

AWESome news



“This is too easy, it’s like shopping on-line.” – Mobius Trainee on learning the new system:

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Preparing For ETW and NETW

May - June 2008

As of April 28, 2008 work officially began to prepare for the transition of Expected to Work (ETW) and Not Expected to Work (NETW) Income Support clients to Mobius. While there is no official date as to when this might happen, the work currently being completed will allow us to proceed as soon as we are ready to move into the next phase. The transitioning process for ETW and NETW will be extremely complex as there are over 70 interfaces and data sharing with other systems and applications that occur with the Local Income Support Application (LISA) and the Central Client Directory (CCD). An example of an interface that currently occurs is the data matching with other provinces that identifies common Income Support clients. Due to the complexity and the importance of these issues we want to ensure all the various connectivity’s are addressed. A working group is reviewing all existing systems, interfaces, and linkages to LISA and CCD and identifying all the impacts these have on our business. During this process questions like “how can this process be improved?” and “do we need this?” will be asked to make sure we are meeting our business vision and looking towards the future. This activity is being led by Debbyann Solway and its members include Renae Leitch, Carrie Rook, Heather Smith, John Zurbrigg, Derek Lin, Angela Wozney, Donna Pelton, Janice Winkelaar, Marcel Lecker, and Karen Otteson and Stephan Kam from Seniors and

Community Supports. They will be consulting with users.

Since Release 2, Financial Tools for Learners will act as a foundation for ETW and NETW on Mobius, a project led by Debbyann Solway will complete a gap analysis between what is being built for Learners and what will be needed for ETW and NETW. This work group will also look at building efficiencies that we’ve not been able to implement in LISA or CCD. For example, the Simplification Committee received various suggestions that could not put into effect until ETW and NETW goes onto Mobius. These suggestions were not forgotten and will now be examined by this group to look at how these suggestions can be implemented with the flexibility that Mobius provides. Carrie Rook from the It Business Support Unit has already completed a session of workshops with representation from various areas of the organization and province Susan Shave, Michelle Plaxton and John Zurbrigg are just a sample of the caliber of expertise that is part of this group.

As we progress into the implementation of future phases, working groups like the two mentioned here will ensure that we transition smoothly into a new way of delivering services to Albertans, specifically ETW and NETW clients. **A**

Mobius E-Learning

Mobius end users were offered two training alternatives for Phase 1, Release 1. The first option was a four-day session targeted at users who do registration and/or Service Management. The second option was a one-day session that was specifically for staff that require access for viewing and minimal data entry. The need for a third training option has been identified. Some staff don’t need access to the system, so the one-day session is a bit excessive. They require a shorter, more generalized overview. In order to meet the training needs of this group, a ½ day E-learning Mobius Overview course is being developed.

The new E-learning course consists of 3 modules: Introduction and Background to Mobius; Phase 1, Release 1 Features and Functions; and Service Management Features and Functions. This course provides an introduction to Mobius, outlines the implementation schedule, reviews the system’s features and functions, and shows how Mobius helps manage the provision of services. The best

thing about the course is that participants will be able to do the training at their convenience. They can do it all at once or in break it down into segments. And they can go back and reference it as many times as they want. The intention of this course is simply to provide general information on Mobius. It is not used to obtain an access ID to the Mobius system like the one-day and four-day sessions. The E-learning Overview will be easily accessible and available to a wide and diverse audience, not just GoA employees. The course should be available sometime in June 2008, and it will be accessible via the AWES Initiative link in the On-Line Policy Manual. We’ll keep you posted on the release date.

And speaking of training, we’re also developing a plan for Release 2. Stay tuned—more details on R2 end user training should be available in the next edition of the AWESome News. **A**

What's New for You

Many people are wondering how Financial Tools for Learners (Release 2) will impact how they do their jobs. From people who have direct contact with Learners to those working behind the scenes, to the Learner themselves everyone will experience various changes. The majority of changes are interrelated. For example, an integrated system will result in faster processing of changes to a learner's situation. Electronic funds transfer will allow training providers to spend more time on service management. And with fewer manual workarounds, Centrally Delivered Services will be able to spend more time determining benefits for learners with unique circumstances.

The chart below identifies the most significant changes that will impact the various groups involved in Financial Tools for Learners. This chart shows how each change affects each group differently and how working together is essential to ensure Learners receive the best service possible.

| What's New For You in Release Two | | | | | | | | |
|---|----------|------------------------------|---------|--------------------|------------------|---|----------------------------------|------|
| Upcoming Changes and Who it will Affect/Benefit | | | | | | | | |
| | Learners | Centrally Delivered Services | Finance | Workforce Supports | Service Partners | Regional Worksites (i.e. Contract Service Coordinators) | Career and Employment Counselors | IMAS |
| New Learner Income Support Office (LISO) to integrate work into a single stream and align business processes | | √ | √ | √ | | | | |
| Less manual workarounds to process applications | | √ | √ | √ | | | | |
| Improved processing times for Change in Circumstances | √ | √ | √ | | √ | √ | √ | |
| More time will be available for unique learner circumstances due to less manual processing, | √ | √ | | | √ | √ | √ | |
| Policy alignment for EI and Non-EI | √ | √ | √ | √ | √ | √ | √ | |
| Non-EI and EI Learners will be able to apply on the same application | √ | √ | | √ | √ | √ | √ | √ |
| Less Program Information required when completing applications | | √ | | | √ | √ | √ | |
| Changes to course information (i.e. Campus location, fees, etc) will be done faster | √ | √ | √ | | √ | √ | | |
| Tuition refunds will be completed faster | | √ | √ | | √ | | | |
| Increased accountability for the completion of Employability Assessments for Learners to be approved for financial benefits | √ | | | √ | √ | √ | √ | |
| Mobius will better support principle based decision making to provide the best service possible to Learners | √ | √ | | √ | √ | √ | √ | |
| Fewer systems to look for information | | √ | √ | √ | √ | √ | √ | √ |
| More detail of programs and services. This will replace the concatenated field. | | √ | | √ | √ | √ | √ | √ |
| Improved funding allocation management and tracking | √ | | √ | √ | √ | √ | √ | |
| Increased ability to analyze costs for proposed policy changes | √ | √ | √ | √ | √ | √ | √ | √ |
| Maintenance of system will be more manageable | | √ | √ | √ | | | | √ |
| New terminology to learn | | √ | √ | √ | √ | √ | √ | √ |
| Mobius will not be dependent on outdated legacy systems | | √ | √ | √ | √ | √ | | √ |
| New technology, will reduce the risk of system failures | √ | √ | √ | √ | √ | √ | √ | √ |
| Improved letters for Learners that will be more informative and easier to understand | √ | √ | √ | √ | √ | √ | √ | |
| Financial benefits provided primarily through electronic fund transfer (EFT) | √ | √ | √ | √ | √ | √ | √ | √ |

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New Communication-in-Action Team Member

Left to Right: Elena Hutchinson, Heather Macadam and Prakash Poudyal.

Reports.....A Long Time Coming!

Good News Everyone; reports are here, reports are here!!

We now have the first two reports from Mobius available to us:

1. Client Participation in Programs and Services Summary
(for External Service Delivery Partners) (CPPSS - E)

2. Mobius Services Listing (MSL)

While we acknowledge these reports were a long time coming, we recognize that anything worth doing is worth doing well and that takes time – sometimes more time than we would like. Nevertheless, we have these two reports to share with more to come! Let's take a look at the first report:

CPPSS - E: This report shows the number of individual clients involved in various activities – 'service plan items'. It will show you the number of people you and your staff have serviced and who have had an assessment, a service plan created and service plan items added to that service plan. This report is generated on the 5th day of the month and includes everything entered to the end of the previous month. The extra time between the end of the previous month and the 5th day of the next month will allow a little 'lag' time for data entry.

MSL: This is the second report which lists the counts of service plans in each of the six pillars of service:

- | | |
|--|--|
| <input type="checkbox"/> Employment | <input type="checkbox"/> Career |
| <input type="checkbox"/> Skill Development | <input type="checkbox"/> Support Non-Financial |
| <input type="checkbox"/> Support Financial | <input type="checkbox"/> Information |

There is a count for each 'active' service within the month being reported on.

To receive these reports as an External Service Partner, you will be sent a copy of your report either electronically or by hard copy – whichever you and your Contract Service Coordinator have agreed to.

Stay tuned for the release of the next reports which will be *Follow-up Listing Report* to help our Internal and External Service Partners follow up on the 90 and 180 day follow-ups. The report will provide an indication of *Complete, Overdue or Pending Client Participation in Programs and Services Summary (for Internal Service Delivery Staff) (CPPSS - I)* same as above, but for our Internal Service Delivery Staff

As we all know this is an exciting time to be a part of Employment and Immigration with the implementation of the Mobius however, it is not without its' challenges. We are dedicated to providing the best possible product to our staff and external Service Delivery Partners, so we thank you for your continued patience. **A**

AWESese

Status: There are several statuses for Assessments in Mobius. Both the Service Needs Determination (SND) Assessment and the Employability Assessment (EA) can have the statuses of In-Progress, Completed or Canceled.

In-Progress: If you are working on either the SND or EA, you can choose either to 'complete' or 'save' the work you have done. If you choose 'save', it will generate a status of 'in-progress'. This will allow you return to the assessment at a later date to continue working with it.

**** Please keep in mind ****

An SND with as status of 'in-progress' will

only remain as such for 7 working days, then the computer system will cancel the file. The only recourse at that point is to create a new SND. An Employability Assessment with a status of 'in-progress' will stay that way for 60 days before cancelling. Each time you work on either assessment, the number of days reset.

Completed: If you chose to 'complete' the SND or EA instead of 'save', the status will change to 'completed'. You cannot edit a completed SND. If you chose 'Complete' in error, you may have options depending on the type of assessment you were doing. If it was an SND, you will have to create a new one assessment from scratch, however if it was an EA, you do have the

option of copying the EA and changing the status to 'in-progress' thus allowing you to make changes. You are only able to copy an assessment once – you cannot copy a copy.

Canceled: If you realize you have completed an assessment in error, then you have the option of 'deleting' the assessment. But like most things in Mobius, it does not actually delete the assessment, rather the status shows as 'Canceled'. **A**

Feature Teaser - Notes.... So Many Places!

Notes! They are available in multiple pages throughout Mobius – so where is the best place for them? That answer will depend on what you are doing within the system.

If you are completing a Service Needs Determination (SND) with an individual, your notes pertaining to that SND will go right in the SND screen for example, "Individual inquiring about career services."

If you are completing an Employability Assessment (EA), and you are identifying a particular factor as a 'strength' or 'needing development', you will need to justify your assessment with a note. For example, if you are identifying an individual's "Reading Text" as 'needing development', you would add a note indicating 'Individual reading level tested at a below average'.

Once you have completed your Assessment, and are ready to move on to the Service Plan, you can add notes in the actual Service Plan. For example you might add a note to clarify "Attend Appointment" plan item that indicates when and where the appointment is occurring.

All other notes - the general circumstances and progress of the individual should be in the Integrated Case home page. This is where you will enter what is happening with the individual on an ongoing basis.

A couple of other reminders about Notes are that they cannot be deleted and they should also be clear, concise and without judgment. All Notes should be at a Sensitivity Level of One with a few exceptions that should be discussed with your Supervisor or Manager before changing them to a Two or Three.

Notes are our way of communicating with our co-workers and Service Provider partners so we need to be as transparent as possible. Remember one of the major tenants of the AWES Initiative and the Mobius Computer system is one client, many helpers. We are all facilitators helping individuals along their path to greater independence and improved skills and in order to do that we need to communicate effectively with one another! **A**



A working group meeting to discuss the gaps for Phase 2 implementation on Mobius

Bottom row sitting – Left to Right: Robert Lutes, Celia Bryant, Michelle Plaxton and Lynda Cantell

Top row standing – Left to Right: John Zurbrigg, Amy Chia, Joan Kubin, Carrie Rook, Angela Wozney, Laura Atwell and Cindy Holowach

Dear AWESome

Q. I'm a Service Manager with a training institution. Some of my coworkers and I ran into a problem where we found out after the fact that there are Mobius Notes on an individual, but an AE&I staff member changed the Sensitivity Level to a 3. As a Service Partner, we can only see Mobius Notes that are at level 2 or 1. I mean, here I am, asking the same questions that have already been asked and answered! Or the client doesn't divulge something because they think it's already on the file. So now my assessment is deficient because I don't have access to all the information. And it's only some AE&I staff because sometimes it is all there. Besides, didn't last month's article on FOIP say the information is owned by the client? And what about the principles of collect it once, use it many times, and one file, many helpers. I mean, isn't that why the person signs the declaration/consent? I just don't get it! Please explain, why are some AE&I staff changing sensitivity levels on Notes so that Service Partners can't access them?

Dear Inquirer:

Wow, you really know your stuff! I'm glad to see you're incorporating the values and principles of the AWES Initiative. They're such an integral part of the implementation because they form the foundation for Mobius. I can understand your frustration because you are right, Service Partners are just that, our Partners, and that means they should have access to information that could influence the outcomes of their assessments. Also, changing a sensitivity level to a 3 on Notes anywhere in Mobius can impede a Service Partner's ability to print a Service Agreement. However, having said that, there are some rare situations that come up where it would be appropriate for an AE&I staff member to change the sensitivity level on Notes, but these are few and far between. The FAQ outlines the guiding principles around changing sensitivity levels, and I invite all users to link to this document to http://employment.alberta.ca/hre/mobius/reg/pdf/mobius_faq.pdf. Listed below are just some of the questions users should be asking themselves before changing a sensitivity

level:

- o Might a service partner need this information to provide service to this person?*
- o Can this information be re-stated in a way that would be less of a sensitivity issue but still capture all relevant information to our service?*
- o Could I piece out a small set of the information I have collected and make a separate note with a higher sensitivity?*
- o If I set a different sensitivity level, could it force another user to recollect the same information?*
- o If I set a different sensitivity level, could it impair another user's ability to provide comprehensive service to this person?*

*Send us a question. If we use it in the newsletter, we'll send you an AWESome prize. Please forward your questions to AWES@gov.ab.ca. **A***

What's Coming Up?

- Mobius Suggestions Log
- Referring to Provider
- Highlight on the Assessment Factors Handbook

The AWESome News is brought to you by the AWES Communications in Action Committee: Susan Shave, Northeast Region (chair); Karen Pawliuk, NorQuest; Heather Macadam, Workforce Supports; Elena Hutchinson, Centrally Delivered Services; Prakash Poudyal, Workforce Supports; Teresa Pickering, Workforce Supports; Dorothy Schreiber, Communications.

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