



Family Assistance Letter #107
June 14, 2011

TO: Directors, County Departments of Job and Family Services

FROM: Trudie J. Bormann, Deputy
Family Assistance, Office of Families and Children

SUBJECT: Online Self Service Portal – Phase 2

This letter is to give you an update on the development and implementation of the ODJFS Self Service Client Portal. As you know, the Self Service Web Application and change Reporting went live in November 2010. Since that time, ODJFS has been working on further enhancements to this portal to improve client access. Our goal is to provide enhanced self service access to applicants reducing the need for inquiry calls and benefit verifications.

New functionality will be launched in July 2011. More details regarding launch date will be forthcoming soon. The new functionality includes client enhancements and enhancements to CRIS-E and E-Gateway.

Client Enhancements

Included in this release is the ability for clients to:

- Check the status of electronically submitted applications.
- Complete an Interim Report for cash and food assistance and submit electronically.
- Complete a Reapplication Form for cash, food and medical assistance and submit electronically (for cash and food assistance an interview must still be completed).
- Review case information, including monthly benefit status, benefit issuance date, card balances, and frequently asked questions and answers.
- Print 12 months of benefit history.
- Access common forms and notices.
- Enroll in a managed care plan.
- Find out where to return verification – with county addresses and fax numbers.

CRIS-E and E-Gateway Enhancements

Along with new enhancements for clients, ODJFS has also made enhancements to CRIS-E and E-Gateway to further assist county agencies in processing the online Interim Reports and reapplication forms. New tabs have been added in E-Gateway for each available action. The summary view for Interim Reports and Reapplications will appear similar to the view for Change Reporting.

One additional function has been developed for Interim Reports. All Interim Reports submitted electronically will automatically have the sign date populated on CRIS-E screen MRIR and dictation will be added to CLRC to denote the system generated date. This will stop the generation of alert 184 "Interim Report is Not Received." If the Interim Report is received prior to the 21st of the month and has no changes, the worker will not have to take any further action, but the Interim Report will be available in E-Gateway for documentation. If the Interim Report is received prior to the 21st of the month and has a change reported, the worker will be required to work the change in the same manner as with regular change processing. If the Interim Report is received after the 21st of the month, the sign date will still be automatically populated and denoted in CLRC; however, the worker will also receive an alert, "Alert 187," that the Interim Report was received untimely so that the appropriate case action can be taken.

As soon as an electronic Interim Report or reapplication form is submitted electronically to E-Gateway, the documents are no longer available to the client on the Self Service Portal. Pursuant to Food Assistance policy, Interim Reports are available for submission for up to 30 days after the closure date to allow for reinstatement of benefits if the case has been closed.

Communications Plan and Training

In preparation for launch of Phase 2, the June 15th county video conference will include time devoted to the new enhancements. The Self-Service Toolkit is also being updated to provide information on how to request a change request key and user-friendly bookmarks and flyers for use in promoting the portal.

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