



Utilization of our supported workers



19,947 hours offered in next four weeks
10,831 hours currently booked in next four weeks
9,115 hours still available for next four weeks

My Bookings: Ally Henson

Booked Hours Overview

Customers	Total	Waiting	Confirmed	Live	Over	No response	Work seeker cancelled	Customer cancelled	Agency cancelled	Hours booked	Total Pay	Average hourly pay
7	34	0	9	0	11	9	0	0	4	86	\$2,387.46	\$27.84

34 bookings found, displaying 1 to 30

Action	View	Status	Source	Customer	Role	Location	Made On	Start Time	Hours	Total Pay
P11	OK	OVER	SOCCER WORKER	220522 River Co-op	Kids' Party Support crew	505 S. Seaside Way, 90602	Jul 26, 2022	Jul 26, 2022 1:00 PM	12:00	\$400.00
P12	OK	OVER	SOCCER WORKER	Burrells Residential Facility	Internal Patrol Guard	6086 Selma Avenue, 90628	Jul 19, 2022	Jul 14, 2022 11:00 AM	8:00	\$120.00
P13	OK	OVER	SOCCER WORKER	Burrells Residential Facility	Internal Patrol Guard	6086 Selma Avenue, 90628	Apr 20, 2018	Apr 21, 2018 4:00 PM	8:00	\$113.60
P14	OK	OVER	SOCCER WORKER	Burrells Residential Facility	Internal Patrol Guard	6086 Selma Avenue, 90628	Apr 20, 2018	Apr 22, 2018 3:00 PM	5:45	\$83.25

Booking Employees with GoodFlexi

Click and drag to select your hours.

5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
0	0	0	0	8	8	8	8	9	9	9	8	8	8	6	3	1	0	0
0	0	0	3	7	8	9	9	9	8	8	7	6	6	6	1	0	0	
0	0	0	1	5	7	9	8	8	8	8	9	9	8	5	1	0	0	

Verification

AAC Activity Assistant Certified

Workers holding this verification: 6

Roles requiring this verification: 0

Bookings with this verification: 0

Issuing Authority: NCCAP Certification Council for Activity Profes

Requirement of this verification: Work-seeker meets NCCAP standards to assist, with supervision, in carrying out an activity program.

Classification URL:



Role

Health Outreach Support Worker

Willmore Workers' Co-op workers offered this role: 34

Willmore Workers' Co-op workers accepted this role: 23

Bookings for this role: 0

Issued by: Willmore Workers' Co-op

Hourly pay rate: \$16.10

Checks required

Credentials

- Included for Health Work
- Live Scan certificate
- Validated by Agency

Tags

- Long Beach resident
- Covid 19: Three shots
- Can use car

Preferences

- Will wear a mask
- Outdoors work

Yvonne Rodriguez: Availability

\$15.50

Booking Confirmed

Alderwood family
411 W Ocean Blvd, Long Beach, Califor...

Sessions

Apr 13, 2020: 10:00 AM - 3:00 PM

Details

Role: CHILDCARE: Up to 2 children

Length: 4 hours 45 minutes

Rate: \$15.50 per hour before tax

E: support@cfms1.com

Support will be provided 8AM – 5PM Monday through Friday

You have been offered 3 new roles

You have 34 current badges with 2 requested

Welcome to the GoodFlexi system. This booklet assumes you have been set up as a user for the Client. Now you want to start booking employees.

Cambrian will set you up as a user for your household and provide you with login details. You will need to reset your password after you login.

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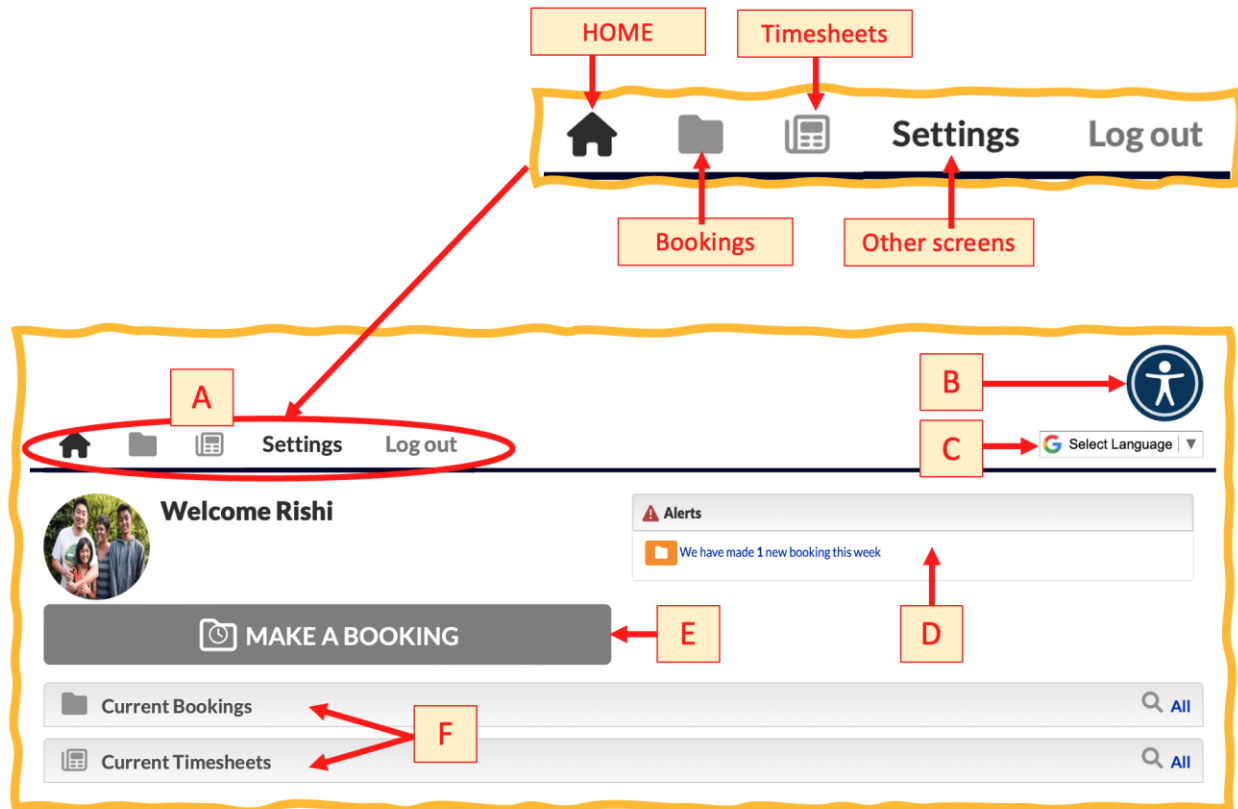


There are four key concepts it's helpful to understand as you use our system:

- **Availability:** Your employee should be selecting his/her availability in the system, otherwise you will not be able to book them. Remind them to do this, or they will not be able to get booked and use the EVV function.
- **Shifts:** A shift is a block of hours within an employee's booking. So, a booking for Thursday 9AM-1PM, Friday 8AM-11AM, and Monday 2PM-6PM has three sessions.
- **Accounts:** Essentially, accounts are your service codes. There are a set budget for each service code 'account', based on your spending plan. Your spending plan has a line for a specific employee. These are the totals that are entered into the system. You will be allowed to book employees up to the limit of your authorized budget for that service code, as it's vital that you keep to the budget's confines. If you require more funds, you'll need to contact Cambrian, complete a moving funds request, and that request must be authorized and uploaded to the ebilling portal before it shall take effect on Goodflexi.

How to navigate GoodFlexi

You will have log-in details from Cambrian. Use them to arrive at your homepage:



A quick tour of your homepage

A	Top menu: This is your main menu, appearing wherever you are in the system. The HOME icon brings you back to your home screen. You can also quickly go to your pages for managing bookings or timesheets.
B	Accessibility: Do you have a visual impairment that makes using a computer difficult? Click on this icon to activate a range of tools such as bigger text, enhanced contrast, or dyslexia-friendly fonts.
C	Language: Would you rather not use English? Tell us your preferred language and each screen will translate for you.
D	Alerts: This is your notices about bookings. If you have new bookings, a cancelled booking, or an overdue timesheet, details will appear here. You can then click the alert for full details.
E	Make a booking: This button brings up the page to add another booking.
F	Snapshot panels: Click on either of these sections to see them open up with a snapshot of your newest bookings or timesheets.

TASK 1: Make a booking

A booking is a set of hours when an employee is providing services to the client. To make a new one, click the MAKE A BOOKING button on your homepage. You will get a screen which will look like this once it is filled out:

MAKE A BOOKING
This screen takes in your requirement for workers.

A Account: Regional Center: Jamie's childcare Balance: \$138.27

B Role: Jamie's activity sessions Details

C Location: 781 South Orange Avenue, 91755 Map

Sessions: Sun. Jan 1 2023: 2:00PM - 5:00PM + 1 more session

This grid shows the number of available workers matched for Jamie's activity sessions and willing to travel to 781 South Orange Avenue, 91755 each hour over the next ten weeks.

Click and drag to select your hours.

	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Sat Dec 31																								
Sun Jan 1										0	1	1	1	1	2	2	2	2	0	0	0	0	0	0
Mon Jan 2	0	0	0	0	1	1	1	1	3	4	4	4	4	4	5	5	5	4	3	0	0	0	0	0
Tue Jan 3	0	0	0	0	0	0	0	0	1	5	5	5	5	5	4	4	4	2	2	0	0	0	0	0
Wed Jan 4	0	0	0	0	0	0	0	0	1	4	4	4	4	4	5	5	5	5	3	2	1	1	0	0
Thu Jan 5	0	0	0	0	0	0	0	0	0	3	3	3	3	3	3	3	3	3	3	2	1	0	0	0
Fri Jan 6	0	0	0	0	0	0	0	0	3	3	3	4	4	4	4	4	4	3	3	0	1	1	0	0

F DONE

Some workers may have controls on short sessions, or caps on maximum hours, that make them ineligible for specific times you choose.

E Enter detailed sessions

A	Account: Each service code has its own 'account' – essentially, it's the total dollar (\$) amount that has been assigned in the spending plan for that employee. When you book an employee, it's integral that you pair the correct role with the correct service code account.
B	Role: Each employee has a specific role, and if the employee provides more than one service code, they will have more than one role – one for each service they provide. When you book an employee, it's integral that you pair the correct role with the correct service code account.
C	Location: Where do you want the worker to report? This could be your home address or other location. To add a new location, click the word "Location" and tick this box on the right of the panel that opens: <input type="checkbox"/> Enter new location
D	Shifts: What hours do you want to book? The numbers in this grid are the number of employees who are available for your specific requirement each hour. We will show you this week's numbers immediately. To see future weeks, click the down arrow underneath the last day of this week.

	Once you know the hours you want, click and drag across those squares in the grid. They will turn green. Click and drag them again to turn them back to unselected.
E	Detailed bookings: Do you want to enter sessions that don't start on the hour exactly, or set up a booking that will go on for several weeks without clicking the same squares each week? Click this link to open a panel for inputting very specific requirements. → More details on page 13 .
F	Seeing the eligible employees: When you have entered your shift times, click the DONE button.

Selecting your employee(s)

Now you will see the employees who are available for all the hours you selected:

Explain Ratings for Childcare for Jamie

★★★★★	Jamie's favorites
★★★★	Works at St. Cuthbert's
★★★	Happy to feed the dogs
★★	Jamie likes
★	We have met and approved

We have 2 workers matched for **Homecare for Jamie**, 1 approved for a **top-up** role. Total available for your booking: 3.

	Profile	Name	Role match	Our rating	Our bookings	Our hours	Employer	
G →			Dolores Hamad	✓	★★★★☆	2	7	
H →			Abrienda Sanchez	✗	☆☆☆☆☆	15	59	
Workers selected: 1.								
L →		Chris Chidley	✓	★★★★★	2	7		

M →

G	Selection: To add an employee to your booking click the ADD button next to their image. They will move to a table of selected workers.
H	Employee details: Click on the image for any employee to see a full profile of them.
I	Role match: This column tells you if the employee is approved for your specific role.
J	Our bookings and Our hour's columns: These reflect work the individual has done for you.
K	Remove employee: Changed your mind about selecting someone? Click this button with the minus symbol.

Entering final details

Once you have enough employees selected, click the **DONE** button (more on page 6). If you are spending more than what's been allocated to your service code ('account'), the system will now stop you. Assuming you are in budget, it will ask for confirmation:

N	<p>Reporting instructions: When you confirm the booking, the system will text and email the employee(s) you booked. It's helpful to include instructions. Who do they call if there's a problem getting to you? Is there any information you can provide to make the booking easier for them? Can they park near the location?</p> <p>Once you have entered a set of reporting instructions, they can be saved using the tick box at the bottom of that section. You will be asked for a name, then they can be used for your future bookings.</p>
O	<p>Note: A note is anything you want to add to the record of the booking. Whatever you enter will appear on the booking record for you and the agency to see. Typically, this is used for details of why a booking was made or who authorized it. But you don't have to enter anything, it's optional.</p>
P	<p>Confirmation: You will be asked to re-enter your system password. By doing this you are confirming that the booking can go ahead. Finally, click the BOOK button, and you're done. You will land on a page confirming details of the booking you just made.</p>

TASK 2: Managing your bookings

Every booking made for the client will appear on a screen accessed from the bookings (folder) icon on your main menu.



This screen is being redesigned and will change its layout during 2023.

Bookings
Without search criteria, we display all bookings by Abad family

Enter search criteria

81 bookings found, displaying 1 to 30

Action	Booking No.	Status	Confirmed	Waiting	Account	Role	Location	Booking Made	Booking Made by	Start Time	Hours
<input type="button" value="CANCEL"/>	P13612	<div style="width: 50%; background-color: grey;"></div>	1	1	At-home wellness support	CHILDCARE: Up to 2 children	Apt 374, 3447 Atlant...	Jan 02, 2023: 3:18 AM	Rishi Haine	Jan 02, 2023: 2:00 PM	18:00
	P13611	<div style="width: 100%; background-color: red;"></div>	0	0	Regional Center: Jamie's childcare	Abads: Jamie's activity sessions	781 South Orange A...	Jan 01, 2023: 8:59 AM	Rishi Haine	Jan 01, 2023: 2:00 PM	6:00
	P13542	<div style="width: 100%; background-color: green;"></div>	1	0	Childcare for Jamie	Abads: Homecare for Jamie	781 South Orange A...	Dec 07, 2022: 9:31 AM	Bella Sorell	Dec 07, 2022: 12:00 PM	6:00
	P13482	<div style="width: 100%; background-color: red;"></div>	0	0	Mark's FSA: Flexible Spending Account	Abads: Jamie's activity sessions	781 South Orange A...	Oct 31, 2022: 3:19 PM	Anna Marjaram	Nov 01, 2022: 3:00 PM	8:00
	P13426	<div style="width: 100%; background-color: green;"></div>	1	0	Health support budget	Abads: Jamie's activity sessions	781 South Orange A...	Oct 07, 2022: 8:15 PM	Bella Sorell	Dec 03, 2022: 9:00 AM	4:00
	P13406	<div style="width: 100%; background-color: red;"></div>	0	0	Health support budget	Abads: Jamie's activity sessions	781 South Orange A...	Sep 30, 2022: 8:15 PM	Bella Sorell	Nov 26, 2022: 9:00 AM	4:00
	P13389	<div style="width: 100%; background-color: green;"></div>	1	0	Health support budget	Abads: Jamie's activity sessions	781 South Orange A...	Sep 23, 2022: 8:15 PM	Bella Sorell	Nov 19, 2022: 9:00 AM	4:00

A	Search criteria: Are you looking for a particular booking or set of bookings? Click here to search on the booking number, the account used, the role booked, a date range or any combination of these criteria.
B	Page forward: Once you start building a big list of past bookings, this screen will offer them 30 rows at a time. This tool allows you to move between groups of rows.
C	Cancel the booking: Unless the booking has started or is close to starting (meaning the employee is likely on their way) you can cancel a booking using this button. You will be asked to enter a reason which will be sent to the employee(s) when the system tells them about the cancellation.
D	Booking number: This is how the system is identifying your booking. Click on this number to see all the details of a booking.
E	Booking status: A booking that was not confirmed or has been cancelled will show a red bar. One that is proceeding as expected will be green. The top booking involves two workers so the bar has split. One person has confirmed (green), the other hasn't yet but still has time to do, so her part of the bar is grey.
F	Headings: Once you have lots of bookings you may want to cluster them in groups by the role, the location or who made the booking. Or perhaps you want to order them by when they were made or the start date/time? Click on a heading to reorder rows by that column. Click again to reverse the ordering.

Viewing an individual booking

Click on a booking number and you will see all its details:

Booking P13615

Summary

Workers Booked: 3

Confirmed: 1

Waiting: 2

Declined: 0

Booked by: Bella Sorell at Jan 02, 2023: 7:54 AM

Automatic Re-Assignment is ON for this booking

Sessions

- Tue. Jan 03, 2023: 9:00 AM - 1:00 PM
- Thu. Jan 05, 2023: 7:00 AM - 11:00 AM

[All timesheets for this booking](#)

Workers

Status	Profile	Name	Confirm By Time	Role match	Our rating	Our bookings	Employer	ACTION
WAITING		Ginny Murdoch	Jan 02, 2023: 12:50 PM	✗	★★★★★	1		
CONFIRMED		Aisha Lin	Jan 02, 2023: 12:50 PM	✓	★☆☆☆☆	9		Timesheet
REJECTED		Rui Carrera	Jan 02, 2023: 12:50 PM	✓	☆☆☆☆☆	3		

Booking Details

Account: At-home wellness support

Role: Abads: Respite Care (workers who do not match this Role are booked fo...)

Location: Apt 374, 3447 Atlantic Ave., California, 90807

Documents:

Reporting Instructions

Contact: Front desk 562 987 6612

Notes: Pls. don't park in staff spaces - use visitor area

Parking: Free


Additional Instructions: We will ask you to take a Covid test the beginning of each session with us.

A	Booking summary: This panel summarizes the current state of the booking.
B	Employee status: The system will allow employees until the confirm by time (see below) to say Yes to the booking. Once they do, their status will become CONFIRMED. Until then it is WAITING. If they don't confirm or reject the booking, their status will show red.
C	Confirm By Time: To make sure your needs are met, the system calculates a time by which employees must confirm this booking, generally it is about 20% of the time between the booking being made and the first session starting.
D	Timesheet link: Once an employee confirms, timesheets are created for the booking (→ Page 10). Click this link for access.

TASK 3: Approving Timesheets

Approve timesheets promptly to show the service was provided and that the employee should be paid.

When a booking is confirmed, GoodFlexi creates a timesheet for each worker for every week of a booking (our week ends on Friday). Click on the timesheet icon in your main menu to see timesheets awaiting approval. That means they relate to bookings happening this week, or bookings from past weeks that are outstanding.

A	Shifts view: When this screen loads, it has one timesheet to each row. But there might be 5 or more sessions within any timesheet. If you want to a more detailed view, click here and each session will get its own row.
B	Approving timesheets: You can approve these timesheets by opening each one (→ Page 11) or just ticking the box in this column. You will then have to enter your password at the bottom of the screen.
C	Booking/Timesheet number: Click here to see details of the booking or the actual timesheet.
D	Time clock icon: The clock symbol shows the employee used the time clock on our app to record the exact times worked for a session. Those times have been entered in the timesheet. 
E	Statuses: You will see timesheets with four possible statuses on this screen: <ul style="list-style-type: none"> • WAITING: The timesheet is for work this week, ready for approval once the work is done. • APPROVED BY EMPLOYEE: The employee has confirmed the work was done, you need to do so. • NO TIMER: An employee using the time clock on our app to check in should have done so by now. • OVERDUE: The timesheet covers work done last week or earlier. It urgently needs approval.
F	Employee profiles: Click on an employee’s photo to see their details.

Managing an individual timesheet

You can change the times of any shift on the timesheet or add new shifts. Use this if the employee stayed late or had to leave early. Or if you agreed to add a further hours.

The screenshot shows a user interface for managing a timesheet. At the top right, there is a 'PRINT' button labeled 'A'. Below the header, the status is 'APPROVED BY WORKER' with a green checkmark, labeled 'F'. The main area contains a table of hours booked or worked for the week of Jan 01-06, 2023, with 'Remove' buttons for each session, labeled 'B'. Below the table is an 'Add New Session Times' button labeled 'C'. To the right, there is a 'Feedback' section with a rating for the worker, labeled 'D', and a 'Tracking' section showing approval milestones, labeled 'E'. At the bottom, there is a 'Details' section with client and worker references.

A	<p>Print button: Some users like paper timesheets, click here to send a neatly formatted one-page version of the timesheet to your printer.</p>
B	<p>Shift times: These will be the times that were booked unless you or the employee have cancelled those and entered new times, or the employee used the time clock to record to-the-minute work times.</p> <p>To change the times, use the remove button for that session. Then use the Add New Session Times button to enter the replacement times of work.</p>
C	<p>Add New Shift Times: You can add hours of work for any time in the week covered by this timesheet. Click here to input them.</p> <p>If you change the hours worked after the seller has confirmed, the employee will have to re-approve the timesheet with those new hours.</p>
D	<p>Change employee's rating: Remember the ratings that move employees up your list of people eligible for any booking (← Page 5)? You can change this worker's rating for a particular service code ('account') on the timesheet.</p> <p>So, if someone has done a great job, why not bump up their number of stars? That will prioritize them for your future bookings. Your ratings are shared with the worker but not published publicly. Use the Explain Ratings link to see any rules of how your organization or household allocates stars.</p>
E	<p>Tracking: This panel shows who approved the timesheet, and when, on its journey through levels of approval to employee payment.</p>
F	<p>Approve Timesheet: Once you are satisfied the timesheet reflects the service provided, click here to signify you have accepted the details and the timesheet should proceed.</p>

