

# Mobius News

July 2014

## Citizen Self Service Portal



my Alberta SUPPORTS  
connecting you to services

my Alberta SUPPORTS  
connecting you to services



Welcome to myAlbertaSupports - your connection to services and supports offered by the Government of Alberta.



Find Support



Apply Online



Login/Create an Account

### Need help?

- Click [albertasupports.ca/help](http://albertasupports.ca/help)
- Call 1-877-644-9992 (toll-free) or 780-644-9992 (Edmonton area) or
- Come in to an Alberta Supports Centre

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When the Mobius changes roll out in the fall, one of the new pieces will be the Citizen Self Service Portal. This is the "Click" portion of "Click, Call, Come In". Citizens will be able to:

- ◇ answer needs identification questions that will generate a list of Human Services programs they may be potentially eligible for. Individuals can complete this anonymously or by logging in to their account and saving the results.
- ◇ Create an account to save and submit applications, receive information on next steps in the application process, and print their applications or supporting documents.
- ◇ Start an application for some programs on-line. An Individual must have an account to save and submit an application.
- ◇ Access information on programs offered through Human Services.

Click on the above picture to see a preview of the Self Serve Portal. Please note the screens are still in development and may change before the system is implemented. More previews are planned prior to implementation and will be available for viewing over the next few months. Stay tuned!

### CSA In Person Sites

Alberta Supports Centres will initially provide the same types of services provided by Alberta Supports Contact Centre (ASCC). In-Person Service Coordinators provide up-to-date information on social-based services, information on potential program eligibility, application forms and refer or connect clients to the appropriate program area. Sites that are currently open or are targeted to be open prior to the end of 2014 are: Fort McMurray, St. Paul, Lethbridge, Medicine Hat, Edmonton, Red Deer, Calgary, Peace River, Slave Lake and Whitecourt. Future sites are being planned including 4 additional sites to be opened in 2015 in Edmonton.

### Needs Identification

Needs Identification refers to an intake of basic household information and responses to a series of general social services questions to determine which programs an individual and/or their household may be eligible to apply for.

The purpose of Needs Identification is to gather a simple and limited set of responses in a short time frame to determine user or household eligibility in the most user-friendly and citizen-centric manner. It is expected that it should take no more than 5 minutes to complete a Needs Identification for a user and/or their household to obtain a general understanding of the programs they may be eligible to apply for.

Needs Identification may be completed by the citizen (self-service) through the Citizen Portal or by a Services Coordinator (in person or over the phone) using Mobius. Alberta Works and Persons with Developmental Disabilities staff will also have access to Needs Identification through Mobius. An individual will be guided through the same series of questions to determine potential eligibility for the individual and/or their household.

Alberta  
SUPPORTS  
click.call.come in.

**CCISD Phase 1.1 Mobius Training**

With 2000—2200 current and new Mobius users to train in the new functionality, the five weeks just prior to implementation have been earmarked for end user training. Most new Mobius users will be from the Persons with Developmental Disabilities (PDD) program. Commitment of trainers to train and support all users for this release has been received from most regions. PDD will be identifying key contact persons as a support to trainers. Once the implementation date is finalized, dates for training will be made available.

Two modes of training are being explored. New users who require a Mobius ID would benefit most from classroom training. Current Mobius users would be able to learn the new functionality of Mobius through eLearning, as most of what they currently do in Mobius will not be changing.

Movement towards the Integrated Service Delivery (ISD) model will result in some changes in the way we do business. Some of these changes may happen before the Mobius update occurs. Where the business changes result in a change in the way we use Mobius, the information will be included in the Mobius training.

You can prepare for the training by:

- ◇ Keeping your knowledge of current Mobius up to date.
- ◇ Refresh your knowledge of working with Tasks and Queues—this is used more with the new functionality
- ◇ Be aware of the ISD initiative, program policy and Information Sharing Strategy developments, activities and information that will be communicated over the next several



**Information Sharing Strategy (ISS)**

Getting results for Albertans is important to this government. Supporting and encouraging appropriate information sharing is very important for successfully delivering programs and services to Albertans that improve outcomes and help build Alberta.

Open, appropriate and effective information sharing means:

- ◇ Necessary information about a person should be shared when working collaboratively to improve outcomes for that person while still maintaining that individual’s privacy;
- ◇ Continued accountability and respect for privacy;
- ◇ Increased public confidence that Albertans will get the services they need, when they need them, i.e. ensure the process is more streamlined and efficient and services are better coordinated;
- ◇ Less duplications and delays;
- ◇ Resources and training are available to support workers in making the most appropriate information sharing decisions while also protecting personal or public health and safety.

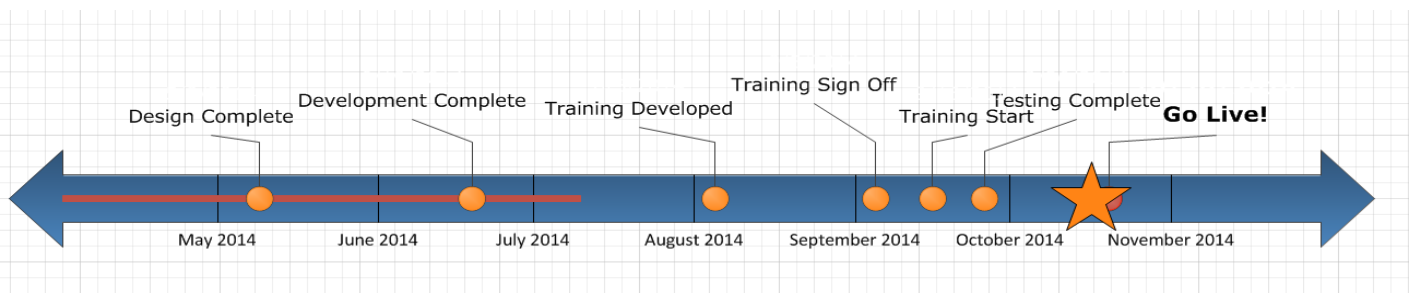
Information Sharing training is expected to be available in the fall. More information regarding ISS is available from the Information Sharing Strategy link at the bottom of this newsletter.

**What this means for you**

A significant change for AW will be the introduction of on-line applications (fillable and submittable) for ETW/BFE, Learners (fulltime, part-time, apprentice), and Fee Payer Programs. This will remove some of the data entry requirements and should result in a greater focus on working with clients. Current state business processes will need to be reviewed and refreshed to align with the overall Human Service ISD model.

Another change is the increased information sharing between programs. With Phase 1.1, Persons With Development Disabilities (PDD) and Family Support for Children with Disabilities (FSCD) clients will be registered in Mobius. This means that Person Registration will be common for these programs using Mobius. This will allow other Human Services staff to enter information in Mobius. New business processes will need to be followed once the on-line application is implemented.

**Project Timeline**



**Next Issue:** Hear more details about training, learn about the On-Line Application and how it might impact you.

[Questions?](#)

[HS Transformation](#)

[Information Sharing Strategy](#)

