

Subject: Career & Employment Information Services Policy Manual Updates

Number: ETS-2021-003

Date Issued: June 9, 2021

Effective Date: Immediately

Issuer: Todd Shatford
Executive Director
Employment Services & Resources
Alberta Community and Social Services

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MESSAGE:

The Career and Employment Information Services (CEIS) section of the Income and Employment Supports Policy Manual has undergone a series of revisions. The intent of the revisions are to enhance policy alignment with regional delivery service management expectations and best practices.

Summary of Revisions:

- Organize the menu options on the main CEIS page i.e. grouping similar services or activities together
- Creation of a menu of supporting information within the [CEIS Overview](#) to support decision making
- Creation of a common format for policies that removes references to the Mobius system from policy content and create a hyperlink to the appropriate Mobius resources
- Consistent language within revised policy on the relationship between assessment, Service Plans, and Service Management
- The addition of Needs Identification as a recognized assessment for program and service eligibility

- Inclusion in assessment policy of expectations for the completion of assessments
- Consistent language on the need to notify individuals of eligibility decisions made and documentation required
- Hyperlinks within policy to program appropriate Appeal/Review of Decision information i.e. CEIS, ETW/BFE, or Learners
- Addition of a Related Policies section with hyperlinks at the bottom of revised policies for easier navigation to supporting information

The following CEIS policies and supporting information are new or revised content to the CEIS policy manual to improve the delivery of CEIS programs and services:

- [Career & Employment Information Services Principles](#)
- [Career & Employment Information Services Overview](#)
 - [Career and Employment Information Services Introduction](#)
 - [Policy Governing All Programs and Services](#)
 - [Legislative Authorities](#)
 - [General Eligibility Rules](#)
 - [Eligibility Impacts](#)
 - [Assessing Needs](#)
 - [Department Responsibilities to Clients](#)
 - [Client Responsibilities](#)
 - [Denying or Terminating Services](#)
 - [Review of Decisions for CEIS Programs and Services](#)
 - [Access to Information and Protection of Privacy](#)
- [Needs Identification \(NI\)](#)
- [Service Needs Determination Assessment](#)
- [Employability Assessment](#)
- [Service Management](#)
- [Service Plan](#)

The following Income Support Program policies have been revised to include the NI as a recognized assessment:

- [One-Time Issues](#)
- Expected to Work (ETW)
 - [Client Sub-Type 11-18 Overview](#)
 - [Client Sub-Type 17 Temporarily Unavailable for Work/Train: Health Problems](#)
 - [Client Sub-Type 18 Temporarily Unavailable for Work/Train: Family Responsibilities](#)
- Barriers to Full Employment (BFE)
 - [Client Sub-Type 42 Medical or Multiple Barriers](#)
 - [Client Sub-Type 44 Self-Employed](#)
 - [Client Sub-Type 46 Employed Part-Time](#)
 - [Client Sub-Type 47 Attending a Program](#)

The following Business Process related to CEIS policies has been revised to reflect best practices to maintain data quality within Mobius:

- [R03.1 Service Management](#)