



FAMILY ASSISTANCE LETTER # 97

October 7, 2010

TO: Directors, County Departments of Job and Family Services

FROM: Michael McCreight, Deputy Chief of Staff

SUBJECT: ONLINE SELF SERVICE WEB APPLICATION

This letter is to give you an update on the development and implementation of the ODJFS Self Service Web Application. As you know, this web application will permit applicants to complete and submit a JFS 07200 application for benefits electronically and provide current recipients the ability to electronically report changes on their case. This web application has been in development for nearly a year and is expected to be operational in mid-November. As soon as testing is completed, an exact date for implementation will be shared.

Once this new web application goes live potential applicants can apply and current recipients can report changes at <https://ODJFSbenefits.ohio.gov>. Just as applications from the Ohio Benefit Bank are received through the E-Gateway tool, new applications and existing case changes will be received in the same manner. New applications and case change reporting will now be made available in real-time in the E-Gateway for caseworker review and copy into CRIS-E.

In order to facilitate an easy transition to receiving both new applications and case changes through E-Gateway, each CDJFS is urged to review their current designation of E-Gateway coordinators and user access. Any workers that will be processing applications or case changes and do not currently have access to E-Gateway must contact Access Control (InfoSec) and complete a JFS 07078 "Code of Responsibility". While the new applications and case changes will now be made immediately available in the E-Gateway, the daily summary report of new entries will continue to be generated to each CDJFS E-Gateway GroupWise mailbox.

In preparation for the new Self Service Web Application a video conference is scheduled for October 20, 2010 at 1:00 – 4:00 pm (repeat on October 21, 2010) with a demonstration and training on the Self Service Web Application, E-Gateway and the related copy function to CRIS-E. Several staff participating in the September 15th Program Policy Support video conference expressed surprise at this development effort. Please ensure staff who will be processing new applications or changes to existing cases attend this important demonstration and training.

c: Douglas E. Lumpkin, Director
ODJFS Deputy Directors
Family Assistance Staff

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