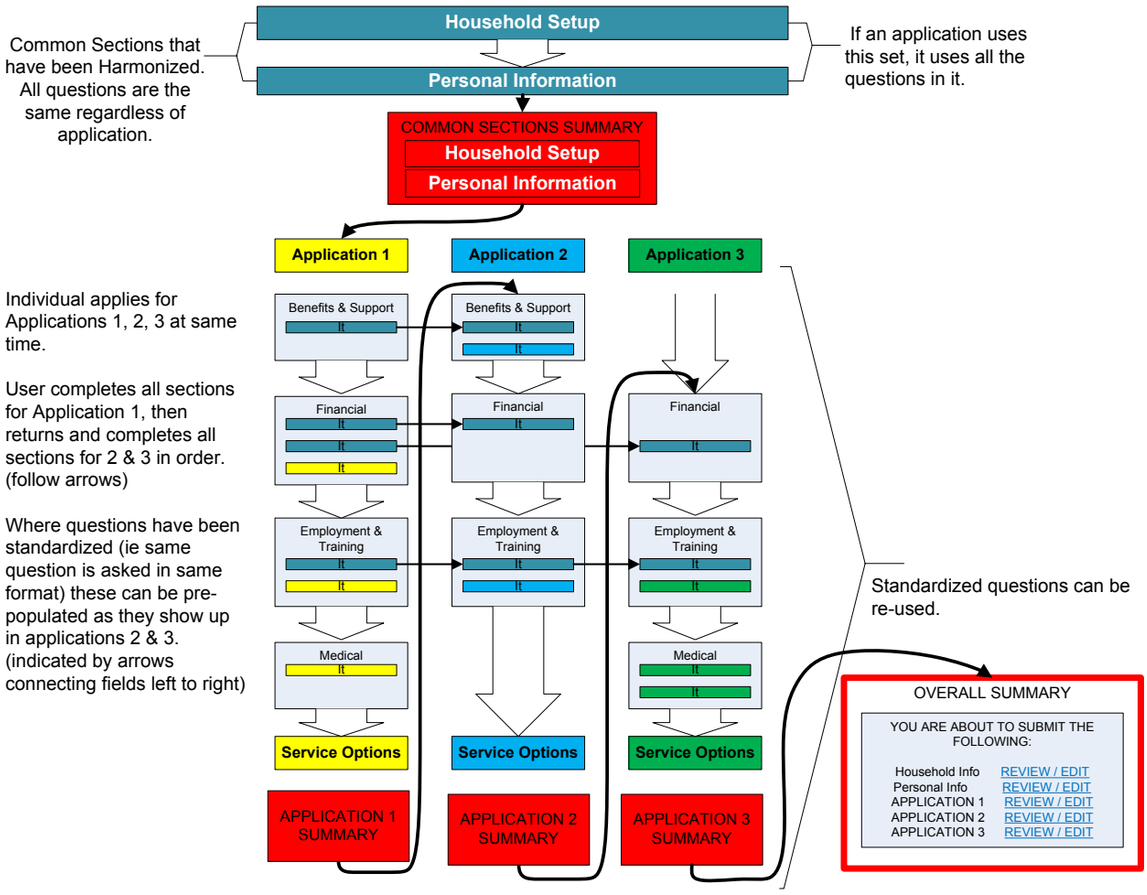
Mobius News

September 2014

Online Application Process

This is a structural diagram of the online application.



Applications that will be available online November 17, 2014:

- Full time Learner Benefits
- Part time Learner Benefits
- Apprentice Learner Benefits
- Expected To Work/Barriers to Full-time Employment Income Support
- Persons with Developmental Disabilities (PDD)
- Family Support to Children with Disabilities

All electronic applications will go through an initial screening and validation process before being directed to the specific program areas for eligibility determination.

Application Forms will be available in their current format for the time being and will be processed as they are currently.

Clients will be able to access assistance to complete applications through the Alberta Supports Contact Centre.

Training Update

Training will be delivered in two formats. New users from PDD will receive face to face training. Existing Mobius users will complete e-Learning modules explaining the new functions and changes to Mobius.

Existing Mobius trainers will be delivering the training to new users. Training activities will commence with the Trainer Update session the week of October 6. Each region will be scheduling the new user sessions for new PDD users in their area. (New AW and CSD staff will also require training on the new system functionality.) The length of time for this training will depend on the role of the new Mobius user. e-Learning is targeted to be released October 14. We anticipate it will take approximately 1/2 day for internal staff to complete their modules. As external training providers will have fewer modules to complete, it is expected that they will be able to complete the modules in less time. All users need to have training completed by the implementation date of November 17.

A training database will be available with the commencement of e-learning. The URL will be provided to the Regional Training Coordinators who in turn will communicate to their region the same way it is done now. Training Coordinators also manage the training IDs so will be the contact person for front line users who want to access the training database for practice and require a login ID.

Business Process Changes to Support the On-Line Application

There will be minimal changes to business processes with the implementation of Phase 1:1:

- On-Line applications that are directed to the AW ETW/BFE programs will be held in a queue until the applicant contacts an Alberta Works office. Current Business Process of completing a SND and developing a Service Plan prior to processing an application for Income Support will be maintained. The application will be retrieved from the queue at the point where eligibility for financial benefits is being determined.
- AW will continue to enter/update client information in all systems at the same time (Mobius, CCD, LISA).
- ETW/BFE will continue to enter only adult family members into Mobius and to enter adults and dependents into LISA.
- Clients will continue to be required to notify their AW worker directly of any change in their circumstance.
- Training Providers will advising Learners that they have the ability to apply on-line.
- In addition to the current fillable PDF format, LISO will be receiving applications in an electronic format. Applications received electronically will have less manual data entry. There will be some adjustments to existing processes to accommodate the new format. Hard copies of signed declarations as well as some supporting documentation will need to be received prior to processing of an electronic application.

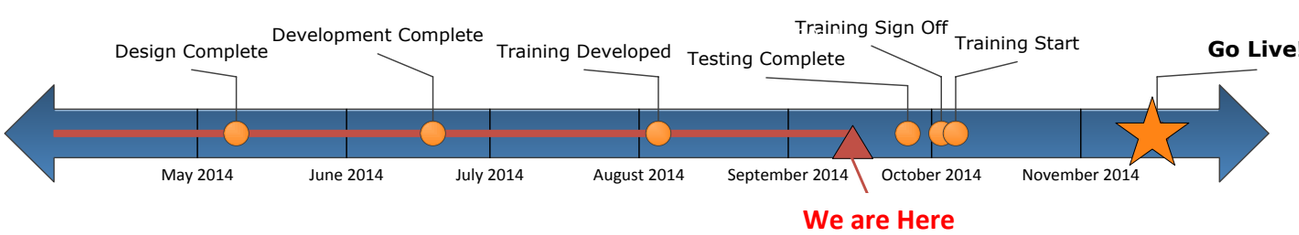
What does this mean for you?

Data entry into Mobius will be reduced as information from online applications will flow into Mobius once it has gone through the validation process.

Client information on the Person Home Page can now be updated by all programs using Mobius. LISO will receive notification of changes to critical areas.

Worksites will need to ensure all staff have completed training prior to implementation. This will require some coordination as operational requirements will still need to be met.

Project Timeline



Next Issue: Hear more details about business processes related to de-duplication and updating client information as well as details on implementation and how you may be impacted.