

# Enhancements to On-Demand Case Management Tool

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Income Maintenance Advisory Committee (IMAC) Meeting



# Agenda

- Project Overview
  - Vision
  - Background
- Overview of system changes
- Impact analysis
- Release readiness activities

# Project Overview

## Vision

- Enhance the information provided to IM agencies in order to track a real time status for expedited, non-expedited and FoodShare renewals.

## Background

- The FoodShare On-Demand Case Management Tool is used to track applications and renewals for the FoodShare on-demand interview waiver.

# Overview of System Changes

- FoodShare On-Demand Case Management Tool will be available on the Cares Worker Web Home Page
- 2 Column Headers will change
  - New Due Today column
  - Column representing 6 business days will be removed
- Team Tool Views
  - Addition of Back-Up Team Lead role
  - Team level view will display on Home Page

# System Changes

- Real-time display
  - Access FoodShare applications
  - Pre-Printed Renewal Forms (PPFR)
  - On Demand Items completed, withdrawn, or reassigned
- Reassignment Page
  - Reassign to Me
  - Reassign to a Team
    - Team Lead
    - Backup Leads
    - Workers
  - Reassign to a specific worker

# System Changes

- Team Details Page
  - Addition of the Back-up Team Lead role
  - Ability to show Workload Dashboard and/or FS On-Demand Tool on Home Page
    - Team Members
    - Team Lead
    - Backup Team Lead

# Impact Analysis

- Real Time Food Share application and renewal counts
- Easier Access to Food Share On-Demand Case Management Tool on Home Page
- Cleaner and Easier to use for IM Workers

# Release Readiness Activities

- July 18<sup>th</sup>- Ops Memo
- July 28<sup>th</sup>- TAPP
  - Demonstration of system changes

There are no policy changes so no formal training updates from the DHS training team. The OPS memo will be referenced in the New Worker training materials.