

LITERACY AND BASIC SKILLS SYMPOSIUM

Responses to Feedback on Employment Ontario Information System – Case Management System (EOIS CaMS) received on October 6, 2017

ABOUT THIS REPORT

The Ministry of Advanced Education and Skills Development (MAESD/the ministry) hosted a symposium on October 5th and 6th, 2017 in Toronto. The goal of the symposium was to enable strengthened communication and collaboration between the ministry and the Literacy and Basic Skills (LBS) network while discussing scope, process and program priorities; gathering ideas; and developing ways to approach challenges and build on recommendations from the program evaluation conducted by Cathexis Consulting Inc.

This document contains responses from the ministry to the feedback received on the Employment Ontario Information System – Case Management System (EOIS CaMS). This feedback was shared by representatives of Indigenous LBS organizations on Day 2 of the symposium.

1 SYSTEM RELATED FEEDBACK

1. Online training module is no longer working or accessible (CAMS; four modules).

The interactive training modules were incompatible with new versions of Flash and have been removed from the Employment Ontario Partners' Gateway. We are turning the modules into videos to resolve the problem and expect some to be available this spring.

2. Add "data" in the CAMS training "sandbox" so people can practice with the "data".

We are working with IT to create a new environment for our service providers to practice with data and expect to have one available this spring.

3. Current CAMS training is wordy and unnecessarily complicated.

The user manuals are intended to provide thorough instructions on how to use CAMS. We are in the process of making the guides, desk aids and training resources readily accessible, searchable for relevant content and more widely available to users.

4. Send staff who know CaMS to do live, remote training or visit communities to help train others. This could be service provider staff if there is funding to support their time, backfill and travel.

We are supporting training requests fielded through ministry local offices to meet ongoing training needs. We are also launching an online platform, my EOIS, this spring. It will increase our communication and support activities with Employment Ontario Information System service providers. My EOIS will feature a support community discussion forum and online training resources, also expected to be available this spring.

5. Currently CAMS has a display issue, this has been raised before and hasn't been addressed. Oracle is no longer supporting a Java plug-in, there is a critical need for new software.

Thank you for providing us with this feedback. We are open to working directly with any of our service providers who are experiencing this issue. Please contact your local Employment and Training Consultant. They will work with our service desk to confirm the specifics of the issue. The ministry will complete Oracle software upgrades this spring.

1 POLICY RELATED FEEDBACK

- 1. Reporting numbers, we don't get rated on customer service until someone exits the system.**

As part of the work to improve and expand the LBS program, the ministry has committed to review and update the Performance Management Framework to ensure it reflects continuous improvement and supports successful adult learner outcomes and transitions.

- 2. Policy updates are pushed out through an RSS feed to service provider emails. They have to read, interpret and incorporate. We need one place to see policy and policy updates; an ongoing updated CaMS manual.**

The CaMS manual is updated several times a year and the most up-to-date version will be available on my EOIS platform. As part of ongoing improvements and work to improve and expand the LBS program, the ministry has committed to reviewing its communication practices to support the sharing of clear and timely information with LBS organizations.

- 3. A lot of work is done to develop trust and build a relationship before a learner is entered into the system/the participant "count." You get the numbers of the people who can complete milestones, but the ministry doesn't see the numbers of people we have gotten to that point. Can you recognize getting a truer number of the people we are serving, even if they are not on CaMS?**

As part of the work to improve and expand the LBS program, the ministry has committed to review and update the Performance Management Framework to ensure it reflects continuous improvement and supports successful adult learner outcomes and transitions.