

# Government Social Services – Social Security Labor Services Transformation Day in the Life Demo



# Alex Glass Client



# Client Role



Last Updated: 05/22/06

ABOUT ESPAÑOL FAQs PRESS ROOM CONTACT US

**KEYWORD SEARCH**

-- all states --

GO

[search tips](#)

**GET RESULTS BY QUESTIONNAIRE**

Find a complete list of programs you may be eligible to receive.

GO

**BROWSE BY CATEGORY**

Get a list of GovBenefits.gov programs by category.

GO

**GET RESULTS BY QUESTIONNAIRE**

**BROWSE BY CATEGORY**

**LOCATE BENEFITS BY STATE**

**LOCATE OTHER RESOURCES**

**Link to GovBenefits.gov!** Learn more about how to [link to us](#).

**Community Advocates**  
Let GovBenefits.gov ease your caseload!


**DO YOU NEED BENEFITS BECAUSE OF A LIFE EVENT?**

- select life event -

GO

**MOST POPULAR BENEFITS**

- select benefit -

GO

**LOCATE BENEFITS BY STATE**

Get a list of State programs on GovBenefits.gov.

GO

**LOCATE FEDERAL BENEFITS**

Get a list of Federal programs on GovBenefits.gov.

GO

**Latest Information on Veterans Affairs Data Security. Learn more at <http://www.firstgov.gov/veteransinfo>**

**May 18, 2006:**

**Find Active Duty and Veteran Benefits Using GovBenefits.gov**

In recognition of Armed Forces Day (May 20) and Memorial Day (May 29), GovBenefits.gov honors all Active Duty and Veterans of the U.S. armed forces... >> [read more](#)



**May 18, 2006:**

**GovBenefits.gov Highlights National Flood Insurance Program**

As the saying goes, "April showers bring May flowers," GovBenefits.gov reminds visitors that flooding... >> [read more](#)



**April 20, 2006:**

**Labor Department to Host Expert Panel on E-Government, Celebrate GovBenefits.gov Fourth Anniversary**

New initiatives and milestones of the GovBenefits.gov Government-to-Citizen eGov initiative will be announced during a fourth anniversary celebration at the U.S. Department of Labor on Friday, April 28.... >> [read more](#)

# Client Role

*Connection*

ABOUT

## GET RESULTS BY QUESTIONNAIRE

Find a complete list of programs you may be eligible to receive.

GO

GO

## BROWSE BY CATEGORY

Get a list of GovBenefits.gov programs by category.

GO



# Client Role

Answer Questions and review all benefits you may be eligible to receive.

stop and view results

To get the most accurate results, answer as many of the questions below as possible. You may click on the 'Stop and Review Results' button at any time to view results based on the question you have already answered. Depending on your answers, additional questions may be asked to improve results. **Your answers are used only to determine potential benefit eligibility. We do not save any of your responses once you leave the site.**

1. What is your gender?

- Female
- Male
- No Answer

2. What is your age?

36

3. What is your citizenship status in the U.S.?

- U.S. Citizen
- U.S. National
- Permanent Resident

# Client Role

Home > Client Role > What is it?

## Program Name

What is it?

- |                          |  |                    |
|--------------------------|--|--------------------|
| <input type="checkbox"/> | <u>Employee and Training Assistance</u>                            | <u>What is it?</u> |
| <input type="checkbox"/> | <u>Grants for Public Works and Economic Development Facilities</u> | <u>What is it?</u> |
| <input type="checkbox"/> | <u>Javits Gifted and Talented Students Education Grant Program</u> | <u>What is it?</u> |
| <input type="checkbox"/> | <u>U.S. Citizenship and Immigration Services (USCIS)</u>           | <u>What is it?</u> |
| <input type="checkbox"/> | <u>Unemployment Insurance</u>                                      | <u>What is it?</u> |
- 

# Client Role

Claimant Home : Alexander Client

Edit

File New Claim



No Open Claim

## Client Role

it check withheld for Federal Income Tax?:

ny employers during the last 18 months?:



# Client Role

## Programs you may be eligible for:

Please check those programs you are interested in, then click on 'Next'

Child Care:

After School:

Job Training:

Next



# Client Role

ed types of training that are listed below

Computer Technology:

Carpentry:

Electrician:

Medical Technicians:

Child Care Providers:

General Education:

Next

Previous

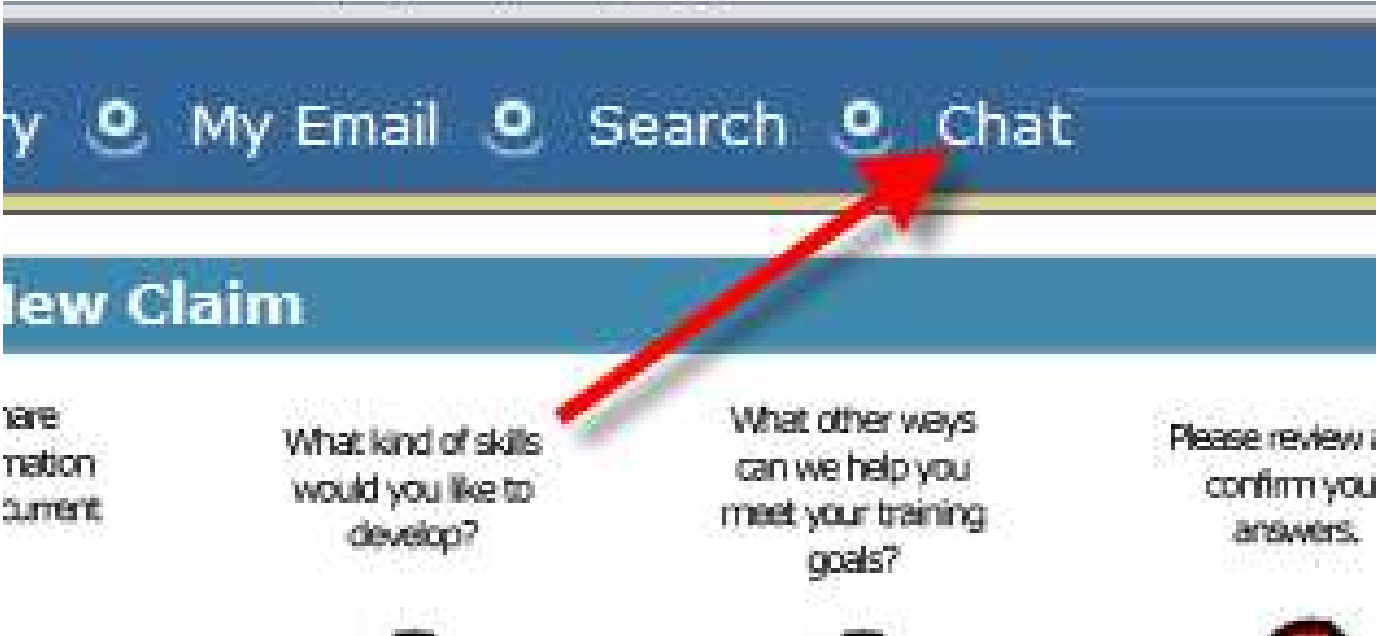
## Client Role

For procedures, you can chat in real time  
submit button below.



Submit

---



My Email Search Chat

New Claim

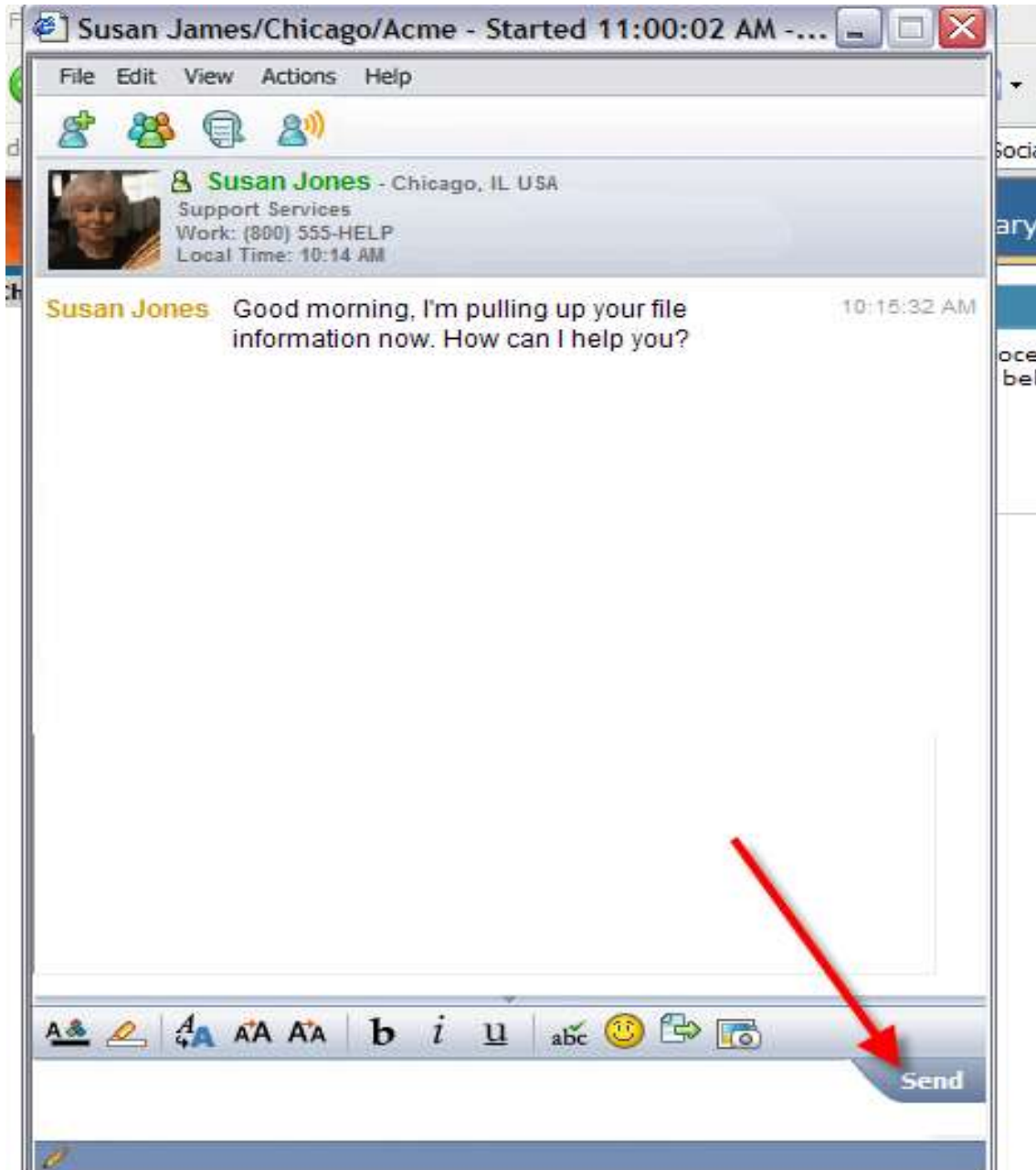
are  
nation  
submit

What kind of skills  
would you like to  
develop?

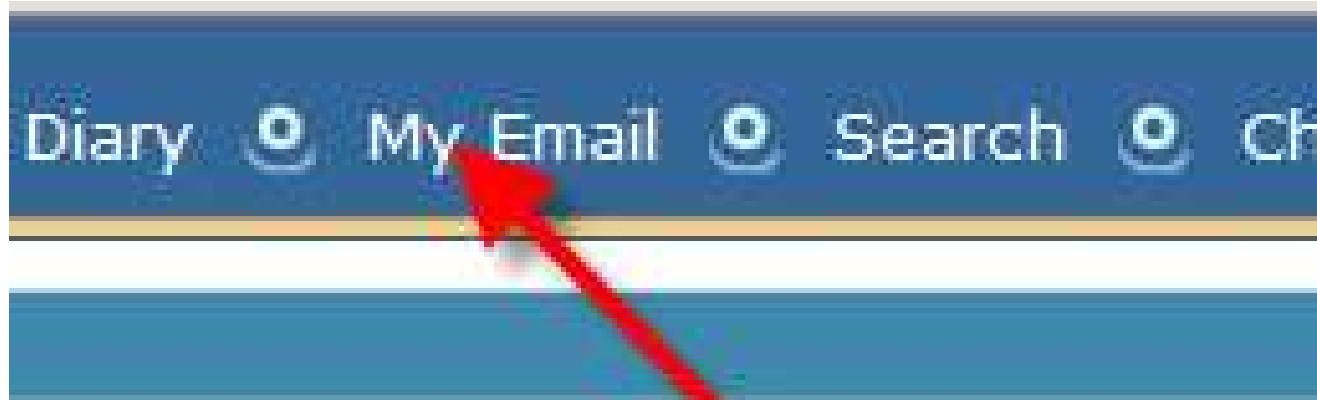
What other ways  
can we help you  
meet your training  
goals?

Please review &  
confirm your  
answers.

# Client Role



## Client Role



s or procedures, you can chat in real time with  
the submit button below.

Urgent

!	File Size	From	Subject	Received
(1000k)	onlineprocessing@egov.gov	TCC_413 Unemployment Form	26/05/06 3:24pm	

Normal



Thank you for filing for your unemployment benefits using our on-line system. In order to process your claim in a timely manner we need you to fill out form TCC\_413. Please use the link below to access the document. When you have completely filled it out click on the Submit button to file the form.

[http://security.egov.gov/cm/IntegrationAgent/getForm.pdf?formID=86+3+ICM8+TCC\\_413=claim?000000512](http://security.egov.gov/cm/IntegrationAgent/getForm.pdf?formID=86+3+ICM8+TCC_413=claim?000000512)

To:

ay  Thursday  Friday  Saturday  Su

---





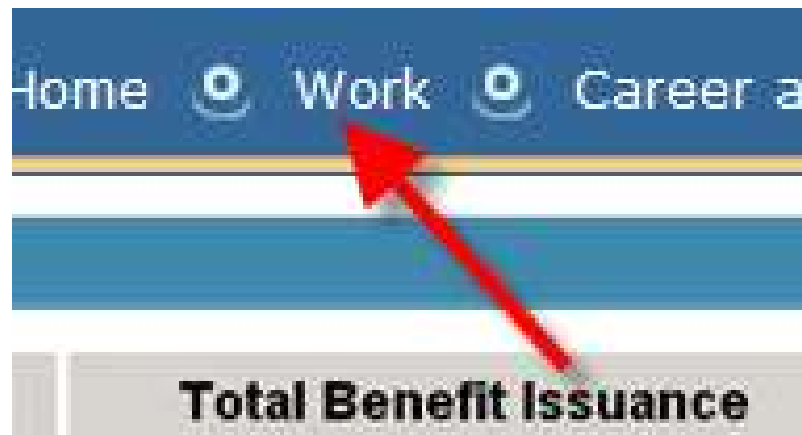
## Mia Wright Case Worker




*Uses online  
tools to  
rapidly aid  
a client and  
consolidate  
claim  
information*



## Case Worker Role



## Case Worker Role

My Diary <span>Edit   ? - X</span>	
Start Date	Subject
06-30-2006 09:00:00 - 10:00:00	<u>Discuss job training options</u> 

## Case Worker Role

### Entry Information

Subject: Discuss job training options

Date: 06-30-2006 09:00:00 - 10:00:00

Client: Alexander Client [513](#)

Details: Alex needs to specific help with a job training course and an exception to requirements. Also needs to arrange for child care for two children. Wife already on your client roster, so family information attached to universal case.

Close 

## Case Worker Role



The image shows a screenshot of a software interface. At the top left, there is a blurred photograph of a person. Below it, a dark blue header bar contains the text "Case Management Training System" in white. To the right of this header is a sidebar with a blue background. The sidebar contains the text "My T" in white, "Task ID" in black on a light blue background, and the number "518" in black on a light grey background. A large red arrow points from the bottom right towards the "Case Management Training System" text.

## Case Worker Role

Enter Search Criteria:

Keywords:

java


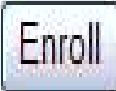
Course Number:

Course Name:

Submit

Clear

## Case Worker Role

06/14/2006	06/20/2006	Roanoke	TX	
06/16/2006	06/22/2006	Roanoke	TX	
06/18/2006	06/24/2006	Roanoke	TX	
06/20/2006	06/26/2006	Roanoke	TX	



[Go Back](#)



## Case Worker Role

### Integrated Case View

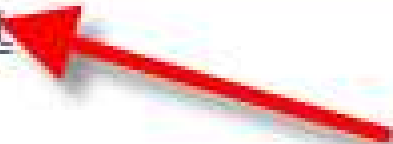
#### Options

 [New Request](#)

 [New Note](#)

 [New Member](#)

 [Edit Case Header](#)



## Case Worker Role

Action	Product
<a href="#">Select</a>	Disability Product
<a href="#">Select</a>	Subsidized Child Care
<a href="#">Select</a>	Subsidized After School Program
<a href="#">Select</a>	Interview Preparation Class
<a href="#">Select</a>	Unemployment Insurance Product

## Case Worker Role

Fix this name


<u>1921</u>	<u>David Client</u>	Unemployment Product	06/14/2006	Open
<u>1280</u>	<u>Alexander Client</u>	Unemployment Insurance Product	06/14/2006	Open
<u>1536</u>	<u>Clarise Client</u>	Child Care Product	06/24/2006	Open
<u>1537</u>	<u>David Client</u>	Child Care Product	06/24/2006	Delayed Processing Pending
<u>1792</u>	<u>David Client</u>	After School Product	04/15/2006	Open

# Case Worker Role

The screenshot shows a software interface for 'Sametime Contacts'. The window title is 'Sametime Contacts' with 'Edit' and window control icons. Below the title bar are tabs for 'People' and 'Options'. A tree view shows a folder 'Work (4)' containing several contacts: Isabel Vieira, George Smith, Helen Richards, Sally, and Tac. A context menu is open over the 'Sally' contact, listing actions: 'Start chat', 'Send e-mail', 'Show Person record', 'Add to instant contacts', 'Add to address book', and 'Same manager'. A red arrow points to the 'Start chat' option.

Contact Name	Available Actions
Isabel Vieira	Start chat, Send e-mail, Show Person record, Add to instant contacts, Add to address book, Same manager
George Smith	Start chat, Send e-mail, Show Person record, Add to instant contacts, Add to address book, Same manager
Helen Richards	Start chat, Send e-mail, Show Person record, Add to instant contacts, Add to address book, Same manager
Sally	Start chat, Send e-mail, Show Person record, Add to instant contacts, Add to address book, Same manager
Tac	Start chat, Send e-mail, Show Person record, Add to instant contacts, Add to address book, Same manager

## Case Worker Role

 **Helen Richards** - Chicago, IL USA  
Process Regulation  
Work: (800) 555-RULE  
Local Time: 11:14 AM

**Mia Wright** Helen, I've got a client with two children ages 7 and 13. Under the new poicy, I can't get child care for both of them? 11:04:02 AM


**Helen Richards** That's right Mia, the new regulation is 12 and under only for that stipend. 11:04:52 AM

**Mia Wright** I have a client that needs something so he can take retraining classes. Any suggestions? 11:05:23 AM

**Helen Richards** The new change doesn't affect eligibility for afterschool programs. 11:05:27 AM

**Mia Wright** Thanks! 11:08:23 AM

**Helen Richards** You're Welcome 11:07:03 AM



**Send**

## Case Worker Role

Receiving Child

Age

Attending a Cert  
Secondary School

Eligible for Job T

View

Cancel



### Integrated Case

#### Options


 New Product

 New Note

#### Details

## Case Worker Role

Services	
Action	Product
<a href="#">Select</a>	Disability Product
<a href="#">Select</a>	Subsidized Child Care
<a href="#">Select</a>	Subsidized After School Program
<a href="#">Select</a>	Interview Preparation Class



## Case Worker Role

### School Information

School Name:

Smithfield Middle

Contact Name:

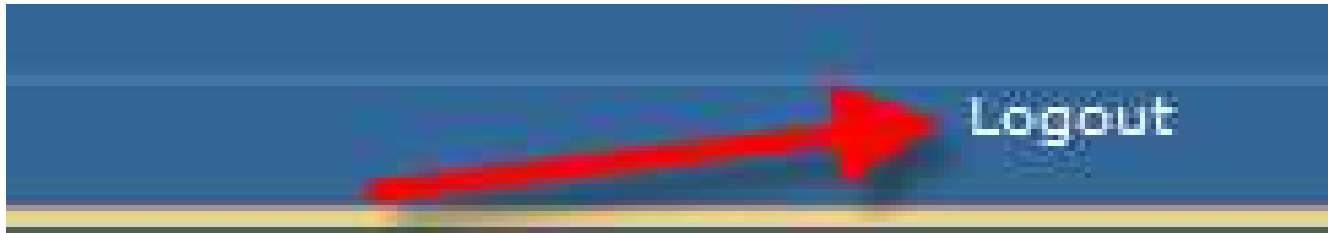
Contact Phone Number:

School Address:

Submit



## Case Worker Role



## Tony Majors Third Party Training Provider



# Third Party Training Provider Role

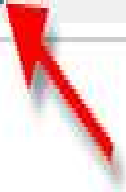


A screenshot of the 'Provider Login' form. The form has a blue header with the text 'Provider Login' and 'Edit | ? - X'. Below the header are two input fields: 'Account ID:' with the value 'TonyMajors' and 'Password:' with a masked password '.....'. A 'Submit' button is located below the password field. A red arrow points to the 'Account ID' field, another red arrow points to the 'Password' field, and a third red arrow points to the 'Submit' button. Below the form are two links: '[Forgot your password?](#)' and '[Register New Account](#)'.

## Third Party Training Provider Role

### My Tasks

Task ID	Subject	Priority	Owner	Status	Due
<a href="#">518</a>	Class Notification	Normal	Tony Majors	Not Started	06-20-2006



## Third Party Training Provider Role

Case ID: 512

Concerning: Alexander Client

Accepted: [Accept][Reject]



## Third Party Training Provider Role



### Attendance Records - Alexander Client

Edit | ? - X

### Attendance Records for Alexander Client

Class: Java 101

Action	Week	Required	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<a href="#">Edit</a>	06/24/2006	Yes	No	Yes	Yes	Yes	Yes	Yes	No
<a href="#">Edit</a>	07/03/2006	Yes	No	Yes	Yes	Yes	Yes	Yes	No
<a href="#">Edit</a>	07/10/2006	Yes	No	Yes	Yes	Yes	Yes	Yes	No
<a href="#">Edit</a>	07/17/2006	Yes	No	Yes	Yes	Yes	Yes	Yes	No

Submit

Cancel

# Third Party Training Provider Role

Attendance Records - Alexander Client Edit | ? - X

## Attendance Records for Alexander Client

Class: Java 101

Action	Week	Required	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<a href="#">Save</a>	06/24/2006	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<a href="#">Edit</a>	07/03/2006	Yes	No	Yes	Yes	Yes	Yes	Yes	No
<a href="#">Edit</a>	07/10/2006	Yes	No	Yes	Yes	Yes	Yes	Yes	No
<a href="#">Edit</a>	07/17/2006	Yes	No	Yes	Yes	Yes	Yes	Yes	No

# Government Social Services – Social Security Labor Services Transformation Day in the Life Demo

