

Subject: Enhanced Mobius Functionality – Service Agreements

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Employment and Financial Program Policy

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Human Services Common Service Access Division:
Common Service Delivery
Tuition-based Public and Private Training Providers
Student Aid Alberta

BACKGROUND:

Service management activities are provided to all individuals participating in Alberta Works programs. A service plan is required for the provision of services and payments to individuals and service providers. The purpose of a service plan is to support an individual to achieve a specific goal. A service plan will include a record of client needs, recommended services/interventions, completed interventions, services obtained and outcomes achieved. Service management includes the creation of a service plan, data entry of service plan items and completion of a service agreement with the client. The service agreement is the mutual agreement between the service manager and the individual that details the specific activities to be undertaken to attain the desired goals.

INTENT:

Changes were recently made to Mobius to enhance the functionality of service agreements

- Service managers have the option to increase or decrease the volume of service plan items printed on a service agreement. Service managers are prompted to choose a date from the calendar that reflects the time period from which the service plan items are to be captured. Mobius will include plan items from the start date indicated.
- Service managers may also indicate whether or not they wish to have completed plan items included on the desired service agreement. Service managers must check the box indicating that they wish completed plan items included.

POLICY:

The following ETS policy has been updated:

[Service Plan](#)