London Regional Employment Services

ESCases Question and Answer Document

Question	Answer
Functionality	
Does ESCases have appointment scheduling capabilities?	Yes
If we make errors while entering our case notes, is there a way to make changes in the new software?	Both the user who enters the information, and the site manager role (within your organization) have the option to adjust case notes.
What has the ministry mandated? Why is this required in addition to CaMS?	The Ministry requires LRES and its service providers to have an additional case management solution that can contain more detailed information that CaMS does not currently store, such as case notes.
Will we still have access to CaMS after this case management software is implemented, or will we be able to enter plan items and update CaMS through this new system?	You will still have access to CaMS, but the intention of having ESCases is that you will not need to use CaMS for any tasks that can be completed in ESCases: information added to ESCases will be pushed to CaMS and updated there.
Rollout	
Who is the lead for the EScases for any technical problems and support	The ESCases support model will be shared before rollout.
Will we need to manually enter all of the clients we have been working with prior to having access to this new case management software (who have completed CAT 1 and 2 and have an open EAP in CaMS)?	Yes

Canada EMPLOYMENT ONTARIO Ontario

London Regional Employment Services

Will the new ESCases be available to see so that we are prepared to use it when Rollout happens?	Yes. We will provide training and overviews prior to go-live.
Client Information	
Will all service providers have access to all client information?	No. Each service provider will only have access to information on their own clients
What is the impact if clients do not consent to sharing additional personal info?	ESCases does not collect additional personal information beyond what is stored in CaMS. The consent for CaMS will cover both systems.