

Workforce One

Support Service User Guide

MN & WIOA Youth

October 2019



A **Support Service** is used for reporting purposes to track specific items paid from MN or WIOA funds

The type and amount of **Support Services** should be documented in a Case Note and on the Fiscal Ledger, if your agency maintains one

Refer to the following WFS policies/guidance for additional information:

- **Support Services**
- **Incentives**
- **Work Experience**
- **Case File Monitoring**
- **Exit Policy**

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ADD SUPPORT SERVICE

Support Services entered for a participant will appear on the **Support Services Summary** panel.

To add a **Support Service**,

Click the **Support Service** link found on the left navigation panel.

The screenshot shows the 'Support Services Summary' panel for participant Elsa Arendelle (Record ID 202013374). The 'Add Support Service' button is highlighted with a callout box that says: "Click **Add Support Service**. The panel shown will appear."

The 'Support Services Add' panel is also shown, with several fields highlighted in yellow and callouts explaining their purpose:

- Support Service**: select the appropriate item
- Service Date**: enter the Date the participant received the **Support Service**
- Actual Amount**: enter the dollar amount associated with the **Support Service**
- Additional Description**: enter detail info about the **Support Service** provided
- Add as Case Note**: Check the box to include the 'Additional Description' in a Case Note

At the bottom of the 'Support Services Add' panel, there is a 'Save' button, a 'Save and Add Support Service' button, and a 'Cancel' button. A 'Spell Check' button is also present above the save buttons.

EDIT SUPPORT SERVICE

Users with the appropriate privileges may **Edit** a **Support Service**.

Click the **Support Service** link found on the left navigation panel.

The image shows a software interface for managing support services. On the left is a navigation menu with categories: General, Case Note, Cases, EDS, DHS-IX, and Service. The 'Support Service' link in the Service category is circled. The main content area is divided into two panels: 'Support Services Summary' and 'Support Services Edit'.

Support Services Summary: Shows a record for Elsa Arendelle (Record ID 202013374) with a birth date of 12/21/1995. It displays a table of support services with columns: Service, Funding Stream, Service Date, Actual Amount, Staff Assigned, Agency, and Action. One service is listed: Tools and Clothing, dated 06/20/2019, for \$50.00, assigned to Laurie Doheny at WF Solutions. The total support services amount is \$50.00. There is an 'Add Support Service' button.

Support Services Edit: Shows the same record and allows editing. Fields include: Program Seq (WIOA Out-of-School Youth Seq 1), Entered by (Laurie J Doheny), Staff Assigned (Doheny, Laurie (Current Primary)), Support Service (Tools and Clothing), Service Date (06/20/2019), and Actual Amount (\$ 50.00). There is an 'Add as Case Note' checkbox and an 'Additional Description' text area. Buttons for 'Spell Check', 'Save', 'Save and Add Support Service', and 'Cancel' are at the bottom.

Callouts:

- An arrow points from the 'Edit' link in the summary table to the 'Support Services Edit' panel.
- A box on the right says: "Click **Edit**. The panel shown will appear."
- A box below says: "Any highlighted item may be changed, if necessary. Click **Save** after making changes".

DELETE SUPPORT SERVICE

Users with the appropriate privileges may **Delete** a **Support Service** in which funds have not been spent. If your WF1 access does not allow you to delete a Support Service, the item may be deleted by Workforce Solutions' MIS Unit, with Supervisor approval.

Click the **Support Service** link found on the left navigation panel.

The screenshot shows the 'Support Services Summary' page for Elsa Arendelle (Record ID 202013374). The left navigation panel has 'Support Service' circled. A table lists a service for 'Tools and Clothing' with an amount of \$50.00. A callout box points to the 'Delete' link in the 'Action' column, stating 'Click Delete. The panel shown will appear.' Below the table, a confirmation dialog asks 'Are you sure you want to delete this service?' with 'Yes' and 'No' buttons. A second callout box points to the 'Yes' button, stating 'Click Yes to Delete the Support Service.'

Service	Funding Stream	Service Date	Actual Amount	Staff Assigned	Agency	Action
Tools and Clothing		06/20/2019	\$50.00	Laurie Doheny	WF Solutions	Edit Delete

Total Support Services Amount - \$50.00

Are you sure you want to delete this service?

SUPPORT SERVICES

All **Support Services** listed below are available in WF1 for the **MN & WIOA** programs.

Books, Fees, and Supplies for Post-Secondary Students
Child and Dependent Care
Counseling: Personal, Financial, Legal
Disabled Youth Reasonable Accommodations
Drug and Alcohol Counseling
Educational Testing
Emergency Financial Assistance
Emergency Health Insurance
Employment and Training-Related Fees
Family Involvement
Health Care
Housing or Rental Assistance
Linkages to Community Services
Needs-Related Payments
Other Services
Temporary Shelter
Tools and Clothing
Transportation