

AWESome news



November - December 2008



Happy Birthday Mobius!

Can you believe it?

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

Mobius is officially 1 year old on December 4, 2008.

Take time to celebrate with your colleagues and to share with each other this milestone. Like the first year of a child’s life, there have been good and challenging days, occasional problems, and sometimes the ‘baby’ does not always do what we the parents expect, but generally Mobius has been growing up nicely, is healthy and will continue to develop. We know that there will be more than a few sleepless nights ahead and a few surprises – but that is all part of growing.

everyone’s commitment and patience. We have all learned so much not just the new system, but also with our business processes and service model.



Congratulations are in order for all those who have been involved in the planning, design and maintenance of the fledgling system, but also to all the internal and external users who use Mobius everyday.

Happy First Birthday and best wishes for many more! **A**

It has been a successful first year, that has taken

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Who’s Who in the AWESome News Zoo!

From time to time, we like to shake things up here at AWESome News; it keeps things fresh! So as we have had a few changes over the past months, we thought it was timely to reintroduce your AWESome News team.

Karen Pawliuk and Susan Shave have been working on AWESome news since its inception. Karen is a Project Consultant from NorQuest College and provides the much needed service provider partner perspective. Susan is a manager from Delivery Services, providing a link between the Provincial Delivery Representative Group and AWESome News. A few new members joined the team in acting roles – Heather Macadam and Prakash Poudyal. Heather, a program planner, and Prakash, an analyst, both come from Workforce Supports.

Brian Payne, Jenny Bain, Romy Chakkalakal and Maureen Hubbert are the newest team members. Brian is the new Teresa! He comes to us from Workforce Supports. Jenny also joins the group from Workforce

Supports and has been with the AWES Initiative from the very beginning as Business Project Manager for Release 2. Romy is a Student Funding Consultant and is our link with Centrally Delivered Services and finally Maureen joins us from the Mobius Support Office. As you can see we have representation from all areas!

Since the inaugural issue of AWESome News in June 2007, we have said goodbye to a few team members as well – Julie Milne, Katherine Foster and Elena Hutchinson. Katherine and Elena are off having their own ‘Awesome additions’. We also said goodbye to Teresa Pickering – our team chairperson and leader. We would like to thank all of the past and present members for their contributions to AWESome News and we look forward to continuing to provide our readers with a great newsletter that succeeds in keeping you informed about the AWES Initiative.

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Who's Who in the AWESome News Zoo! *(continued from page 1)*

Welcome to our new AWES Initiative Director

Leadership in motion – the new AWES Initiative Director knows that the initiative is all about business processes, a client centric service delivery model, change management, people, and systems. Helping Albertans make career decisions and good choices about where and how they use their essential skills sets is part of E&I's business. It is no surprise then, that in June 2008 we welcomed our new AWES Initiative Director, Brian Payne. We are all so pleased that Brian made this career move, and that he is managing the change very well! He tells us that every day has been a learning experience since he arrived, and that there seems to be no end to the great people and work being done within the initiative and the department. This has been a great career choice for him and us.

Replacing Teresa Pickering included some transition time to 'ease' Brian into the role and to meet as many people as possible who are in one way or another connected to the work. Brian's primary responsibilities are related to the management and development of Mobius, while also being Director, Business Innovations Branch, Workforce Supports Division. While continuing to learn more about our implementation of the Curam software, he is involved in the planning and development of Release 2 – Financial Tools for learners, overseeing the Mobius Support Office and is participating in the Common Case Management Initiative with staff from Children and Youth Services, Seniors and Community Supports, and Service Alberta.

Brian's background includes working within a number of GOA Ministries over the past 27 years including portfolios related to: Tourism, Parks, Recreation,



Brian Payne
AWES Initiative Director



Jeny Bain
Business Project Manager for




Romy Chakkalal

Culture, Economic Development and Public Lands. For the past 10 years his roles have been related to internet and web development, information management and the development and implementation of various software and systems to support business activities. It is a good thing that he has such a wealth of experience and skills as we continue our journey of implementing Mobius – it is all about business processes, people and systems.

On one side we welcome Brian, and on the other say farewell and THANK YOU to Teresa Pickering, as she phases into retirement. While she has left her former role as Initiative Director, she has continued her involvement with the Common Case Management cross ministry discussions.

Teresa's leadership in the AWES Initiative has given it a very strong foundation on which it can continue to evolve. She was there from the first day when the initiative was a mere idea, to developing the strategic directions, fleshing out concepts and principles, to ensuring a business vision that is the envy of many jurisdictions, to challenging the process and facing the issues. Teresa's commitment can be seen in so many of the business goals and achievements of the initiative.

Her emphasis was on partnerships, strategic approaches; making programs accessible and sensible, service delivery stronger, ensuring clients have responsibility and accountability for their decisions, simple rules and flexible decision making supports for staff, partners and clients, and above all ensuring systems are there that support business.


Thank you Teresa for all you have done, and best wishes for a very exciting future. Now just click your heels together, and your red shoes will take you to..... 

What is the Target Date for Mobius Release 2- Financial Tools For Learners?

Our integrator, IBM, has revised the project work plan and the next release will be delayed. We do not yet have an official date for the launch of Financial Tools for Learners. We are working with Team IBM to develop a revised schedule for the project. Our current timing would see implementation in late fall of 2009, in time for learners starting programs on or after January 1, 2010. This is a target and will be updated as the new schedule is finalized.

The good news is that we will continue to use the Students Finance

System for the 2009-10 academic year, meaning that learners and training providers will continue to receive their payments. We have also agreed that we will use a principle of where you start is where you will finish (getting payments for clients) to avoid confusing learners and reducing the need for converting data. We are very grateful that this system is still available.

Our commitment to all Mobius Users, is to keep you informed. Stay tuned for additional updates in future editions of AWESome News. 

In Profile: The AWES Training Coordinator

In preparation for Release 2 training, Freddi Dogterom and Sandra Lowes were recently appointed to share the role of AWES Training Coordinator. Sandra comes from a very strong career, employment and income support background while Freddi brings the external provider and contract services coordinator perspective to the role. They will

each contribute 50% of their time to the Training Coordinator role and will continue half time in their base roles at the delivery sites. In this way, they can remain in their front line positions to stay current with the needs of staff.

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In Profile: The AWES Training Coordinator *(continued from page 2)*

Debbyann Solway, Service Delivery Simplification Project Manager, said she is pleased to have these two join the training team.

“In an effort to better meet the needs of end users, we are looking at new and innovative ways of delivering training. We appreciate that staff’s time is valuable, so rather than have everyone attend a four-day training session, future training will be role-based. What that means is the training you receive will be dependent on the functions you are required to perform in Mobius. One of our basic principals around training is to maximize the use of a variety of delivery methods including classroom, e-learning, self-paced and WebEx sessions. Freddi and Sandra will be instrumental in helping us achieve our training goals”, she said.

Interview with Freddi and Sandra

Q: What is your current position?

Freddi: At this moment I am a Contract Services Coordinator but will be moving to half time position as the Regional Training Coordinator in January 2009. It is rather overwhelming in these initial days to have 1.5 jobs and oh so many bosses.

Sandra: I am currently a Career and Employment Consultant in the Red Deer Canada-Alberta Service Centre. In this position I administer the Canadian Agriculture Skills Service program, Disability Related Employment Supports program, work with Income Support clients and all Albertans to help them move towards employment. I also have shifts on the Income Support Information line and in our Labour Market Information Centre.

Q: Tell us a little bit about your background and previous work history.

Freddi: I started my life in the Public Service with National Health and Welfare Medical Services – Western Arctic Region. This evolved into a position with Human Resources Development Canada (HRDC)

at the time of the Labour Market Agreement (LMA). I was one of the “sliders” who moved from the Fed’s to the Province as a result. In total I have just over 30 years with various levels and departments of government. I have been both a Career and Employment Counselor and a Contract Services Coordinator and was very active as part of the Release 1 Mobius Training team. My background includes training delivery and development and I am excited about the AWES initiative and the Marvels of Mobius.

Sandra: I have worked for AE&I for 23 years. I started as Administrative Support and from there, was a Financial Benefits Worker for many years. I then went to the Intake role and about 2 ½ years ago, became a Career and Employment Consultant. I signed on to do User Acceptance Testing for the Mobius system because I wanted to know the system inside and out. I was frustrated by the Career Assistance Information System (CAIS) system as it did not seem logical to me. I thought if I fully understood Mobius I would avoid the same frustrations. I then became one of the Mobius trainers for Central Region.

Q: What are your responsibilities as Training Coordinator?

Freddi: Initially we sit and listen and look very confused. We have a lot to learn in a very short time. Some days I can feel my brain actually cramping up! One of our first projects is to be involved with the development and implementation of some standardized Refresher and Update training on Mobius. Mobius has evolved since some of the initial training and now that folks are using it, there are some specific areas that need to be emphasized or updated. We will eventually be evolving into work on Release 2.

Welcome Aboard, Freddi and Sandra! We wish you all the best in your new position. **A**

Feature Teaser

Mobius Support Staff

The Mobius Support Staff are now in place to support all users and are working hard to resolve issues as quickly as possible.

There are three Mobius support staff located in the IT Business Support Unit, Business Innovations Branch; Carrie Rook, Manwar Khan, and Maureen Hubbert. They are responsible for supporting Mobius users by clarifying business processes, identifying data integrity issues, advising users of data corrections, investigating Mobius suggestions, updating the forms and Mobius User Manual.

Mobius Trainers and Contract Service Coordinators continue to be the first



Carrie Rook



Maureen Hubbert

level of contact for users to discuss any issues they might be experiencing. If the issue cannot be resolved at this level, an e-mail can be sent to :

Mobius.Requests@gov.ab.ca

One of the the main challenges Mobius support staff are dealing with are data integrity issues. They are working with users to clean up wrong dates and duplicate clients that have been entered into Mobius. Mobius support staff may contact you to update information in the system. They may also contact individuals for further clarification or with a solution to an issue.

Another project the team is working on is amalgamating all the Mobius information that has been sent out in Broadcasts, Frequently Asked Questions etc. into one Mobius user manual. Watch for an update on the progress! **A**



Manwar Khan

AWESese

Good Cause Reasons

When a plan item needs to be listed as incomplete or cancelled, the good cause field is where that information needs to be captured. From this field, you can choose one of four options that are considered to be acceptable reasons for having an incomplete or cancelled plan item. The good cause reasons in Mobius are comparable to the list of reasons in CAIS that you could choose when someone withdraws from training. The major difference between these two lists is that there are less good cause reasons in Mobius. This was done intentionally as

we only need to know if someone has left training for an acceptable reason. So, as a result these are the Good Cause reasons available in Mobius:

- Unable to Contact;
- Health Reasons;
- Not required; and,
- Change of Plan.

It is critical to use good cause reasons to ensure that clients who leave their Service

Plans for good reasons are not considered ineligible for future funding. For example, if a learner has withdrawn from their Service Plan due to a medical condition and the good cause field is not completed, the learner would have to sit out four years before they become eligible for learner funding again. So, please help us with ensuring good data integrity and use those good cause reasons when it's appropriate! **A**

Modify Plan Item Details: Attend Training - Skill Development 514727 - Cheese Burger 1973574583

Save Cancel

Details	
Name:	Attend Training
*Expected Start Date:	Dec-19-2008
Actual Start Date:	Nov-19-2008
Estimated Cost:	0.00
*Expected Outcome:	Increased Knowledge
Outcome:	Not Attained
Sensitivity:	1
*Expected End Date:	Nov-19-2008
Actual End Date:	Nov-19-2008
Actual Cost:	0.00
Good Cause:	
Referred to Provider:	Norquest^EDM^SDG-ABE-702^7106D
Plan Item Category:	Not Applicable

Good Cause Screen Shot

Dear AWESome

I've been hearing about a tool called the Assessment Factors Handbook. I'm not really sure what it is or where I can get it. What can you tell me about this?

Dear Handbook Confusion,

The Assessment Factors Handbook is an excellent reference tool to have available when assessing a client's needs. It provides information on what each area of the employability assessment is examining, questions to ask clients and things to consider while assessing a client's need. It was developed as a part of the *Assessment, Investing in Strength* course that is available to E&I staff. This tool is based on course

content and mirrors Mobius to assist staff with conducting a thorough employability assessment to determine a client's needs. If you are an E&I employee and are interested in the *Assessment, Investing in Strength* course available training sessions are listed on My Agent. If you are a training provider, the Assessment Factors Handbook can also be accessed in the resources section on the Online Policy Manual. Here's the website:

http://employment.alberta.ca/hre/awonline/reg/pdf/mobius_handbook.pdf **A**

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.

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; Romy Chakkalal, Centrally Delivered Services; Prakash Poudyal, Workforce Supports; Brian Payne, Workforce Supports; Maureen Hubbert, Mobius Support Office; Dorothy Schreiber, Communications. Feedback, comments and questions can be directed to: AWES@gov.ab.ca