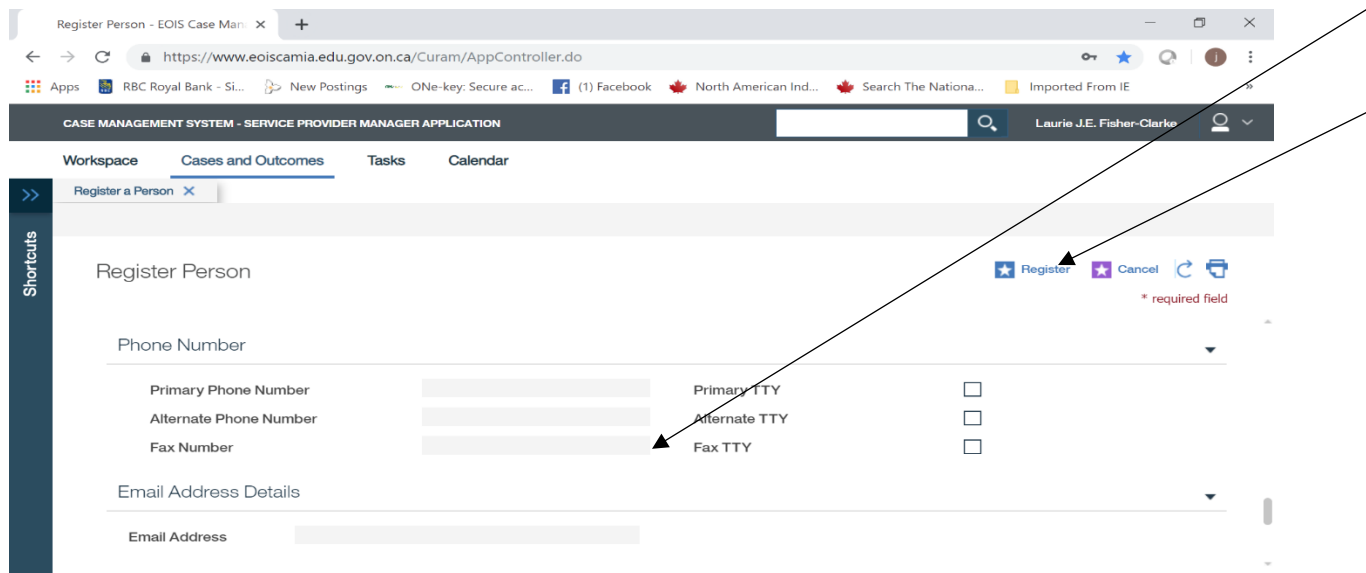
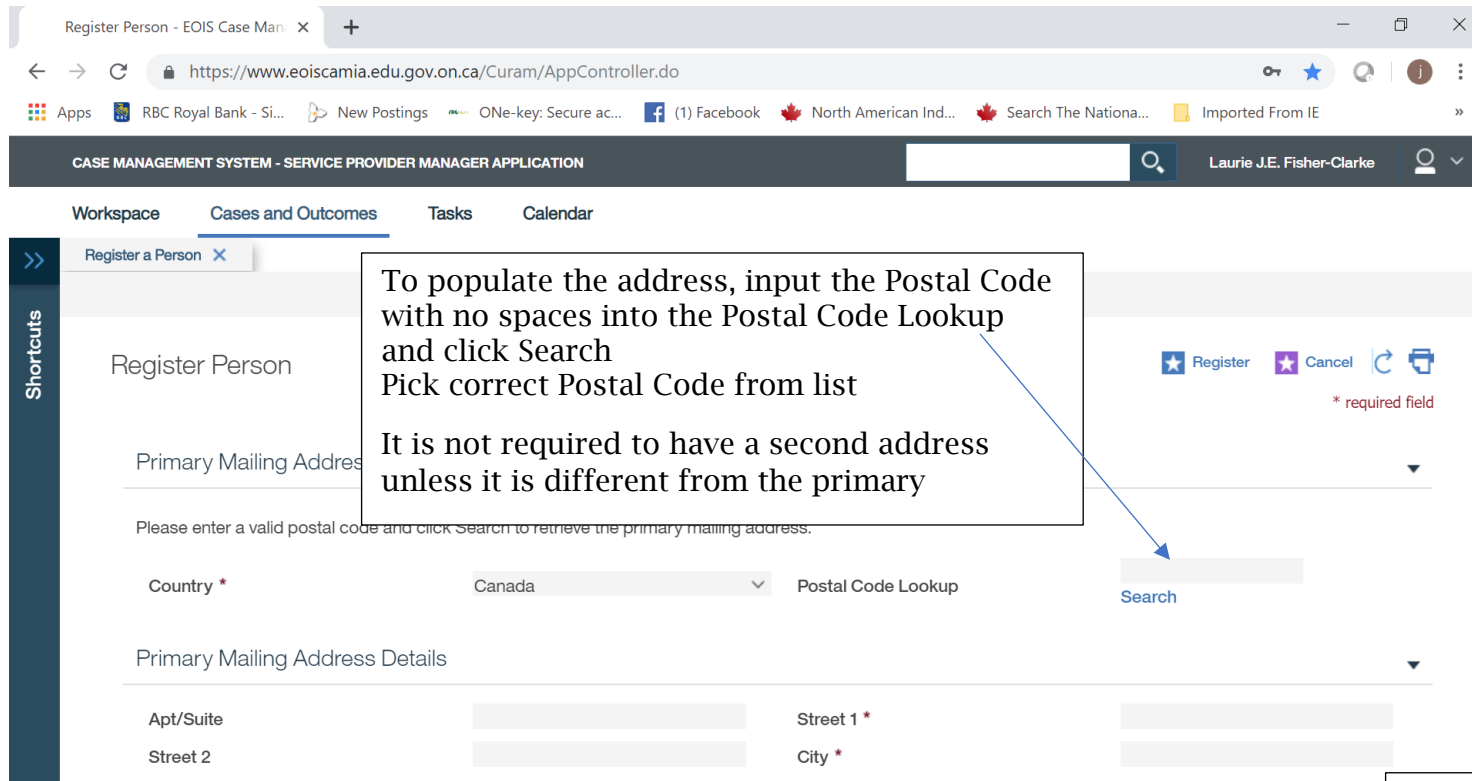
Register Person

Client Self Identification

Newcomer	<input type="checkbox"/>	Deafblind	<input type="checkbox"/>
Francophone	<input type="checkbox"/>	Inuit	<input type="checkbox"/>
Deaf	<input type="checkbox"/>	First Nations	<input type="checkbox"/>
Racialized Person	<input type="checkbox"/>	Métis	<input type="checkbox"/>
Person with Disability	<input type="checkbox"/>		

Primary Mailing Address

Please enter a valid postal code and click Search to retrieve the primary mailing address.



Person Registration Completed

The person registration process has been successfully completed.  
The person reference number is 7228225

[Click here to open the Employment Ontario Home page.](#)

Person Reference Number is taken from this page and written on the Participant Registration form page one in the Person Reference Field

Click on this link to open the EO Home page

Employment Ontario Home - EO | x

https://www.eoiscamia.edu.gov.on.ca/Curam/AppController.do

CASE MANAGEMENT SYSTEM - SERVICE PROVIDER MANAGER APPLICATION

Laurie J.E. Fisher-Clarke

Workspace Cases and Outcomes Tasks Calendar

6337454 x

Type Employment Ontario Creation Date 26/04/2019

Status Open

Home Events Administration Recent Changes Assessments

Employment Ontario Home

Details

Case Reference	6337454	Received Date	26/04/2019
Primary Client		Type	Employment Ontario
Creation Date	26/04/2019	Status	Open
Owner Type	Organization Unit	Owner	Employment Ontario

Shortcuts

This is the EO Home Page  
Enter the Case Reference number on the participant form in the Case Reference field

Click on client name and it will open the next dialog box.

The screenshot shows a web browser window with the URL <https://www.eoiscamia.edu.gov.on.ca/Curam/AppController.do>. The page title is "Person Home - EOIS Case Manag". The browser's address bar shows the URL and navigation icons. Below the browser window, the application header reads "CASE MANAGEMENT SYSTEM - SERVICE PROVIDER MANAGER APPLICATION" and includes a search bar and the user name "Laurie J.E. Fisher-Clarke". The main navigation menu includes "Workspace", "Cases and Outcomes", "Tasks", and "Calendar". A vertical sidebar on the left is labeled "Shortcuts" and contains a double arrow icon. The main content area displays a "Person Home" page with a callout box pointing to a white rectangular area. The callout box contains the text: "When background is completed - exit out of Home Page by clicking on the X by the client's name". Below the callout box, the person's details are shown in a light blue background: Address: 10709 SUNSET RD ST THOMAS Ontario N5P3T2; Phone Number: (519)317-6636; Date of Birth: 29/12/1978; I Identify As: Female. Below this, a horizontal menu includes "Home", "Background", "Cases", "Contact", "Identity", and "Administration". The "Person Home" section includes an "Edit" button and a dropdown menu. The form fields are: Name (with a dropdown arrow), Reference Number (7228225), Title, First Name (with a white input box), Middle Name, Last Name, Suffix, Initials (SS), and Birth Last Name.

This is the person Home Page  
Click on Background to access dialog box for Education and Employment



The screenshot shows a web browser window with the URL <https://www.eoiscamia.edu.gov.on.ca/Curam/AppController.do>. The browser's address bar and tabs are visible at the top. Below the browser, a dark header bar contains the text "CASE MANAGEMENT SYSTEM - SERVICE PROVIDER MANAGER APPLICATION" and a search icon. The main interface has a navigation bar with "Workspace", "Cases and Outcomes", "Tasks", and "Calendar". A sidebar on the left is labeled "Shortcuts". The main content area is titled "Employment Ontario Home" and shows a "Details" section for a case with the following information:

Case Reference	6337454	Received Date	26/04/2019
Primary Client	<input type="text"/>	Type	Emp
Creation Date	26/04/2019	Status	Ope
Owner Type	Organization Unit	Owner	Emp

A context menu is open over the case details, listing options: "New Note...", "New Product...", "Close Case...", "Reopen...", and "New Service Plan...". A text box with an arrow points to the ellipsis menu icon that triggered this menu. The text box contains the following instructions:

Back on the EO Home Page  
Click on ellipses "... " and choose New Service Plan  
(note: this item is at the bottom of the dialog box that come up when ellipses is chosen)

The image displays two screenshots of a web application interface for creating a service plan. The top screenshot shows the 'Create Service Plan' form with several dropdown menus that are currently empty. A red asterisk and the text '\* required field' are visible next to the 'Program' dropdown. A blue box highlights the 'Primary Client' field. The bottom screenshot shows the same form with the dropdown menus populated with data: 'Program' is 'Employment Service', 'Referred In' is 'Informal Word of Mouth/Media Referral', 'Owner' is 'Sandra Beacom', 'Service Delivery Site' is '4325A - Employment Services Elgin', and 'Self Service Initiated' is 'No'. The 'Template' dropdown is also populated with 'Job Search and Placement | Recherche d'emploi et de placement'. At the bottom right of the form, there are 'Save' and 'Cancel' buttons. A callout box with a white background and black border contains the text: 'Fill in all fields with information from the Participant form. Once all fields completed click on SAVE'. A blue arrow points from this callout box to the 'Save' button.

Fill in all fields with information from the Participant form  
Once all fields completed click on SAVE

The screenshot displays the CAMS system interface. At the top, the browser address bar shows the URL <https://www.eoiscamia.edu.gov.on.ca/Curam/AppController.do>. The page title is "Client Summary - EOIS Case Man". The main header reads "CASE MANAGEMENT SYSTEM - SERVICE PROVIDER MANAGER APPLICATION". Below this, there are navigation tabs: "Workspace", "Cases and Outcomes", "Tasks", and "Calendar". A callout box points to the "Cases and Outcomes" tab with the text "The ES Service Plan is here".

The "Cases and Outcomes" section contains a table with the following data:

Program	Employment Service	Status	Open
Start Date	26/04/2019	Closed Date	
Owner	Sandra Beacom	Service Delivery Site	Employment Services Elgin

Below the table are navigation links: "Home", "Client Summary", "Plan Content", "Plan Summary", "Administration", and "Events". The "Client Summary" link is selected.

The "Client Summary" page shows a table with columns "Primary Client" and "Date Created". A "New" button with a star icon is visible. A callout box points to this button with the text "Client Summary - click on New and this will bring up the dialog box for this".

The "Create Client Summary" dialog box is open, showing a form with the following fields:

- Number of Dependants \*
- Labour Force Attachment \*
- Internationally Trained Professional \*
- Precarious Employment
- Credentials Not Recognized in Ontario \*
- History of Poor Work Retention \*
- Job Search Skills \*
- Employment Skills \*
- Language Skills \*
- Labour Market Change \*
- Employment Experience \*
- Source of Income \*
- Highest Level of Education
- Countrv Highest Level of

Fields marked with an asterisk (\*) are required. The "Labour Force Attachment" field is currently set to "Unknown". At the bottom right of the dialog box are "Save" and "Cancel" buttons.

Client Summary - EOIS Case Man x +

https://www.eoiscamia.edu.gov.on.ca/Curam/AppController.do

CASE MANAGEMENT SYSTEM - SERVICE PROVIDER MANAGER APPLICATION

Laurie J.E. Fisher-Clarke

Workspace Cases and Outcomes Tasks

When Client Summary is complete, click on Plan Content to continue

Program	Employment Service	Status	Open
Start Date	26/04/2019	Closed Date	
Owner	Sandra Beacom	Service Delivery Site	Employment Services Elgin

Home Client Summary Plan Content Plan Summary Administration Events

### Client Summary

Primary Client	Date Created
Sarah Smith	26/04/2019

workspace Cases and Outcomes tasks Calendar

Register a Person x

Click on the ellipses beside the Sub-Goal to open the dialog box - click on Add Plan Item to start the plan item dialog box

Plan Content

Name of Sub-Goal	Start Date	End Date	Status	Outcome
Job Matching, Placements and Incentives			Not Started	
Job Search			Not Started	

Add Plan Item...  
Edit Sub-Goal...  
Delete Sub-Goal...

The screenshot shows a web browser window with the URL <https://www.eoiscamia.edu.gov.on.ca/Curam/AppController.do>. The browser's address bar and tabs are visible at the top. Below the browser, the CAMS system interface is shown. The main heading is "Select Plan Item Type". A list of plan items is displayed, each with a checkbox and the text "Basic Plan Item". The items are:

- Arrange for Daycare
- Arrange for Housing
- Arrange for Personal Supports
- Attend Job Interview
- Attend Workshop
- Career Assessment

At the bottom right of the list, there are two buttons: "Continue" and "Cancel". A text box with a black border contains the following text:

Click on the box beside each plan item required (from service plan form)  
Once you have all the items you want to use, click on Continue

Two arrows originate from the text box. One arrow points to the checkbox for "Attend Workshop", and the other points to the "Continue" button.

The screenshot shows a web browser window with the URL <https://www.eoiscamia.edu.gov.on.ca/Curam/AppController.do>. The browser's address bar and tabs are visible at the top. Below the browser, the application header reads "CASE MANAGEMENT SYSTEM - SERVICE PROVIDER MANAGER APPLICATION" and shows the user name "Laurie J.E. Fisher-Clarke".

The main content area is titled "Add Plan Item:" and contains a form with the following fields:

- Sub-Goal:** Job Search
- Name \*:** Job Search Support/Assista
- Primary Client:** [Empty text box]
- Expected Start Date \*:** 25/04/2019
- Expected End Date \*:** 25/04/2020
- Expected Outcome \*:** Employed
- Estimated Cost:** [Empty text box]

At the bottom of the form, there are three buttons: "Save & Continue", "Save & Exit", and "Cancel". A callout box with a white background and black border contains the following text:

Fill in all the indicated fields. This one happens to be a Custom Basic Plan Item

When completed, click SAVE & CONTINUE

Arrows from the callout box point to the "Name" field and the "Save & Continue" button.

Service Plan Home - EOIS Case M x +

https://www.eoiscamia.edu.gov.on.ca/Curam/AppController.do

Apps RBC Royal Bank - Si... New Postings ONE-key: Secure ac... (1) Facebook North American Ind... Search The Nationa... Imported From IE

CASE MANAGEMENT SYSTEM - SERVICE PROVIDER MANAGER APPLICATION

Laurie J.E. Fisher-Clarke

Workspace Cases and Outcomes Tasks Calendar

When all the plan items have been entered, click on the black arrow to open the sub-goal and click on the ellipses next to the item and enter an actual start date  
Once that has been completed click on the ellipses here and click on submit for approval

Owner Sandra Beacom

Status Open

Closed Date

Service Delivery Site Employment Services Elgin

Home Client Summary Plan Content Plan Summary Administration Events

Service Plan Home

Name of Sub-Goal	Start Date	End Date	Status	Outco
▶ Job Matching, Placements and Incentives			Not Started	
▶ Job Search	25/04/2019	26/04/2019	In Progress	

Submit for Approval ...

This will trigger a dialog box that asked if you are sure you want to submit for approval  
Click yes

Plan Summary - EOIS Case Mana x +

https://www.eoiscamia.edu.gov.on.ca/Curam/AppController.do

CASE MANAGEMENT SYSTEM - SERVICE PROVIDER MANAGER APPLICATION

Laurie J.E. Fisher-Clarke

Workspace Cases and Outcomes Tasks Calendar

Shortcuts

Program	Employment Service	Status	Approved
Start Date	26/04/2019	Closed Date	
Owner	Sandra Beacom	Service Delivery Site	Employment Services Elgin

Home Client Summary Plan Content **Plan Summary** Administration Events

Plan Summary

New

Action	Issued To	Date Issued	Status
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Plan Summary - EOIS Case Mana x +

https://www.eoiscamia.edu.gov.on.ca/Curam/AppController.do

CASE MANAGEMENT SYSTEM - SERVICE PROVIDER MANAGER APPLICATION

Laurie J.E. Fisher-Clarke

Workspace Cases and Outcomes Tasks Calendar

Shortcuts

Program	Employment Service	Status	Approved
Start Date	26/04/2019	Closed Date	
Owner	Sandra Beacom	Service Delivery Site	Employment Services Elgin

Home Client Summary Plan Content **Plan Summary** Administration Events

Plan Summary

New

Action	Issued To	Date Issued	Status
Select		26/04/2019	Issued



Plan Summary Home: Employment Service 6337465 - [redacted] 7228225

Approved

Start Date: 26/04/2019      Closed Date

Owner: Sandra Beacom      Service Delivery Site: Employment Services Elgin

Home   Client Summary   Plan Content   **Plan Summary**   Administration   Events

Plan Summary Details

Issued To	[redacted]	Creation Date	26/04/2019
Reason	Initial	Status	Issued
Issue Date	26/04/2019	Template Version	1.0

Shortcuts

Register a Person X

Click on ellipses and choose Edit from the drop down box

- Edit...
- View Plan Summary
- Download Plan in English
- Download Plan in French
- Close

Modify Plan Summary Details: Employment Service 6337

Click in Date accepted field and enter the date  
(note: Date Accepted and Issue Date must match)  
Click on SAVE

Details

Issue To

Reason \* Initial

Issue Date \* 26/04/2019

Acceptance

Date Accepted

Location Reference

Save Cancel

Issue Date 26/04/2019 Template Version 1.07

Plan Summary Home: Employment Service 6337465 - [redacted] 7228225

Register a Person X [redacted]

Program	Employment Service	Status	Active
Start Date	26/04/2019	Closed Date	
Owner	Sandra Beacom	Service Delivery Site	Employment Services Elgin

Home Client Summary Plan Content **Plan Summary** Administration Events

Plan Summary Home: Employment Service 6337465 - [redacted] 7228225

[View Plan Summary](#) [Download History](#) [Upload History](#)

Plan Summary Details

Issued To	[redacted]	Creation Date	26/04/2019
Reason	[redacted]	Status	Accepted
Issue Date	[redacted]	Template Version	1.07

Once this is completed the Status should say Active

