Better Jobs Ontario (BJO) Online Application Form and Employment Ontario Portal <u>Service Provider</u> Training Session Questions and Answers

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Note: Use of “SP caseworker” and “service providers” within this document refers to Employment Service (ES)/Integrated Employment Services (IES) provider staff with CaMS user accounts.

Logistics

Q: Will the PowerPoint presentation that was used during our training session be sent to us by email?

> **A:** A copy of the presentation, a recording of the presentation and the training videos are all available in myEOIS.

Q: What are the client feedback survey questions? Will you provide a report on the feedback you have received?

> **A:** The feedback survey is an optional questionnaire available to clients to complete anonymously once they complete their online application. The questions are specific to the design and function of the portal and online form. The information collected will be used to measure client satisfaction and potentially lead to further enhancements. The feedback could be shared in the future.

Q: Will the online application form be mandatory to use?

> **A:** We would like to see as many clients as possible use the online form but it is not mandatory.

Q: How can we find the Better Jobs Ontario section in myEOIS?

> **A:** Content can be found in myEOIS under the "Better Jobs Ontario Portal" category of the menu list items. If you are not able to see it or are having difficulties seeing it please connect with your ETC or ministry contact

Q: Has this online process been tested to ensure it works on all browsers??

> **A:** We recommend using Google Chrome and Microsoft Edge. We are working to improve compatibility with Apple Safari.

Q: Is there any contact person for the service provider to get help if any difficulties arise?

> **A:** Service providers can contact their ETC or local office, as we are using the existing support model.

Timing for and access to using the online application

Q: What is the implementation timeline? Will people be able to start using it with current SC applicants in the next few weeks?

> **A:** As mentioned during the training sessions, the portal was available at that time for use by all.

Q: If I have sent an email for access to myEOIS - what is the timeline for response?

> **A:** 24-48 hours

Q: I am in myEOIS now and I cannot see the portal related resources.

> **A:** All existing CaMS myEOIS users have been given access to see Better Jobs Ontario Portal resources in myEOIS. If for some reason you cannot see the Better Jobs Ontario Portal resources in myEOIS please use the existing support model to report this to your ETC or local ministry representative, or please contact myEOISpasswordrecovery@ontario.ca

Q: Our next step is to identify some clients to access the portal, but will 100% of clients eventually have to submit this way? What is the date that all clients are to submit this way?

> **A:** While 100% is our stated target to work towards, we know not all clients will be able to utilize the portal. Therefore, there is no deadline for all clients to using the portal.

Guidelines and training videos

Q: Will people be given the new guidelines / eligibility for Better Jobs Ontario?

> **A:** Yes, new guidelines were provided on April 25, 2022 reflecting changes to eligibility for the program.

Q: Will there be any guides/training videos for clients applying to BJO using the digital portal?

> **A:** Yes, there are guides and videos specifically designed for clients being prepared now and they will be posted in the portal resources page later this summer.

Q: Where are the desk aids/guides in myEOIS? Have they been uploaded yet?

> **A:** All resources can be found in myEOIS under the Better Jobs Ontario Portal.

Client - Application Process

Q: Can clients only access this portal and start an application if sent the link from their SP? Or can someone start this process before actually connecting with an SP?

> **A:** Clients can only access the portal if the service provider sends them the email with the link and access code.

Q: What are the advantages of using the online portal as opposed to the PDF application? It would seem that it just digitizes the information that is being submitted. Clients will still need increased support to complete their application using the online portal.

> **A:** The primary goal of the portal and online form was to provide an entirely digital/online alternative to the PDF application. This does better support interactions between the client and SP caseworker if they intend to complete the application package virtually. Using the online option opens up the option for clients to submit their receipts via the portal as well. It is recognized that clients will continue to require significant support to complete their application, regardless of which option they select.

Q: Is the send link option already available for the clients wishing to move forward with BJO online?

> **A:** Yes, this function is built into CaMS in the service plan homepage screen.

Service Provider - Application Process

Q: Is there any way to provide step by step instructions or a checklist for Service Providers to follow to aid clients in completing their application?

> **A:** The steps to complete the online application form is nearly identical to the steps required to complete the PDF version of the application, except for the use of digital transactions to enter/review information or to upload documents. The steps to aid clients in completing their application online can be found in the Better Jobs Ontario Portal resources (guides/videos) in myEOIS.

Q: As a service provider are we able to edit client application info if an error is made or if they upload something that should not be included?

> **A:** The service provider cannot edit the client's application information. The service provider can view the client's application information in CaMS and work with the client to correct or edit their responses and remove unnecessary documents.

Q: Can you reupload if you need to change a document or edit and send documents back and forth within the application?

A: Yes, the service provider can upload documents through CaMS - as shown in the first training video. If required, the client can delete and reupload documents.

Q: Can we work with the client simultaneously on the myEOIS site?

A: Please note that myEOIS and EO Portal are different applications. myEOIS is the communication platform which houses communications and resources for all EOIS systems such as the EO Portal. Clients do not have access to myEOIS. As for the EO Portal, this is where the client can enter data into the online application and upload documents. The service provider can view the data being entered into the application and the uploaded documents all through CaMS.

General Application Process

Q: If a client does not delete/cancel their application, can the service provider still close the service plan?

A: If a client wants to discontinue their online application but does not delete nor cancel their application, the service provider can still close the service plan.

Q: How do amendments to an application work with the portal?

A: Amendments to the Client Training Agreement will be managed using the current process for amendments regardless of how the original application was submitted.

Q: For clients who are currently in the BJO application process and have filled out their form the traditional way, can we still submit their application like before?

A: Yes.

Access to the application

Q: Some of our clients do not use computers and only have smart phones for job search activities. Will they be required to use this online portal?

A: No. The client would only use the portal if they wished to and have the means to complete the application online (i.e., access to internet, PC/laptop/tablet and the technical skill to conduct online transactions). The portal was not designed for smart phone use.

Q: What if the Client is not computer savvy?

A: The PDF application form will still be available to use.

Q: Has there been any feedback from the beta testing in terms of how much support some clients need in navigating the portal, filling in the documents and doing this on their own? I see technology skill, access to technology, literacy and language being barriers for some of our clients.

> **A:** Yes, we have received feedback. Significant support continues to be required for the majority of BJO clients regardless of which version of the application they use. Clients who you deem would be better served using the PDF application form can continue to do so.

Q: Just curious about the link expiring in 30 minutes (based on what is in the email to the client). Will this be the standard amount of time? If so, this would require coordination between the client and the service provider as to when the service provider asks in CaMS to send the link.

> **A:** The 30 minutes expiration applies to when the client is setting up their own portal user account and confirming their email address. The access code that the service provider generates has a 2-day expiration period.

Q: What is the average approval time for BJO applications if they use the online system?

> **A:** Approximately 3-4 weeks.

Client View of online form

Q: What does the client see when accessing their application? Are they able to see the full service plan, background info etc.?

> **A:** Clients can only view the application and any documents uploaded. They cannot see the information contained in CaMS, such as the service plan.

Q: How are clients notified which specific documents they need to upload? These don't seem to be mentioned at all in the application section of the portal. Also, will there be a document checklist so that clients know they have uploaded everything they need to?

> **A:** Service providers are still responsible for guiding clients on what should be included in the application package. Applicants can review Section G - Attached Documentation in the "Application for Financial Assistance" for a detailed list of the documents that need to be submitted as part of an application package.

Q: Are all of these forms available for the client through the original link sent?

> **A:** Only the BJO Application for Financial Assistance form has an online version in the Employment Ontario portal.

Q: If the Ministry requests to resubmit an application with a new start date does the client need to go through the whole process from start or could they simply submit the new enrollment letter

> **A:** The client would not be required to start all over. They would upload the new letter of acceptance and delete the original letter. The ministry would unlock the application to allow the client to adjust the start date in the application.

Q: In terms of documents uploaded by service providers, should the drop down menu options be followed in the portal or the BJO Application Documents Checklist?

> **A:** The current Better Jobs Ontario (BJO) Application Checklist for Employment Service/Integrated Employment Services Providers is still the primary guide to inform what documents have to be included with the application.

Q: Is the portal fully accessible for PWDs i.e., closed captioning (CC) and voice recording?

> **A:** The portal and online form are AODA compliant

Caseworker Role

Q: Are caseworkers still required to submit an employment service plan with a recommendation regarding the application?

> **A:** Yes. The use of the online form does not change existing requirements.

Application structure and layout

Q: Are the terms and conditions in layman terms the client will understand?

> **A:** The terms and conditions in the online form duplicate the terms and conditions in the PDF version of the form.

Q: Is this application/portal available in other languages for clients where English is not their first language?

> **A:** The text in the portal and online form are available in English and French.

Q: A maximum of 255 characters to render a specific rationale could limit CW to identify pertinent information related to the applicants' situation?

> **A:** The 255 character limit is specifically to provide an optional description for an uploaded document. This field is not intended for use to record a rationale for that specific document's upload.

Application for Financial Assistance (Form 89-1889)

Q: For someone that will still be using the Application for Financial Assistance PDF form how will they be able to submit? Same way we do now?

> **A:** Yes. The PDF form submission process is unchanged.

Q: For anyone that has completed a paper copy, will they be able to access the portal and see their application there?

> **A:** No. Only online applications can be found in the portal.

Q: Can you still send BJO applications via email? Can you please confirm where to send them? We were advised to use EATS accounts.

> **A:** Yes, the PDF version of the application form can continue to be sent via email. Please contact your local ministry office to confirm the email address and to obtain access to EATS.

Financial

Q: If the client amount exceeds $28,000 for tuition and books, will the client get an error message?

> **A:** An error message will not appear; however, applicants will be notified if and by how much estimated financial assistance exceeds the Better Jobs Ontario $28,000 funding maximum for costs that are subject to the cap under the Financial Assessment section of the application form.

Q: Most clients have not yet applied to OSAP before the application is sent to the Ministry or they have applied and have not yet heard about the amount they will receive. Is there an option to click 'yes' that they applied to OSAP and can they leave the specific amount blank?

> **A:** Yes, an applicant will be asked to select "Yes" if they have applied or intend to apply to the Ontario Student Assistance Program (OSAP). Applicants are not requested to provide the amount of OSAP funding that they will receive.

Employment Insurance (EI)

Q: Is the EI gross or net?

> **A:** Gross.

Q: Will a feepayer (EI claimant) also have to complete the online financial assessment form?

> **A:** The online application is not for feepayer applicants. Feepayers are required to use the Better Jobs Ontario Feepayer Application and Email Attestation form available on the Employment Ontario Partners' Gateway (EOPG).

Q: Will feepayer applications be under the old process?

> **A:** Yes, under the existing process.

Q: Will there be a Fee Payer option built in?

> **A:** Not currently planned.

Q: What happens if the client's EI has expired. Is there an option to say that they will NOT be receiving EI during training?

> **A:** The online application asks an applicant for the number of training weeks that they will be receiving Employment Insurance (EI) and the number of training weeks that they will not be receiving EI during their skills period under the Financial Assessment section.

Q: How will the client report they will receive EI for only a certain # of weeks during the program but not the whole program - I'm guessing we will point this out as per usual in our rationale?

> **A:** The online application asks an applicant for the number of training weeks that they will be receiving Employment Insurance (EI) and the number of training weeks that they will not be receiving EI during their skills period under the Financial Assessment section.

Q: Is there an option for income other than EI? ...if partner/spouse works?

> **A:** Yes, the online application requests that an applicant provide information on their household income, which includes the income of their spouse/partner. For the purposes of Better Jobs Ontario, household income includes Employment Insurance (EI) benefits, employment/self-employment income, spousal support, pension income, etc. Please refer to the Better Jobs Ontario program guidelines for more information on household income.

Q: What happens when a client isn't sure how many weeks they have remaining on EI?

A: The client can be referred to their “My Service Canada” account to confirm the number of weeks that they have been approved for Employment Insurance (EI) benefits.

Eligibility

Q: Can eligibility and suitability be edited by SP after a client has submitted the online application?

A: Only the client can edit the responses in the online application form. If any edits are required after the ministry review begins, the ministry can unlock the application to allow the client to make edits..

Q: Are clients assessing themselves in terms of eligibility? How has that impacted the BJO Assessment and application process for service providers? What worked for the piloting organizations?

A: The service provider is still responsible for determining the eligibility and suitability of the client before directing them to the application form.

Q: If a client does not meet the eligibility or suitability requirements, will they be notified within the application?

A: The service provider is still responsible for determining the eligibility and suitability of the client before directing them to the application form. However, if the client provides responses that indicate that they may not be eligible for the program, warning messages will appear on the online application to prompt the client to confirm their eligibility with their service provider.

Q: Does the portal take the place of the BJO Financial Application, Estimate of Financial Assistance and Eligibility & Suitability Matrix?

A: The online application is an alternative to the PDF Application for Financial Assistance form. The Estimate for Financial Assistance was discontinued and rolled into the updated PDF application form in July 2021 and also into the current online application. The Eligibility and Suitability Matrix in EOIS-CaMS has not been replaced and is still required for all Regular Stream Better Jobs Ontario applicants.

Suitability/Document management

Q: Is it just in the testing environment where only one training provider is needed or has the requirement to provide three options been removed?

A: Applicants applying through the Better Jobs Ontario program's regular stream are required to research at least three training institutions, where feasible. Those applying through the Better Jobs Ontario Fast Track Stream must research one training institute.

Q: Can status be changed after EC approves a document/submission?

A: Yes the status can be altered by the EC

Q: Can documents be added after submitted to ministry?

A: Yes.

Q: Can documents be removed once uploaded?

A: Yes documents can be deleted if the wrong document was uploaded. On the Better Jobs Ontario online application, clients can remove or delete the documents they uploaded in the portal. However, if the application is in the Ministry Review stage, the service provider must request on behalf of the client that the Ministry unlock the application to allow for changes to the application and subsequent resubmission. Deletion and removal of uploaded document instructions can be found in the BJO user guide and video resources on myEOIS.

Q: Can the client still submit files for instance when their financial information has changed halfway through their program and they need to disclose a new weekly household income or a new end date for their program?

A: Yes the portal will allow additional documents to be uploaded at that time.

Q: Does the client upload the daycare forms?

A: Yes, but if required, the service provider caseworker could do so on their behalf.

Q: Prior to submission is there another check list to ensure that the client has submitted information/documents that are required?

A: Currently, service providers are asked to consult only with the Better Jobs Ontario Application Checklist for Employment Service/Integrated Employment Services Providers.

Q: Does the client see a list of what documents they need to upload when they are on CaMS?

A: The client cannot view CaMS through the portal. The client and their service provider caseworker must work together, as is the current model, to ensure all required documents are included.

Q: Not all information that we collect as EAs is forwarded to MLTSD. Client is not aware of that. How will this continue, or is it no longer an issue?

A: All documents uploaded in CaMS will be viewable by ministry staff. Any information not intended for MLTSD should not be uploaded to the portal. Most documents in CaMS are also visible to clients in the portal. However, the document type “SP Rationale”, which is only available for SP users is not visible to clients in the portal but is visible to ministry users. All documents uploaded by ministry users are invisible to clients and SP users. Only ministry users can view documents uploaded by ministry users.

Q: Is the paperwork that the client needs to complete going to be filtered according to the client’s situation such as fast track, regular stream?

A: The paperwork that clients must complete and upload will be done with the continuing assistance of the service provider caseworker. The portal does not filter which documents are appropriate to which stream.

Q: If applicants don't have all this information handy can they come back to it, or will it not save?

A: Everything entered in the portal can be saved and the client can return multiple times to complete the application package.

Q: Is there any thought in making the mandatory forms interactive and part of the system instead of only as files to upload? Some clients only have access to Chrome books, tablets and phones which don't allow for documents to be saved and uploaded into the system.

A: The supplemental forms are currently only available for uploading. Chrome devices can save and upload documents. Instructions can be found online on Google.

Q: Are the Return to Work Action Plan and the Service Provider Summary of Support uploaded by us?

A: All documents that service provider caseworkers are responsible for completing and inserting into the present application package will continue to be the responsibility of the service provider caseworker via CaMS document upload for clients using the online application. Most documents in CaMS are also visible to clients in the portal. However, the document type “SP Rationale”, which is only available for SP users is not visible to clients in the portal but is visible to ministry users. All documents uploaded by ministry users are invisible to clients and SP users. Only ministry users can view documents uploaded my ministry users.

Q: Do we need to have an EAP and a Service Plan for the client?

A: Yes, this requirement is unchanged.

Q: Will service providers be notified when a client uploads a document via the portal?

A: There is no automated notification. Clients will continue to work closely with their service providers to complete the online application and compile all documents.

Q: Can we upload the documents for the client or do they have to upload from their login?

A: You can upload documents on the client's behalf.

Q: Who submits the form? Client or Service provider?

A: Only the client can complete the application form online. Once the service provider completes their review of the application and documents, they also upload their required documents and in CaMS generates a notification to the ministry that the application package is ready for ministry review.

Q: What forms are on the portal for the clients to use?

A: Only the BJO Application for Financial Assistance is available on the portal but this does include a link to the Financial Assistance for Dependent Care Costs form. All other forms will continue to be made available by the service provider as required.

Q: How will a client know which forms to upload? Is it from our guidance or is there a guide for them to follow when they are logged in to the portal?

A: The service provider caseworker will continue to work closely with their clients to ensure all required documents are included.

CaMS

Q: Will the information entered into the online application populate in CaMS once the client has submitted an application?

> **A:** Once the client starts the online application, the application information will immediately display in CaMS. This will allow the service provider to monitor and review the information as the client works through the application.

Q: Is this new tool integrated with the version of CaMS that we use?

> **A:** Yes, the portal and online form are integrated with CaMS.

Q: Has the ESP been digitized for the case worker in CaMS?

> **A:** No, the Employment Service Plan/Employment Action Plan has not been digitized.

Q: How will digital signatures be accommodated in CaMS?

> **A:** This is not part of this project.

Q: Can access to myEOIS be integrated into CaMS? Can it be linked as a selection that can be made during CaMS use instead of a separate site?

> **A:** Not part of this project.

Beta users

Q: Will we be able to hear directly from the beta users to hear their lessons and learnings with this new process?

> **A:** Interviews were held directly with Beta users and we will be sharing the results shortly.

Q: Will Beta phase updates be released in myEOIS?

> **A:** Although the Beta testing has concluded, we are still building enhancements to the portal and online application process. We will continue to make announcements in myEOIS as new features are released.

Timing

Q: Would there be an error message if the training is longer than 52 weeks?

> **A:** Currently, no error message appears if the applicant's requested skills training program is longer than 52 weeks. In such cases, service providers are asked to discuss other options for skills training with their clients to ensure requested training is eligible for the program.

Q: How long will the application be accessible, is there a time limit?

A: There are system timeouts for inactivity (15 minutes) but aside from that , the client can take as much time and as many sessions as they need to complete their application.

If a user is inactive for 15 minutes, they will see a pop-up window telling them they have been inactive and there will be a countdown to when they will be logged out. If the user is back, they can always resume by clicking the "Continue" button on the pop-up window before the countdown expires.

Q: Will a BJO online application be processed faster or does submission still have to be 3-4 weeks prior to start date?

A: Processing time cannot be accurately stated as there will be many factors impacting processing time.

Service Provider Rationale

Q: Can you please show us where the service provider uploads their Support Rationale?

A: The document upload feature in CaMS will facilitate this.

Q: Will Service Providers still be required to provide a Service Provider Statement?

A: Yes. The use of the online application does not alter any requirements for the content of the application package.