

Enhanced Services

The term Enhanced Services refers to the specific Careers Nova Scotia Centres (CNSC) Service and Work activity services offered in an individual or group setting. The individual services of Assessment- Career Counselling, Job Search-Job Development and Job Search- Job Coaching require a RTWAP; this is also the case for Skill Enhancement- Job Specific, Pre-Employment, Essential Skills, etc. offered through the Work Activity agreements. In other words, a need is identified and an intervention is recorded as part of the action plan, and then each appointment or visit is recorded in Enhanced Services.

Job Search Workshops and Job Search Individual can also be recorded as part of a RTWAP, but both can be recorded in Enhanced Services while the client's case is at any stage in the Case Management Life Cycle, from Intake to RTWAP Management. Workshop participation without an action plan is a well-known option, but circumstances where the client receives short term, usually one-time individual job search assistance at a Resource Centre can also qualify as a valid entry for Enhanced Services, with no action plan being developed.

Note: workshops exceeding one day in length are for clients who have identified barriers indicating a need for these types of more in-depth workshops. Such clients should be documented for an assessment and RTWAP for such investments of assisted service.

It is very important to use the Org. Enhanced Services, on the "Organization Home" screen to demonstrate work done with clients through these CNSC activities. These activities were set up during configuration and are updated when a new agreement is approved to indicate the correct accountability reporting (correct agreement number) by users in your organisation with the *Enhanced Services Update security role*. These activities should be related directly to the activities included in the CNSC agreement. You may also choose to track other activities for your own reporting purposes. Enhanced Services is only for services your organization provides, as its primary purpose is for tracking client and visit counts for your CNSC agreement (not for services that you refer the client to an outside provider). The CNSC activity counts are reported on the LaMPSS generated EAS Activity Report which provides accountability reporting on the project.

Note: it's important to remember that the count for a client recorded in Enhanced Services will only show up on the LaMPSS generated EAS Activity Report if the service outcome has been recorded as "Complete" on the Enhanced Service activity. If the outcome status on the group or individual service remains as "Registered" or "Pre-registered", the count will not show on the LaMPSS generated EAS Activity Report. Similarly, if the outcome status is recorded as "No

Show”, “Rescheduled”, “Cancelled”, “Did Not Complete”, or “Wait List”, the count will not register on the EAS Activity Report.

Creating Enhanced Services (administrator function)

1. Log in to LaMPSS
2. Navigate to your “Organization Home” page, under “My Organisation”.
3. Select Org. Enhanced Services in the left navigation menu. The bread crumb line will refer to this page as “Enhanced Service Search/Add”.
4. Scroll down to the Enhanced Services Search Results section.

Self Serve User Cancel

LaMPSS Organization #: 122199
Name: DEPARTMENT OF LABOUR AND ADVANCED EDUCATION

Type:
Address: PO BOX 697 HALIFAX, NS B3J 2T8, CA
SAP Vendor #: 0050002977
Contact:
Phone:
Fax:
Payment Method: C
Terms: 0001
Account Group: ZSUP
Vendor Blocked: Yes

Enhanced Service Search

Service ID: Service Format:
Accountability Reporting:
Service Name:
Service Desc:
Service Type:
Service Date Range: From: To:
Participant: Last Name: First Name:
SIN:

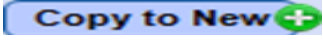
Enhanced Service Search Results

Service ID	Service Name	Start Date	Service Format	Status	Participants
<input type="checkbox"/> 3277	Resumes for Results Part 1 – Building Your Resume	Aug 13, 2012 10:00 AM	Group	Scheduled	0
<input type="checkbox"/> 3275	Job Search – Individual		Individual	Scheduled	
<input type="checkbox"/> 3276	Assessment - Career Counselling		Individual	Scheduled	

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4. The small unlabeled drop down box at the bottom right is a service format selection field. Choose your preference from the drop-down menu * do this first
5. Click. You are re-directed to the Enhanced Service Details page.
6. From your configuration plan, enter all information for this enhanced service using the text boxes, pick lists, and drop-down menus.
7. Click Save. You are returned to the Enhanced Service Search/Add Page.

8. Repeat steps 4-7 to add all Individual and Group Services listed in your plan.

New entries for Group Service workshops that will be offered several times through the year can be copied and the dates adjusted by selecting the checkbox beside a service already listed and using the  button to pre-populate certain service details.

Note: “Individual” services are only created once, and users simply navigate to the service in the display list to add a participant entry / visit. “Group” services need to be created / copied for every new session your organisation delivers.

Maintaining Enhanced Services

- Repeat steps 1-8 to add new services in the future

Modifying Enhanced Service information:

- Navigate to the Org. Enhanced Services page
- Click the Service ID hyperlink for the desired service
- Make the required changes
- Click save

Hint: if your Enhanced Service display list has many entries, i.e., pages and pages of them, you can help keep this list manageable by closing out Group sessions that have come and gone. By choosing the Service ID link, bring up the session that has passed and change the Service Status drop down to “Completed” (or “Cancelled” as the case may be). This will remove the session from the display list. You can still view completed sessions by choosing the Show History button. Remember that each participant needs an outcome recorded before you can close (complete) a Group session.




Sessions closed to complete in error can be corrected by having your LaMPSS Organizational Configurator go into Org. Enhanced Services on the Organization Home Page and clicking on the show history button. Clicking on the Service ID will open the session. The Service Status can then be changed back to “Scheduled” and the correction can be made (change end date, add participants, etc.). Once the status is changed back to completed, this will allow the enhanced service to appear on the LaMPSS generated EAS Activity Report.

Using Enhanced Services



Individual enhanced services are those included in CNSC agreements that are provided on a one-on-one basis. LaMPSS will be used to record each instance of these services. It is important to record every meeting as this information will form part of the LaMPSS generated EAS report on client activities (number of visits).

The enhanced services set up as part of LaMPSS customization are available through your organizational “Home” page in the left navigation menu. All active services created to date will be listed in the initial search results; however, you can narrow down the list to individual enhanced service by selecting a service format of individual before conducting the search.

1. Navigate to your “Organization Home” page
2. Select Org. Enhanced Services in the left navigation menu
3. The “Enhanced Service Search/Add” page will appear with a search criteria list. All services added during customization, and since, that are still active will be available for selection. You can narrow down the list of results displayed by selecting a service format of individual before starting the search.
4. Next select the participant icon to navigate to the participant page and use the person search /add to find the client you’ve met with and choose a status of completed once the session is complete (not complete may be used when appropriate).
5. Enhanced Services can be used to track individual activities or a series of session activities such as counselling or job development. This will count towards the “number of visits” reporting requirement for your EAS agreement. Recording each session date and updating the status, as shown in the example below, will ensure these will count toward the EAS activity report.

Enhanced Service Participants						
	<u>Case ID</u>	<u>Name</u> ▲	<u>Email / Phone</u>	<u>Date</u>		<u>Status</u>
<input type="checkbox"/>	101271	Jackson, Jake	(902) 555-5555	11/01/2012 		Completed ▼
<input type="checkbox"/>	101271	Jackson, Jake	(902) 555-5555	03/01/2012 		Completed ▼
<input type="checkbox"/>	101271	Jackson, Jake	(902) 555-5555	12/01/2012 		Completed ▼

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[Remove](#)  [Hide History](#) 

Workshops and Job Search Individual

As noted, client services such as workshops and Job Search Individual can be recorded while in the Intake status after the case has been created. Some clients benefit from these services but may not proceed to assessment and RTWAP development. Again, the Org. Enhanced Services on the Organization Home page is used to add the client activity. This activity will show on the LaMPSS generated EAS Activity report when the service status is changed to complete.

In situations where a person file and case file has been created for a client for the sole purpose of accessing workshops and individual job search as Enhanced Services, there are two ways to close the case. While in Intake status there will be a “Complete Intake” task on the Case Home page. The “Outcome” options on the task to close the case are “Self-Serve Only”, “Group Services Only” and “Referred Out”.

Note: a case can also be closed through the Case Status screen under Case Tools on the left hand tool bar. By selecting the “Add” button a new case status entry can be made. The “Reason” options provide other closure outcomes that are not found on the Task closure options. A closure reason of “Found Employment” can be recorded if the client has informed Career Centre staff that they have found work. **IMPORTANT**- once a case is closed it cannot be reopened (new case will be created if the client returns for service).

To view a list of clients recorded on a particular Individual service, choose the Org. Enhanced Services screen from the Organisation Home page, find the individual service you are interested in from the Enhanced Services Search Results section, and click on Participants icon at the right. The display list will show those participants that have not have a result outcome recorded for their sessions. Click the “Show History” button to view all participants recorded for that service, including the number of visits for each client.

Alternatively, you can view “number of visits” information recorded in Enhanced Services by running the Enhanced Services Report under the Reports menu on the left hand navigation bar of your Organisation Home page (***if you have the appropriate security role access***). Select your preference under the Service Type drop down (or leave blank to view all service types) and select a time frame for your report. You may also need to choose the appropriate Accountability Reporting option if you have more than one CNSC agreement. On the resulting display report click the tiny plus (+) sign at the left of the Service ID to view the expanded details. Here you can see the complete list of client visits for each client registered for the service. The report is not sorted, nor are any counts provided. (An enhancement has been requested). Save the document to another format to manually arrange it to your needs.

Note: LaMPSS customization allows for the option of identifying the different components of Job Search Individual. When group workshops are not available or appropriate, individual sessions can enhance the skills needed to conduct a successful job search, such as: resume writing; interviewing; search strategies; networking, etc. Separate Job Search Individual session names can be created to reflect different themes, and they will display this way on the Org. Enhanced Services screen.

When creating your Job Search Individual entries, as described on Page 2 above, the “Service Name” field on the Enhanced Services Details screen is a text field that you can customize with names such as: Job Search Individual-Resume, Job Search Individual- Networking, Job Search- Ace the Interview, etc. It’s this Service Name that appears in the Enhanced Services Search Results list. Your staff can choose the appropriate session type when documenting their client activities, and counts for each Service Name will also appear this way on the EAS Activity Report. The Enhanced Services Report will also show each Service Name that has activity recorded against it. This option will allow for selection and tracking of the various components of Job Search- Individual.