



November 5, 2012

Dear EO Partner,

I am writing to inform you about a new public-facing online portal called Employment Ontario Self-Service (EOSS), which will be launched on the ministry's public website at the end of fiscal 2012/13.

EOSS is being developed to provide Ontarians with convenient online access to information and referral for EO programs and services anytime, through any computer with Internet access. It will allow Ontarians to pre-screen for EO programs and services using a guided questionnaire, based on eligibility criteria, and receive a list of suggested resources relevant to their specific needs.

Users of the portal will be able to begin the application process online for one of the suggested EO resources and submit their application to an EO service provider of their choosing for follow-up. All potential clients will still need to meet with an EO service provider in order to complete the formal application and assessment process.

The ministry anticipates that EOSS will have benefits for both clients and service providers by making the application process more efficient. Integration between EOSS and the Employment Ontario Information System Case Management System (CaMS) will allow service providers to extract client data collected through the online portal directly into CaMS, and make client interactions with service providers easier.

As your organization prepares for the 2013/14 business planning process and the introduction of EOSS, please take the new Self-Service standards into consideration. Employment Service (ES) providers will be able to find this information in the ES Business Planning cover memo. Literacy and Basic Skills (LBS) providers will be able to find their standards in the LBS Business Plan instructions.

If you have any questions or require further information, please feel free to contact your local ministry contact or, alternatively, the EOSS team at info.EOSS@ontario.ca. Ongoing information will be posted on the EOPG website as EOSS.

Thank you for your support with this initiative.

Sincerely,

David Fulford,
Assistant Deputy Minister
Employment and Training Division

c: Regional Directors, Employment and Training
Robert Lowry, Director, Business and Systems Management Branch