

Workforce One

Support Service User Guide
Adult/Dislocated Worker (DW)
October 2019



A **Support Service** is used for reporting purposes to track specific items paid from Adult or DW 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 policies for additional information:

- **Support Services**
- **Internal Case File Monitoring**
- **Client Training**

Add Support Service	Page 1
Edit Support Service	Page 2
Delete Support Service	Page 3
Support Services	Page 4

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 image shows a software interface with two panels. The top panel is titled "Support Services Summary" and displays information for "Wizard O Oz" (Record ID 100000968, Birth Date 03/01/1974). It shows a section for "Adult Seq 2 - Enrolled" with the text "No support services found." and an "Add Support Service" button. The bottom panel is titled "Support Services Add" and contains a form for entering service details. The form includes fields for "Program Seq" (Adult Seq 2), "Entered by" (Laurie J Doheny), "Staff Assigned" (Doheny, Laurie (Current Primary)), "Support Service" (None Selected), "Service Date", "Actual Amount" (with a dollar sign), and "Funding Stream" (None Selected). There is a checkbox for "Add as Case Note" which is checked. Below the form is an "Additional Description" text area with instructions: "Enter specific information regarding the Support Service provided to the Participant. The info entered in the 'Additional Description' of the Support Service panel will automatically add a Case Note if the 'Add as Case Note' box is checked." At the bottom of the form are "Save", "Save and Add Support Service", and "Cancel" buttons. A left navigation menu is visible on the far left, with "Support Service" highlighted. Two callout boxes provide instructions: one points to the "Add Support Service" button, and another points to the "Add as Case Note" checkbox.

Click Add Support Service
The panel shown will appear.

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**
Funding Stream - select the **Funding Stream** from which the Support Service is being paid
Additional Description - enter detail info of the **Support Service** provided
Add as Case Note - Check the box to include the 'Additional Description' in a Case Note
Click Save

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 two screenshots of a software interface. The top screenshot is the 'Support Services Summary' for 'Wizard O Oz' (Record ID 100000968, Birth Date 03/01/1974). It displays a table with one row: 'Tools and Clothing' with a funding stream of 'Ramsey WDA-15 PY18 WIOA Adult Formula', a service date of '08/01/2019', and an actual amount of '\$75.00'. The 'Action' column for this row has 'Edit' and 'Delete' links. A callout box points to the 'Edit' link with the text: 'Click Edit. The panel shown will appear.' The bottom screenshot is the 'Support Services Edit' form for the same record. It shows fields for 'Program Seq' (Adult Seq 2), 'Entered by' (Laurie J Doheny), 'Staff Assigned' (Doheny, Laurie), 'Support Service' (Tools and Clothing), 'Service Date' (08/01/2019), 'Actual Amount' (\$75.00), and 'Funding Stream' (Ramsey WDA-15 PY18 WIOA Adult Formula). There is an 'Additional Description' field with a text area and a checkbox for 'Add as Case Note'. A callout box points to the 'Support Service' dropdown menu with the text: 'Any highlighted item may be changed, if necessary. Click Save after making changes'. The 'Support Service' link in the left navigation panel of the top screenshot is circled in red.

Support Services Summary

Wizard O Oz
Birth Date 03/01/1974
Record ID 100000968

▼ Hide Adult Seq 2 - Enrolled

Show 25 100 200 500
Displaying 1 to 1 of 1

Service	Funding Stream	Service Date	Actual Amount	Staff Assigned	Agency	Action
Tools and Clothing	Ramsey WDA-15 PY18 WIOA Adult Formula	08/01/2019	\$75.00	Laurie Doheny	WF Solutions	Edit Delete

Total Support Services Amount - \$75.00

Add Support Service

Support Services Edit

Wizard O Oz
Birth Date 03/01/1974
Record ID 100000968

Program Seq: Adult Seq 2
Entered by: Laurie J Doheny
*Staff Assigned: Doheny, Laurie (Current Primary)
*Support Service: Tools and Clothing
*Service Date: 08/01/2019
*Actual Amount: \$ 75.00
*Funding Stream: Ramsey WDA-15 PY18 WIOA Adult Formula
Additional Description: Add as Case Note

Enter specific information regarding the Support Service provided to the Participant. The info entered in the 'Additional Description' of the Support Service panel will automatically add a Case Note if the 'Add as Case Note' box is checked.

Spell Check

Save Save and Add Support Service Cancel

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 Wizard O Oz (Record ID 100000968, Birth Date 03/01/1974). The left navigation panel has 'Support Service' circled. A table lists one service: Tools and Clothing, funded by Ramsey WDA-15 PY18 WIOA Adult Formula, with a service date of 08/01/2019 and an actual amount of \$75.00, assigned to Laurie Doheny at WF Solutions. The 'Delete' link in the Action column is highlighted. A callout box points to this link with the text 'Click Delete' and 'The panel shown will appear.' Below the table, a confirmation dialog box asks 'Are you sure you want to delete this service?' with 'Yes' and 'No' buttons. A second callout box points to the 'Yes' button with the text 'Click Yes to Delete the Support Service.'

Service	Funding Stream	Service Date	Actual Amount	Staff Assigned	Agency	Action
Tools and Clothing	Ramsey WDA-15 PY18 WIOA Adult Formula	08/01/2019	\$75.00	Laurie Doheny	WF Solutions	Edit Delete

Total Support Services Amount - \$75.00

Are you sure you want to delete this service?

SUPPORT SERVICES

All **Support Services** listed below, with the except of the three marked, are available in WF1 for **Adult & Dislocated Worker**.

Books, Fees, and Supplies for Post-Secondary Students	
Child and Dependent Care	
Counseling: Personal, Financial, Legal	
Dental	
Disaster Event - Safety Training Tools	Dislocated Worker Only
Disaster Event - Work-Related Physical Examination	
Disaster Supplies	
Drug and Alcohol Counseling	
Educational Testing	
Emergency Financial Assistance	
Emergency Health Insurance	
Employment and Training-Related Fees	
Health Care	
Housing or Rental Assistance	
Linkages to Community Services	
Out of Area Job Search	
Professional Membership	
Relocation	
Tools and Clothing	
Transportation	