

Mobius News

May 2014

The Drive Behind System Development

Currently our service delivery is program focused and administered under rules that do not easily support citizens who may need to access services or transition through multiple programs and services. Our new direction is to facilitate access to supports through a holistic assessment of an individual; their needs and strengths as well as their natural supports.

The future state will see a fully integrated and sustainable service delivery model that provides clients with a consistent, high-quality experience that respects their full potential and dignity. To support this integrated service delivery model, a common IT system is being built on the Mobius platform that will enable Government of Alberta (GoA) staff, clients and service providers to access and share relevant information.

CCISD Phase 1.1 (con't)

- Application Processing Queues will be developed to validate, authenticate and forward applications to the appropriate program areas for processing.
- Merge functionality is being introduced to address duplicate client records.
- PDD will now be using Mobius for registering clients and maintaining their registration information. This will introduce a common client view for all programs using Mobius.

What's Changing:

- Updating client demographic information will not require the same level of workaround.

What's Staying the Same:

- Assessment, Service Planning, Service Management for Alberta Works will be unchanged at this time.

CCISD Phase 1.1

Starting with Human Services programs identified as in-scope, the first phase of system development focuses on common access to Needs Identification, Registration and Common Application functionality.

While Mobius users will see new functionality added to the system and modifications to existing functionality, many areas of the system will remain unchanged.

What's New:

- Citizen Portal that will enable the citizen to complete a Needs Identification, to create and log into a citizen account, and to start and submit an application for in-scope programs.
- Needs Identification tool will enable HS staff to identify programs that the individual may be potentially eligible for.
- On-Line Application functionality will be available for Full Time Learners, Part Time Learners, Apprentice, Feepayer, ETW/BFE, PDD and FSCD.

Future Phases

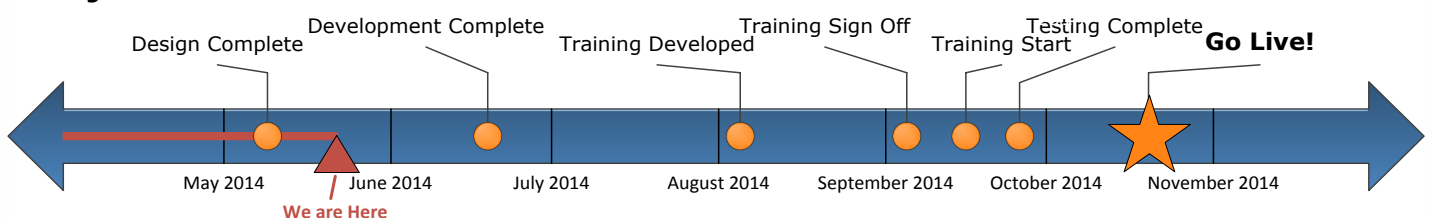
Future phases further support Integrated Service Delivery through:

- Needs Identification and Common Application functionality expanded to include additional HS programs.
- Service Management and Financial Tools expanded to other HS programs.
- Client self-service enhanced by additional functionality added to the Citizen Portal.

What this means for you

The implementation of the Integrated Service Delivery Model will bring changes to all areas of HS. As changes occur in Mobius to support these changes, system training will be developed and provided for both existing and new Mobius users.

Project Timeline



Next Issue: Learn more about the Citizen Portal, the CCISD Training schedule, onboarding of services to Common Service Access and Alberta Supports In Person sites.

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