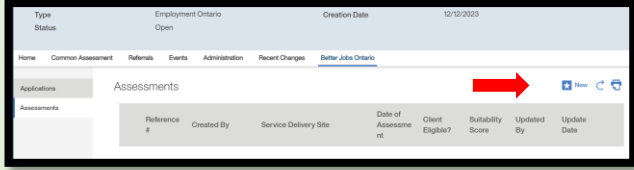
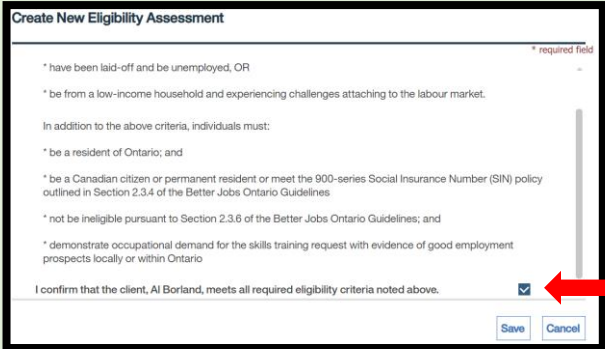
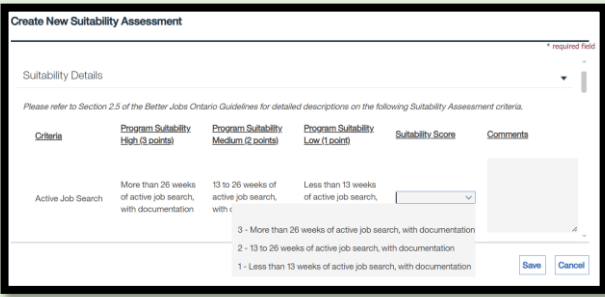
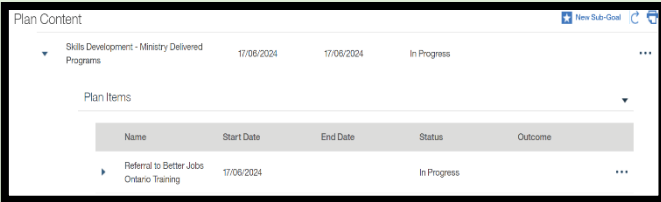


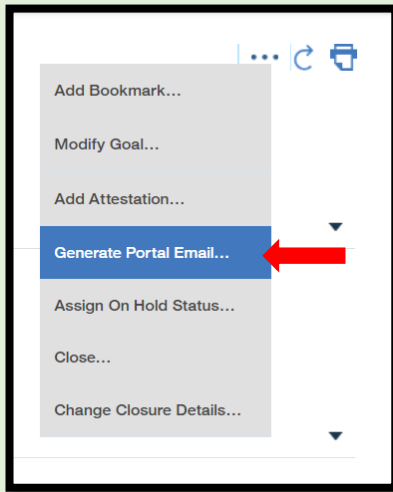


# Job Aid: Better Jobs Ontario Portal Processes in CaMS

Process	Steps
<p style="text-align: center;"><b>Determine eligibility</b></p>  	<ol style="list-style-type: none"> <li>1. From the EO case, find and select the “<b>Better Jobs Ontario</b>” tab.</li> <li>2. Select “Assessments” from the menu on the left hand side.</li> <li>3. From the Assessments tab click “<b>New</b>”.</li> <li>4. The <u>Create New Assessment Eligibility</u> window will open. Review the eligibility criteria. If it is determined that the client meets all criteria, check the box at the bottom and click “<b>Save</b>”.</li> </ol>
<p style="text-align: center;"><b>Determine Suitability</b></p> 	<ol style="list-style-type: none"> <li>1. The <u>Create Suitability Assessment</u> window will open.</li> <li>2. Complete the 7 Suitability Assessment criteria questions. <i>Note: Please refer to Section 2.5 of the Better Jobs Ontario Guidelines for detailed descriptions.</i> <a href="#">Service Provider Resources – WRE Network</a></li> </ol>
<p style="text-align: center;"><b>Create Referral in CaMS</b></p> 	<ol style="list-style-type: none"> <li>1. From the <u>Plan Content</u> tab, click New Sub-Goal and select “<b>Skills Development-Ministry Delivered</b>”.</li> <li>2. Click on the ellipses of the sub-goal and select “<b>Add Plan Item</b>”.</li> <li>3. Select “<b>Referral to Better Jobs Ontario Training</b>” from the Plan items list.</li> <li>4. Edit the plan item and complete the plan item details.</li> <li>5. Completing this step creates an option to invite the client to create a client portal account.</li> </ol>



### Invite client to the EO Portal

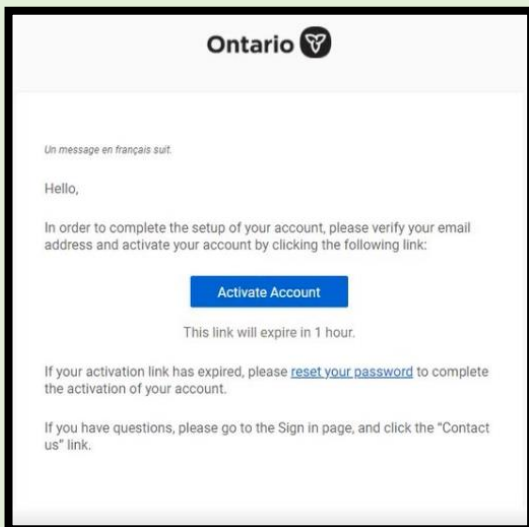


**Note:** Inviting the client to the EO portal allows the client to complete a BJO application and submit pending documents through the online portal.

1. From the Employment Action Plan's home page, click the ellipses and select "**Generate Portal Email**".
2. The Send Email prompt window will pop up. Verify the client's email address is correct before sending the portal email.
3. Click "**Confirm**".

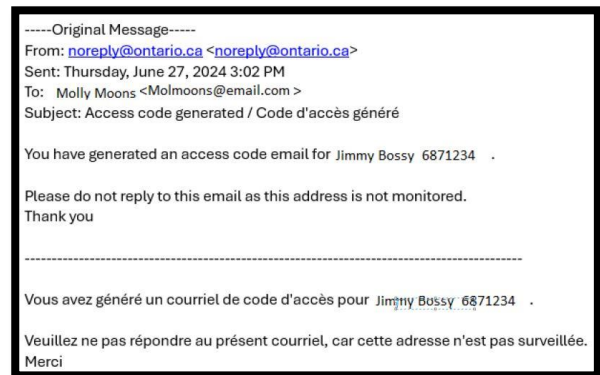


### Portal Invitation Emails



(Client Email)

**Note:** Both the client and caseworker will receive an email. An email will be sent to both the client and caseworker. The Client will receive instructions to create an EO portal online account. (Please see the BJO Online Application Client User Guide for further instructions). Once registration is complete, client can log in and begin an application.



(Service Provider Email)

### Track client's Progress

**Note:** When a client is completing a BJO application in the EO Portal, Service Provider will be able to view a read-only copy of the questions and answers completed by the client. **Service Providers cannot edit client answers.**



1. Navigate to the EO Case and select the Better Jobs Ontario tab.
2. Select “**Application**” from the menu on the left side of the screen.
3. You will see two links under the Application header: Application Forms and Documents
4. Click “**Application Forms**”.
5. The current application will display
6. Click the “**blue arrow**” to toggle into the application. This will display the different sections of the application and the client's answered questions.
7. Click the “**blue arrow**” beside each Question Group to View the details.

Applications

Application Forms Documents

Application ID #	Application Type	Creation Date	Service Provider	Status
12345	BJO	27/06/2024	3492 - The Corporation of the City of Windsor	In progress

Question Group: Eligibility

Question Group: Skills Training

Skills Training Option 1 (Requested Training Option)

Skills Training Name (required)

Start date (required)

End date (required)

### Service Provider Review

#### Review Application

Service Provider	Status	Application Completion Date	Notification Date
3492 - The Corporation of the City of Windsor	Service Provider-Review	04/06/2024	25/06/2024

**Note:** When the client has completed the application in the EO portal they can mark it as complete. This action will change the application status to **Service Provider Review**. Service providers will receive a standard email from the Ministry when a BJO online application (with Application ID#) is marked complete. The caseworker who sent the initial portal invite to the client will be the recipient of this email.

#### Review and Approve Documents in CaMS

1. Navigate to “Application” from the menu on the left hand side.



Applications

Application Forms **Documents**

Application ID #	Creation Date	Service Provider
12345	30/05/2024	3492 - The Corpo

Documents

Title	File Name
ESP Rationale	ESP Assessment Form-update 2024.pdf

View Update Delete Replace

2. Select **Documents** under the Applications header. A list of documents submitted by the client will display.
3. Each uploaded document will have 4 action links to choose from: View, Update, Delete and Replace.
4. Click **“View”** to open a copy of the document.
5. Click **“Update”** to update the status of the documents from Pending Review to Approved or Rejected.
6. Click **“Update”** to save changes.

**Note:**

*Service providers can also Replace documents uploaded by client. The document status will be set to "Approved" automatically.*

Update triOS Acceptance Letter

\* required field

Status: Approved (dropdown menu with options: Approved, Pending Review, Reject)

Type: Training Documentatio (dropdown menu)

Update Cancel

**Upload BJO EAP Summary and Rationale Document**

Upload Document

\* required field

File \*  Browse...

Title \*

Type  (dropdown menu with options: Dependent Care, Disability Needs, Electronic Equipment Quotes, Receipt(s), **SP Rationale**, Training Documentation (i.e. Letter of Acceptance), Other)

Better Jobs Ontario (BJO)  
Employment Action Plan Summary & Rationale

Please complete the form below. This page of the form is to provide a summary of the form. Any other Application will be reviewed by the Better Jobs Ontario Client Support.

Section A - Client Identification

Client's First Name:

Client's Last Name:

SP Case Client Reference Number:

Application Type:

Regular Services, Life Skills and Assessment, Full time

Regular Services, Life Skills and Assessment, Part-time

Intensive Support

Homebased Support

Fast Track Services

Other

Upload Cancel

1. From the BJO Application page, select **Documents** under the Applications header. Click the ellipses of the application and select **“Upload Documents”**.
2. The **Upload Document** window will open.
3. Using the Browse feature, load the saved BJO EAP Summary and Rationale file.
4. Add a title for the document e.g., Summary and Support.
5. Select the Type: **“SP Rationale”**.
6. Click the **“Upload”** button.



[Documents](#)

Application ID #	Creation Date	Service Provider	Status
12345	30/05/2024	3492 - The Corporation of the City of Windsor	Service Provider Review

... [Upload Document](#)

### Forward BJO Application to the Ministry

1. From the [BJO Application](#) page select Applications tab from the left-hand menu.
2. Click the ellipses of the application and select **Forward Application**.
3. The [Forward Application](#) window will open.
4. Select the Region: **Western Region**.
5. Select City: **Windsor**.
6. Click **Ok**.

Applications

Application Forms [Documents](#)

Application ID #	Application Type	Creation Date	Service Provider	Status	Application Completion Date	Notification Date	Assessment #
12345	BJO	01/05/2024	3492 - The Corporation of the City of Windsor	Service Provider Review	17/05/2024		1 - 3

... [Forward Application](#)

Question Group: Application Type

### Ministry Review

**Note:**

- Once a BJO application is forwarded to the Ministry, no further changes can be made until the Ministry Review is Complete.
- In the client's online portal, the "Go to application" button will be disabled. The application becomes a read-only copy.
- If there is missing information, an ETC (Employment Training Consultant) from the Ministry will reach out to the Service Provider for follow up. Any additional documents must be submitted to the Ministry using the Sensitive Content Management (SCM) platform.
- Once a decision has been made on a BJO application, the client will be notified.
- The status of the application will change to "Ministry Review Complete".
- The client will be working with a Ministry caseworker moving forward.

Applications

Application Forms [Documents](#)

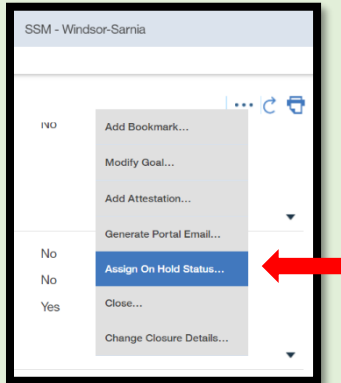
Application ID #	Creation Date	Service Provider	Status
12345	27/06/2024	3492 - The Corporation of the City of Windsor	Ministry Review

...



**Client's BJO Application is Approved**

**Place EAP on-hold**



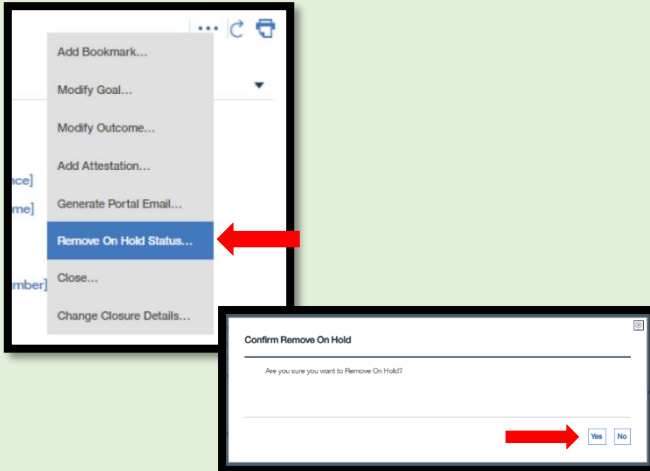
**Note:** This step should be completed when the client starts their training program.

1. From the Employment Action Plan's home page, click the ellipses and select "Assign On Hold Status".
2. The Confirm Assign On Hold window prompt will pop up.
3. Click "Yes".



**Client has completed BJO Program**

**Remove On-Hold Status**



**Note:** This step is to be completed once the client has completed their training program and requires assistance with their job search. The client is considered 'served' after completing the training program and may qualify for Performance-Based Funding if they also find employment and meet all other PBF requirements.

1. From the "Employment Action Plan's" home page, click the ellipses and select "Remove On Hold Status".
2. The Confirm Remove On Hold window prompt will pop up.
3. Click "Yes".

**Complete Plan Item**

1. From the EAP, navigate to the associated plan item (*Referral to Better Jobs Ontario Training*) on the Plan Content tab.
2. Select the ellipses and click "Edit Plan Item".
3. Add an end date and assign an outcome (e.g. Attained, Not Attained, and Cancelled).  
**Note:** The end date should be the date the training program was completed.
4. Click "Save"