

# EOIS-CaMS:

## TIPS & TRICKS FOR LBS SERVICE PROVIDERS

**September 19, 2024**  
**2:00 to 3:30 pm**

### **Presenters:**

Barb Glass, Executive Director, College Sector Committee for Adult Upgrading  
Robyn Cook-Ritchie, Executive Director, Laubach Literacy Ontario



**Pop Up PD**  
for Literacy Educators  
**SKILLS FOR SUCCESS**



# STATEMENT OF **RECOGNITION**

While we meet today on a virtual platform, let's take a moment to recognize, respect and acknowledge the importance of the lands we occupy and from which we benefit.

Today, let's reaffirm our commitment and responsibility to improve relationships between nations -- and our own understanding of local Indigenous peoples and their cultures.

Let's remind ourselves that, wherever we are, we live on the ancestral and unceded territory of Inuit, Métis, and First Nations people.

# ABOUT **POP UP PD FOR LITERACY EDUCATORS**

- free webinar series developed by Ontario's LBS Regional Networks & the Provincial Support Organizations for Literacy
- supports LBS practitioners with presentations on topics important to them
- English language webinars presented for LBS practitioners annually since 2015-2016
- **all** webinar presentations, recording links & transcripts here: [Pop Up PD Resources for LBS Educators](#)
- webinar topic ideas welcome at: [e-channel@contactnorth.ca](mailto:e-channel@contactnorth.ca)



# Bonjour, Ahnii, Hello! - Topics for Today

1. EOIS – CaMS: What & Why
2. CaMS User Guides, Desk Aids, Training Resources & Forms
3. Tips on Registering a Person & Creating a Service Plan in CaMS
4. Tips on Maintaining & Updating a Service Plan
5. Tips on Closing a Service Plan
6. Site Level Data Integrity – What, Why, and How?
7. Monthly Information and Referral Data & Reporting
8. Wrap Up



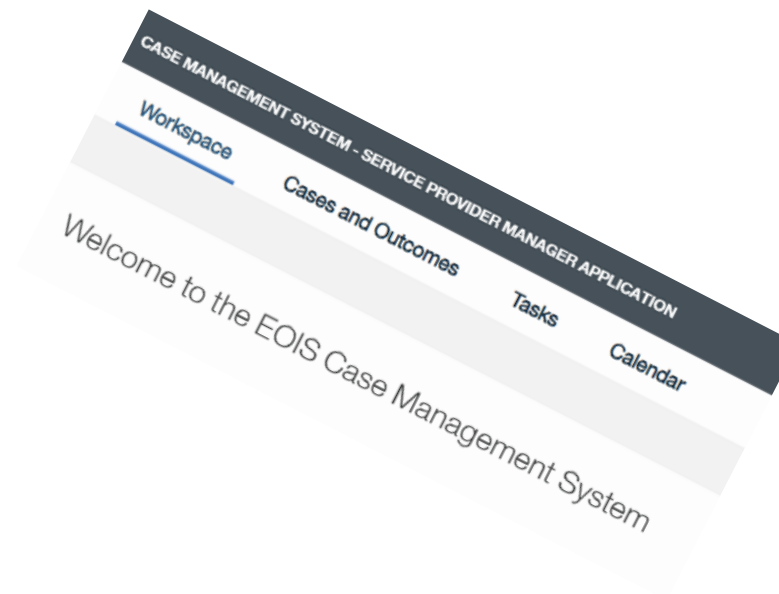
# 1. EOIS – What & Why

EOIS = Employment Ontario Information System

Used by LBS, Employment Services, Apprenticeship, etc.

Within EOIS there are several different applications:

- **EOIS-CaMS** (Case Management System)
  - EOIS-SP Reports (CaMS data reports)
  - EOIS-SP Connect (business and finance documents)
- ...Plus others for various EO programs



# Accessed through BPS Secure

If you have a PKI certificate

[Sign in with PKI certificate](#)

OR

New User? [Register](#)

## Sign In

Email Address (Registered email Address)

myemail@gmail.com

Password

.....

[Show](#)

[Sign In](#)

[Forgot Password?](#)

## My Services

You currently have access to the service(s) listed below. Please click the name of the service that you wish to access.

- [MLITSD EOIS CaMS - SP Reports](#)
- [MLITSD EOIS - Service Provider Connect](#)
- [MLITSD EOIS Case Management](#)

[View Profile](#)



**EOIS-CaMS  
USER GUIDE**  
*for new LBS staff*



## 2. CaMS User Guides, Desk Aids, Training Resources & Forms

This guide is available at  
<https://www.cscacu.com/resources>

(Disponible en français aussi)

We'll use the guide for some of our discussion today.

# Et quelques ressources en français aussi

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## RESSOURCES

<https://www.coalition.ca/bibliotheque/ressources/>






<https://www.coalition.ca/bibliotheque/ressources/>



# myEOIS


The screenshot shows the myEOIS web application interface. At the top, there is a dark navigation bar with the Ontario logo, a search bar, and a 'System Status' link. Below this is a sidebar menu with options: Dashboard (selected), Calendar, Desk Aids, and EOIS News. The main content area features a header stating 'myEOIS delivers information and support to our Employment Ontario Information System community.' followed by an 'Announcements' section. A document icon is next to the announcement title 'CaMS, Common Assessment, SSM CA and CaMS IES Announcement – Release Bulletin 24.1'. The announcement text includes 'Audience: External' and a 'Read more' link. A 'Sort announcements by:' dropdown menu is visible on the right side of the announcement list.

Ontario  Search    System Status ▾


myEOIS

myEOIS delivers information and support to our Employment Ontario Information System community.


Announcements Sort announcements by: [ ]


 CaMS, Common Assessment, SSM Last Modified on Wednesday  
**CA and CaMS IES Announcement – Release Bulletin 24.1**  
**Audience: External**  
As of January 19, 2024, new enhancements, features and fixes were made to the Common Assessment and Case Management System  
[Read more](#)

<https://www.myeois.tcu.gov.on.ca/>

 15 Calendar


 Desk Aids


 EOIS News


 FAQ


 Forms

 Forums

 Known Issues

 Tickets

 Training

 User Guides

## myEOIS - Menu

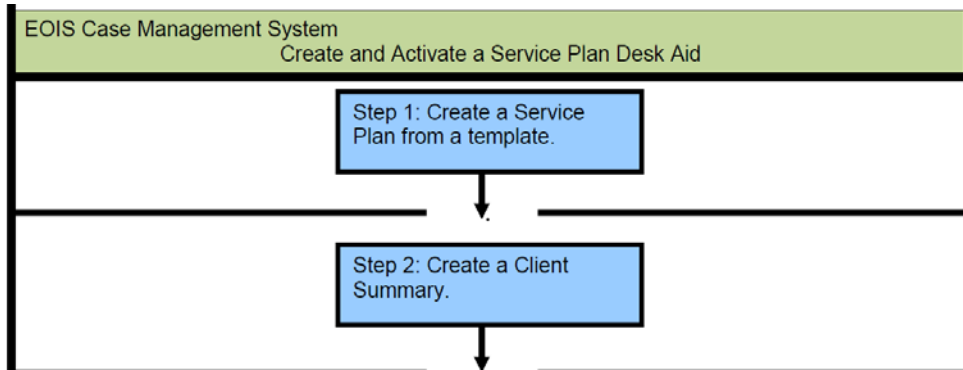
Short documents to help with specific tasks or processes in CaMS

Can be helpful to use “Forums” to communicate a CaMS issue/check the status

Videos (but most don't apply to LBS)

User Guide for LBS Service Plans

# myEOIS – Desk Aids



## EOIS Case Management System

### Type of Plan Items Desk Aid: Literacy and Basic Skills (LBS)

Basic Plan Item: Plan items can be configured with, an outcome, start and end dates. **Expected Start Date**, **Expected End Date**, and **Expected Outcome** are found on each plan item and are mandatory. The **Name** of the plan item is located at the top right corner of the page. Depending on the sub-goal, the **Additional Information** panel requires a user to complete fields such as **Delivery Method** and **Milestone**.

Add Plan Item:

\_\_\_\_\_ \* required field

Details

## CaMS Address Change Desk Aid

The purpose of this desk aid is to assist with entry of an address that cannot be found when using the postal code lookup/search tool.

1. To override or edit an existing address within CaMS, navigate to the applicable record and click on the [Contacts] menu.
2. Locate the address that needs to be updated, click the Action menu, and choose Edit:



## EOIS-CaMS Modifying Plan Items Desk Aid

From the Service Plan home page, click on the Plan Content tab.



Create your own desk aids!

# myEOIS – Training Video

## Training

☰ All Systems

🏠 Better Jobs Ontario Portal

🏠 CaMS

🏠 CaMS Reporting

🏠 myEOIS

🏠 SP Connect

← CaMS Introduction

Full Screen Transcript

## EOIS-CaMS Training

### Chapter 1: An Introduction



▶ 0:00 / 14:38 to EOIS-CaMS an introduction. This video is approximately 15 and a half minutes long

# myEOIS – User Guides

## User Guides

☰ All Systems

📁 Better Jobs Ontario Portal ▼

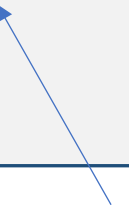
📁 CaMS ▲

**CaMS - SP Guide - Chapter 08A - Service Plan Management ES**

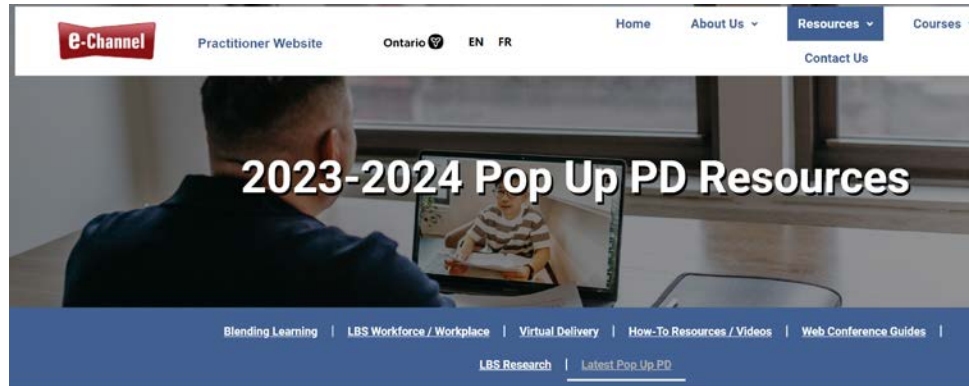
Last updated : Thursday, June 17, 2021

**CaMS - SP Guide - Chapter 08B - Service Plan Management - LBS**

Last updated : Sunday, July 26, 2020



# Pop Up PD for Literacy Educators



## View By Year

[2023-2024](#) | [2022-2023](#) | [2021-2022](#) | [2020-2021](#) | [2019-2020](#) | [2018-2019](#) | [2017-2018](#) | [2016-2017](#) | [2015-2016](#)

### 1. Skills for Success Resources

[Watch Playback](#)

[Presentation Slides](#)  
[Skills For Success](#)

### 2. CaMS Report 61: How to Understand and Use Your Data

[Watch Playback](#)

[Presentation Slides](#)



## View By Year

[2023-2024](#) | [2022-2023](#) | [2021-2022](#) | [2020-2021](#) | [2019-2020](#) | [2018-2019](#) | [2017-2018](#) | [2016-2017](#) | [2015-2016](#)

### 1. Skills for Success Resources

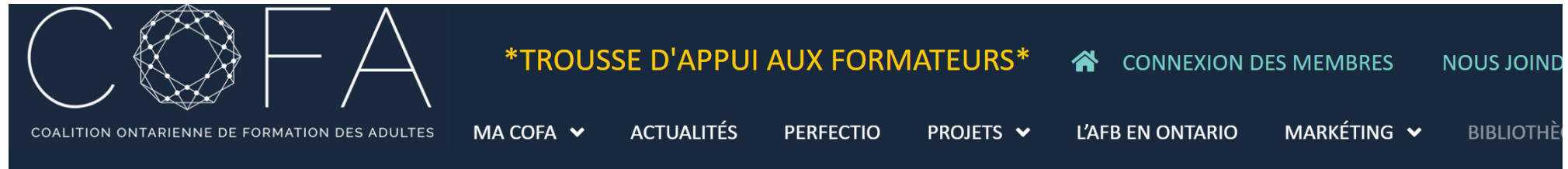
[Voir la vidéo](#)

### 2. CaMS Report 61: How to Understand and Use Your Data

Especially helpful for webinars related to CaMS Reports 60B, 60D, 61 & 64!

<https://e-channel.ca/practitioners/resources/pop-up-pd/2023-2024-pop-up-pd-resources/>

## Et aussi 'Pop Up PD' en français de la COFA



## WEBINAIRES

- + Pop Up PD Webinaire — Ressources et meilleures pratiques en matière d'AFB pour la main-d'œuvre et le milieu du travail
- + Pop Up PD Webinaire — Collaborer pour soutenir les personnes apprenantes en période de pandémie
- + Pop Up PD Webinaire — Cadre des compétences essentielles du Canada : mises à jour, changements et répercussions

<https://www.coalition.ca/bibliotheque/webinaires/>

# Employment Ontario Partners Gateway –

## Forms



[HOME](#) | [POSTSECONDARY EDUCATION](#) | [ABOUT THE MINISTRY](#) | [NEWSROOM](#) | [CONNECT](#)

### Employment Ontario Partners' Gateway

- ▶ [New Postings](#)
- ▶ [Programs and Services](#)
- ▶ [Stakeholder Engagement](#)
- ▶ [Employment Ontario Information Systems](#)
- ▶ [Tools](#)
- ▶ [Site Map](#)



[Get started](#)

Welcome to the Employment Ontario Partners Gateway. This site provides support to service providers delivering Employment Ontario programs and services as part of the Employment Ontario network. It provides tools and materials to support the Employment Ontario brand, and employment and training information within the Employment Ontario network of service providers.

<https://www.tcu.gov.on.ca/eng/eopg/>



# Employment Ontario Partners Gateway –

## Forms



- Employment Ontario Partners' Gateway ▾
  - ▶ New Postings
  - ▶ Programs and Services
  - ▶ Stakeholder Engagement
  - ▶ Employment Ontario Information Systems
  - ▶ Tools
  - ▶ Site Map
- Postsecondary Education >
- Contact Us >
- Features ▾
  -  OSAP



## Useful Tools

### Acronyms

Not sure what ACAATO means? Find out from our new list of [Acronyms](#).

### Enterprise Attachment Transfer Service

- [Memo: Using the Enterprise Attachment Transfer Service to Share Information with the Ministry](#) (posted on December 29, 2020) (PDF, 108 KB)

### Forms

[A list of links to application and claim forms](#)

Employment  
Ontario  
Partners  
Gateway –

**Forms**

- [Canada-Ontario Job Grant \(COJG\) Placement Agreement 2946](#)
- [Employment Service \(ES\) Participant Registration \(3006E\)](#)
- [Literacy and Basic Skills \(LBS\) Exit and Follow-Up \(87-1788E\)](#)
- [Literacy and Basic Skills \(LBS\) - Participant Registration \(3006E\)](#)
- [Ontario Bridge Training Program \(OBTP\) Participant Registration Form \(ON00320E\)](#)



A long list of forms so look for LBS!



Today we'll focus on the topics with the blue arrows & use this manual as a guide.

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### 3. Tips for Registering a Person & Creating a Service Plan in CaMS

The data we enter in CaMS is tied directly to our accountability with our funder (the Ministry).

When it comes to CaMS data entry and file management:

- Use the available resources
- Talk to someone from another LBS program who is experienced in CaMS data entry
- Don't be afraid to ask!!





## Tip #1 – SAVE! SAVE! SAVE!

- When you are working in CaMS, save OFTEN!!!!
- The system will log you out automatically after 15 minutes of inaction.
- Remember to log out when you are finished or when leaving your computer unattended.

## Tip #2 – Client Record

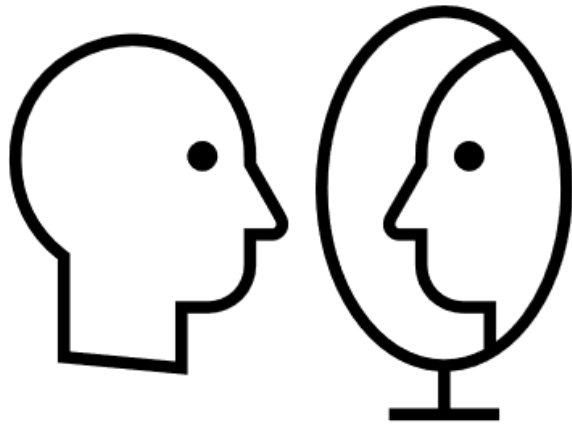
ALWAYS check first for an existing client record before you register a new client in CaMS!

This search alleviates creating duplicate files in CaMS

- Enter the SIN in the **Reference Number** field, then click search
- If you don't find anything, enter last name, first name and date of birth (DD/MM/YYYY)
- If no duplicate exists, click **Register** to create a new record for that client.



## Tip #3 – Client Record



If you locate an existing client record:

- Check to see if the “Person” information matches your PRF
- Update contact information if necessary
- If a field doesn’t match the previous record, e.g. country of birth, contact the client to verify

## Tip #4 – Self-Identification Information

For pre-existing learners in CaMS, the self-identification information from the PRF may be different than what is in their previous record in CaMS

Ensure that self-identification information matches what is on your current PRF

Client Self Identification			
Newcomer	No	Deafblind	No
Francophone	No	Inuit	No
Deaf	No	First Nations	No
Racialized Person	No	Métis	No
Person with Disability	No	Youth	No
ODSP	No		



# Tip #5 – Address

a) If postal code is invalid:

- Check with the client to verify and/or
- Use Canada Post’s “Find a Postal Code” tool:

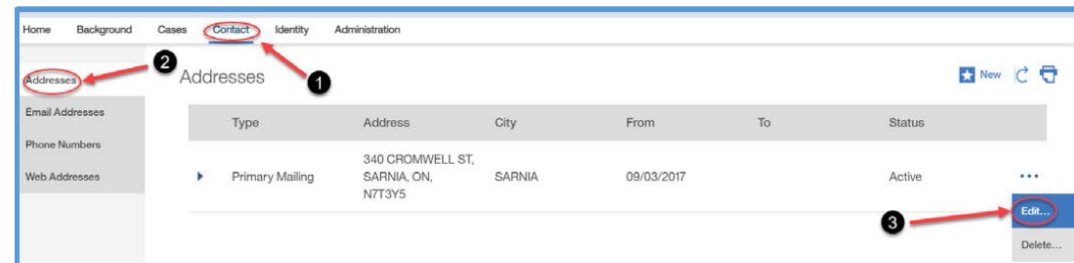
<https://www.canadapost-postescanada.ca/cpc/en/tools/find-a-postal-code.page>

b) Modifying an address:

*Modifying Addresses*

Start from the Person Home Page:

- 1 Click on the **Contact** tab.
- 2 Select **Addresses** in the tab content bar.
- 3 Click **Edit** in the **Action Button** next to the address that requires modification.



Caution: Do not click **New** to change an address. This may result in overpayments for clients with active product delivery cases who are registered in other EO programs.

## Tip #6 – Education and Employment Information

**Education information** is important for LBS providers to enter in CaMS.

- Some learners may not recall exact dates or details; encourage them to provide their best guess
- Ask them to estimate month/year
- Use 1st of the month as a default if they don't remember the exact date

**Employment information** may or may not be collected and entered in CaMS.


- Many LBS programs only enter the employment info in CaMS if the learner is on the Employment goal path
- If your program enters employment info, you will need to locate the NOC/NAICS code for the relevant job category from the “look-up” in CaMS
- Use the closest possible NOC/NAICS code based on the info you have
- Create a ‘cheat sheet’ of commonly used NOC/NAICS codes so you don't have to search every time

# Tip #7 – New Service Plan

## Select **New Service Plan** on the EO Home Page

Complete all the fields.

- **Program:** Literacy and Basic Skills
- **Referred In:** located in the client summary on the PRF
- **Owner:** the name of the user
- **Service Delivery Site:** select your appropriate **Service Delivery Site** name
- **Self Service Initiated:** the is when an EOSS application was filled out
- **Template:** this goal path is indicated in the client summary on the PRF



- When you save the Service Plan, it will have a status of **Open** in CaMS
- Later in the process it will be **Approved** and then **Active**
- Only **Active** service plans count toward the Ministry's performance measures

# Tip #8 – Client Summary

Enter all the applicable fields from the Client Summary on the PRF

- **Entry Assessment Tool** is the type of assessment used
- **Estimated Learner Weekly Time Commitment** is located on the last page of the PRF
- **Date of Assessment** is the date the client completed your program’s intake assessments
- \*If the **Labour Force Attachment** is ‘Employed full-time’, then the time out of work is N/A

<b>Client Summary (Service Provider Use Only)</b>						
Referred In	Service Delivery Site			Owner		
Template						
<input type="checkbox"/> Goal Path to Employment	<input type="checkbox"/> Goal Path to Apprenticeship		<input type="checkbox"/> Goal Path to Secondary School Credit			
<input type="checkbox"/> Goal Path to Postsecondary	<input type="checkbox"/> Goal Path to Independence		.			
<b>Language</b>						
Language Spoken at Home:	<input type="checkbox"/> English	<input type="checkbox"/> French	<input type="checkbox"/> ASL	<input type="checkbox"/> Indigenous	<input type="checkbox"/> LSQ	<input type="checkbox"/> Other
Language Spoken at Last Workplace:	<input type="checkbox"/> English	<input type="checkbox"/> French	<input type="checkbox"/> ASL			
Service Provision Language:	<input type="checkbox"/> English	<input type="checkbox"/> French	<input type="checkbox"/> ASL			
<b>Additional Details</b>						

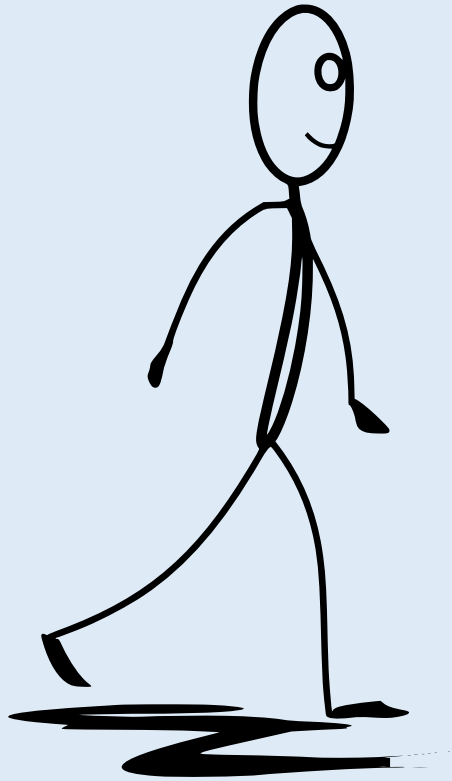
## Tip #9 – Learner Gains

**Learner Gains** is an assessment approach that has never been implemented by the Ministry

You should never enter any scores under Learner Gains



## Tip #10 – Referral In



Important to record the **Referral In** source because most referrals count toward our Ministry performance measure of ‘Service Coordination’

There are 3 **Referral In** sources that do not “count” but should still be recorded:

- EO-Literacy and Basic Skills Service Provider
- Informal Word of Mouth/Media Referral
- No response

# Tip #11 – Adding Sub-Goals and Plan Items

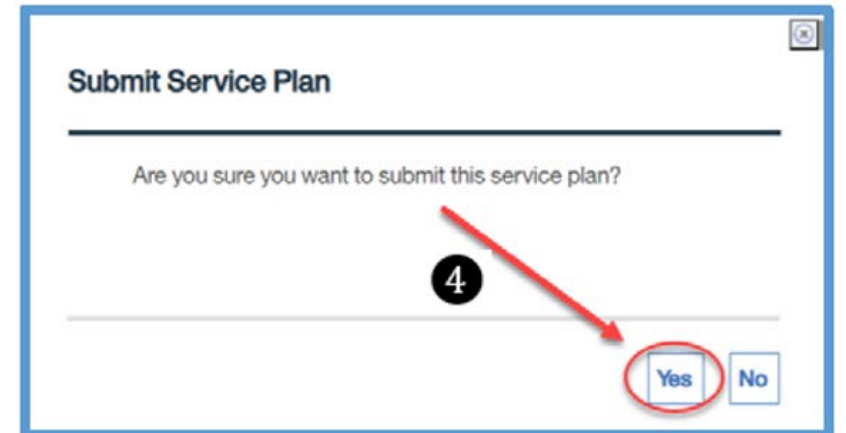
- Used to add milestones, learning activities, referrals and training supports
- **Expected Start Date** and **Expected End Date** for each Plan Item will default to the current date but can be adjusted
- **Custom Basic Plan Item** is used when a Plan Item is not on the list. Check with your program for more information about when to use this
- **All dates** must match the file documentation, e.g. milestone completion date
- **Status of Plan Items:**
  - “Not Started” when the Plan Item is first created
  - “In Progress” when an actual start date is recorded

The screenshot shows a 'Create Sub-Goal' dialog box with a table of sub-goals. The table has three columns: 'Action', 'Sub-Goal Type', and 'Name'. The 'Action' column contains 'Select' for all rows. The 'Sub-Goal Type' column contains 'Competencies' for the first seven rows, 'Referral to Other Programs and Services' for the next two rows, and 'Training Supports' for the final row. The 'Name' column contains the corresponding names for each sub-goal. The 'Training Supports' row is highlighted with a blue border. A red circle with the number '1' is placed over the 'Action' cell of the row immediately above it.

Action	Sub-Goal Type	Name
Select	Competencies	Find and Use Information
Select	Competencies	Communicate Ideas and Information
Select	Competencies	Understand and Use Numbers
Select	Competencies	Use Digital Technology
Select	Competencies	Manage Learning
Select	Competencies	Engage with Others
Select	Competencies	Learning Activities
Select	Referral to Other Programs and Services	Referral Out to Other Community Resources
Select	Referral to Other Programs and Services	Referral to Other Programs and Services
Select	Training Supports	Training Supports

## Tip #12 – Approval of the Service Plan

- Once all the initial Sub-Goals and Plan Items are added, you must submit the plan for **Approval**
- Ensure all elements of the Service Plan are entered: home page, client summary, plan content
- Dates on Plan Items should be on/after the Service Plan start date





## Tip #13 – Plan Summary

Date on the **Plan Summary** is the date the learner “accepts” (agrees to) the plan, i.e. the date they sign it

After the Plan Summary is “accepted” in the system, the service plan status changes from **Approved** to **Active**

Service plans must be **Active** to count toward your site’s LBS performance measures

**(Closed** plans also count)



Welcome to the EOIS Case Management System

My Shortcuts

- Register a Person
- Register an Employer or a Corporate Entity
- My Service Provider
- Pending Reviews
- Reassign Cases
- Reassign Reviews
- Search for a Case
- Search for an Application/Referral
- Search for a COJG Application
- Search for a Corporate Entity
- Search for an Employer
- Search for a Better Jobs Ontario Application
- View Common Assessment Records
- View My Bookmarks
- View My Cases



## Tip #14 – Check Active Service Plans

Status

Active

Active

Active

Active

Active

Active

Active

Active

## Tip #15 – Multiple Service Plans

Learners can have an **Active** service plan with more than one LBS program (or other EO provider) at the same time, e.g. Employment Services

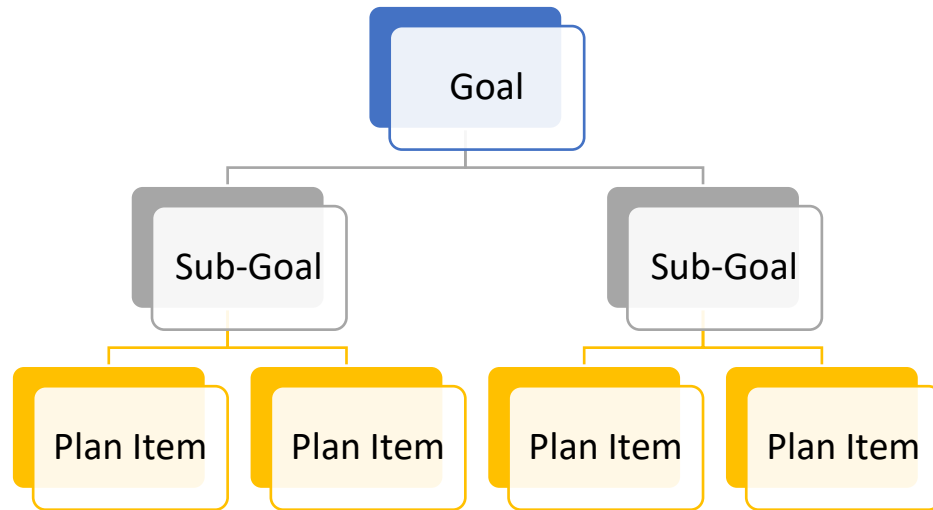
This includes shared/blended learners who can be co-registered in an in-class LBS program and an LBS e-channel (fully online) program

Keep in mind that each separate service plan generates 3, 6, and 12-month follow-ups at exit



# Summary: Creating an LBS Service Plan

## The Service Plan Elements



## Steps to creating the Service Plan

- A. Generate a new service plan for the client from the template.
- B. Create the client summary.
- C. Add a sub-goal(s).
- D. Add a plan item(s) related to that sub-goal.
- E. Submit plan for approval.
- F. Create plan summary.
- G. Record acceptance of plan summary.

## 4. Tips for Maintaining & Updating a Service Plan

Maintaining a Service Plan in CaMS means that you are regularly entering new data into the plan as the learner works through different elements of their LBS program, e.g.

- learning activities
- milestones
- referrals
- training supports

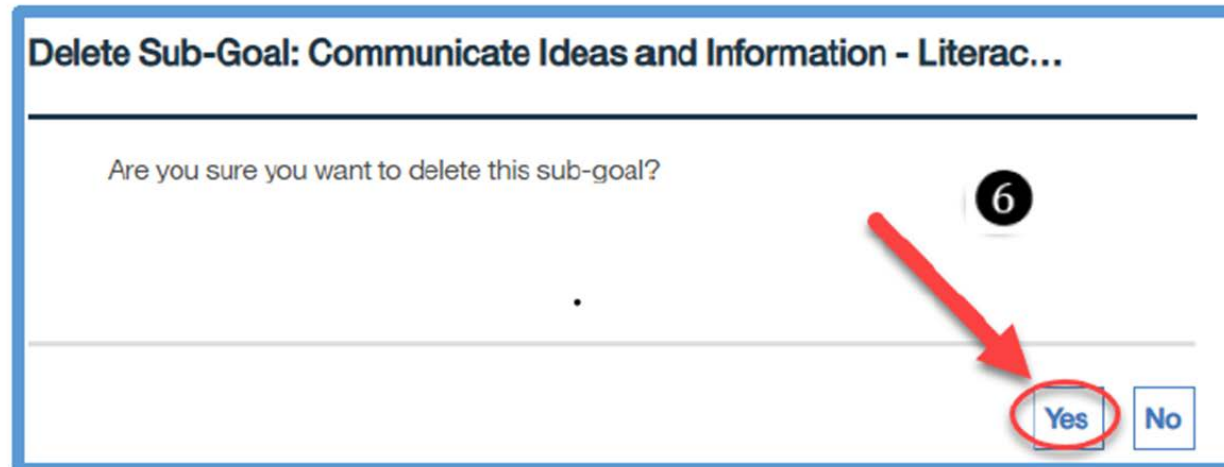
Some of the CaMS reports can also help to maintain/update the service plan accurately, e.g. Case Activity #61, Inactive Cases #20



## Tip #16 – Deleting Plan Items

If the Plan Item has a date in the Actual Start Date field, it can be deleted by first removing the date and saving, and then deleting the **Plan Item**.

Be sure to delete the **Sub-Goal** for that plan item as well



The screenshot shows a confirmation dialog box with a blue border. The title bar reads "Delete Sub-Goal: Communicate Ideas and Information - Literac...". Below the title bar is a horizontal line. The main text of the dialog asks, "Are you sure you want to delete this sub-goal?". To the right of this text is a small black circle containing the number "6". At the bottom right of the dialog are two buttons: "Yes" and "No". The "Yes" button is circled in red, and a red arrow points from the number "6" to it.

# Tip #17 – Cancelling Plan Items

- 5 Remove the **Actual Start Date**.
- 6 Enter **Cancelled** in **Outcome**.
- 7 Click **Save**.

The screenshot shows a software interface for editing a Plan Item. The interface is divided into sections: Primary Client, Details, and Additional Information. In the Details section, the 'Actual Start Date' field is highlighted in yellow and has a circled '5' next to it. The 'Outcome' dropdown menu is set to 'Cancelled' and has a circled '6' next to it. In the Additional Information section, the 'Save' button is circled with a '7' next to it. Red arrows point from the circled '6' to the 'Cancelled' dropdown and from the circled '7' to the 'Save' button.

- Status for the **Plan Item** will be **Not Started** with a **Cancelled** outcome.
- Status for the Sub-Goal will also be **“Not Started”** status under the Sub-Goal.

## 5. Tips for Closing a Service Plan

The **LBS Exit and Follow-up Form** is completed when the learner is ready to leave your program.

The form gives you the information you need to close the learner's **Service Plan** in CaMS.





## Tip #18 – Checking Information

- Before closing the service plan, ensure all reported changes to learner information and/or learner plan details are recorded in the file and are up to date in CaMS (address, phone, e-mail, education, employment, etc.)
- Close all aspects of the service plan from the lowest elements up: plan items, then sub-goals, then goals, then the service plan itself
- Set Sub-Goal outcomes to either **Attained, Not Attained or Cancelled**
- \*If there a learner satisfaction rating, a program outcome should be known and entered (not 'Unknown')



## Tip #19 – Closure Checklist

- ✓ Use a checklist to ensure all information is accurate and complete
- ✓ This sample can be customized for your own program



### Checklist for Closing Files

- Signed Participant Registration Form
- Intake and Ongoing Assessment Documentation
- Learning Style Assessment
- Release of Information Form
- Case Notes
- Copies of Correspondence
- Signed and up to date Learner Plan
- Student Agreements (attendance/progress)
- Service Coordination Referred In/Out Documentation
- Completed Milestones and Learning Activities
- Participant Exit and Follow-Up Forms
- Copy of the Learner Satisfaction Survey
- Training Support Documentation

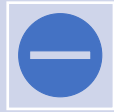
## Tip #20 – Closure Reasons & Exit Outcomes

Be sure that your staff:

- are using the same processes to check and close files
- understand the **Reasons for Closure** and **Outcomes at Exit** on the Participant Exit and Follow-up Form
- are selecting the Reasons and Outcomes consistently



## Tip #21 – You Can't Go Back!



Once the service plan is closed in CaMS, **it cannot be reopened!**



The only things you can change are the **Closure Details**



The **Closure Reason** cannot be changed once the service plan has been closed with a reason of 'Opened in Error'



## 6. Site Level Data Integrity – What, Why, and How?

CaMS data is used by the Ministry to monitor LBS programs on 5 different measures

Accurate and up-to-date data in CaMS will help your program

- achieve those measures &
- identify areas for improvement



## Tip #22 – Internal File Audit

If possible, do a random file audit within your program every couple of months

- Select a few files, both **Active** and **Closed**
- Review the contents of the paper files for accuracy and complete documentation
- Compare the file content to what you have entered in CaMS

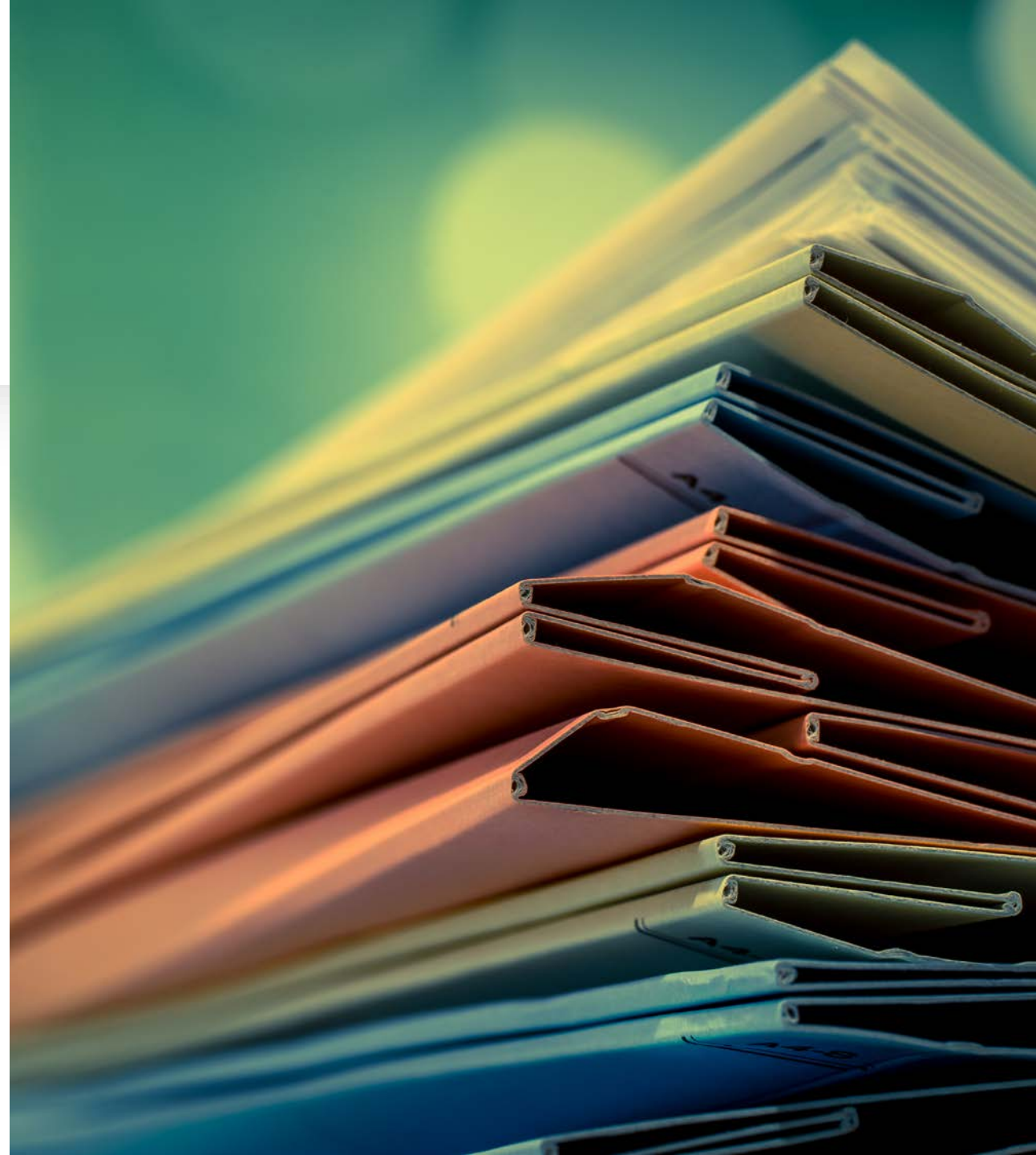
Doing this regularly helps to catch mistakes or process issues that need to be improved



## Tip #23 – Close Files Promptly

Of the 5 performance measures the Ministry uses to monitor LBS programs, 4 use data from **Closed** files

The more promptly you close your files, the more data will feed into your performance measures



## 7. Monthly Information and Referral (I&R) Data Reporting

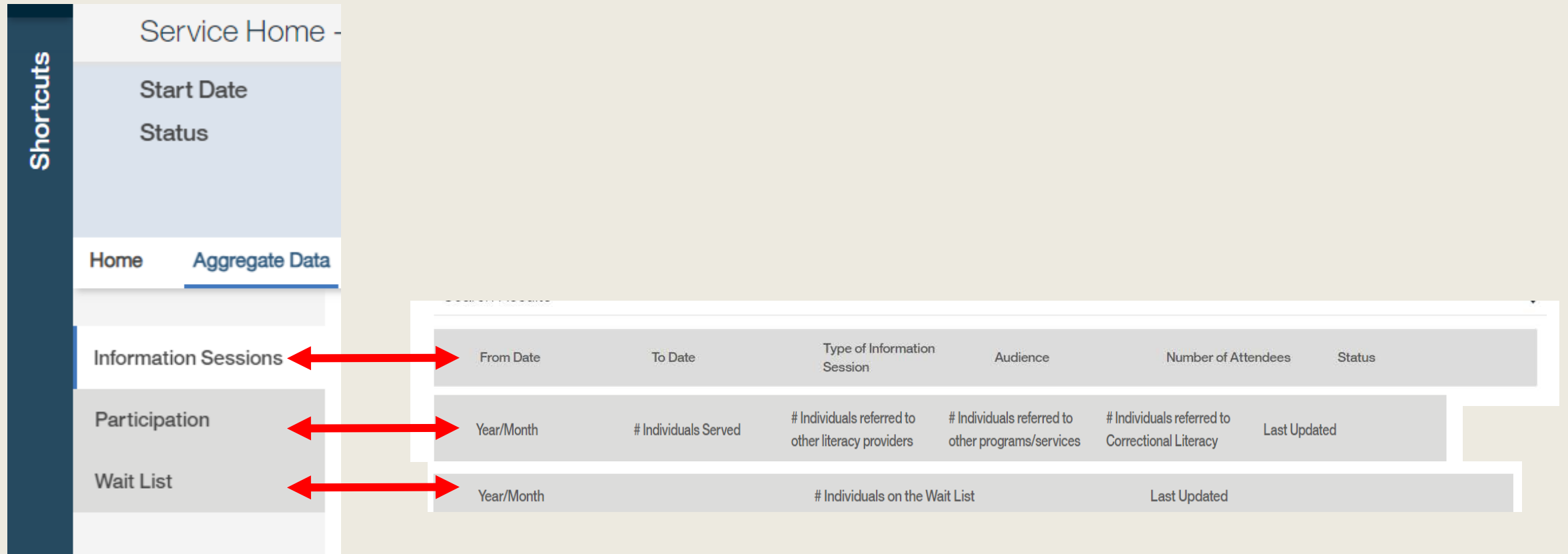
“All EO service providers must provide information and referrals to all EO employment and training programs and services, regardless of which programs or services they are contracted to deliver.”

*LBS Service Provider Guidelines*





# Tip #24 – Know How to Enter Monthly I&R Data



## Tip #25 – Have a Process to Collect I&R Data\*

<b>Information Sessions</b>	<b>Two types:</b> <b>1. Outreach</b> <b>2. Information Session</b> <ul style="list-style-type: none"><li>- Provide a description</li><li>- Choose audience</li><li>- # of attendees</li><li>- from and to dates</li></ul>
<b>Participation</b>	<b>Referrals</b> <ul style="list-style-type: none"><li>-month and year</li><li>- # of individual referred to other literacy service providers</li><li>-# of individual referred to other programs/services</li></ul>
<b>Wait List</b>	<b>Wait List</b> <ul style="list-style-type: none"><li>-month and year</li><li>-# of individuals on the wait list</li></ul>

\*Not all I&R data categories will apply to your program



WHEW!

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# Wrap-Up & Questions

1. EOIS – CaMS: What & Why
2. CaMS User Guides, Desk Aids, Training Resources & Forms
3. Tips on Registering a Person & Creating a Service Plan in CaMS
4. Tips on Maintaining & Updating a Service Plan
5. Tips on Closing a Service Plan
6. Site Level Data Integrity – What, Why, and How?
7. Monthly Information and Referral Data & Reporting
8. Wrap Up



**MERCI,  
MEEGWETCH,  
THANK  
YOU!**

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