



FAMILY ASSISTANCE LETTER # 97a
October 29, 2010

TO: Directors, County Departments of Job and Family Services

FROM: Trudie J. Bormann, Deputy
Family Assistance

SUBJECT: ONLINE SELF SERVICE WEB APPLICATION

As communicated with you on October 7, 2010 in Family Assistance Letter No. 97 the Online Self Service Web Application is a reality and ready for roll-out. 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 for their case.

Ten counties assisted with testing and provided very valuable feedback. The county training video conferences held on October 20th and 21st were well received and attended by all 88 counties. Each county's contribution and interest in this project is greatly appreciated.

A toolkit is being prepared and will be available to county departments of job and family services (CDJFS) on November 10, 2010. CDJFS will be able to view, print and download the toolkit on the ODJFS Innerweb. The toolkit will contain the following materials:

- Posters
- Flyers
- Fact Sheets (which will include more content about the application)
- Quick Tips (a user guide to post in your kiosk)
- Change Request Key guide (to share with recipients)

In order to ensure that the production environment is stable and functioning properly, we are moving software in place on October 30th for review and will make the web-site accessible on November 5th. It is possible that someone may find their way to the site before it is officially live and submit an application. If this occurs, it must be considered a real application and treated as such. We will be working with some of our testing counties November 5th thru 10th to validate that the 'soft' release is successful before making the formal announcement.

30 East Broad Street
Columbus, Ohio 43215
jfs.ohio.gov

Applications from the Self Service site come into E-Gateway in real time. These applications will be included in the daily reports. Any application submitted in real time will be reported on the next day's activity report.

Each CDJFS E-Gateway contact and CRIS-E roll-forward can expect to receive an email on or before November 10, 2010 with additional go-live information and a link to the toolkit.

If you have any questions, please contact Denise Olson via email at Denise.Olson@jfs.ohio.gov.

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

Joel Potts, OJFSDA
Larry Long, CCAO
Kim Newsome, OCDA
Crystal Allen, PCSAO