

VIRTUAL CASE MANAGEMENT TOOLS

John Atherton, Washington Department of Social and Health Services Assistant Secretary of Economic Services Administration, along with Phylis Lowe, Assistant Deputy Secretary and Arlene Trimble, Program Administrator, presented an overview of their Electronic Jobs Automation System (e-JAS).

The benefits of this system include the ability to provide statewide case management with online tools to service users and clients across multiple health, human, and work programs in an integrated, holistic, and collaborative fashion. The system provides a comprehensive picture of the client's program participation, dynamic situation and needs by integrating employability screening, evaluation, assessment, referrals and service delivery. E-JAS can make family assessments for time limits, determine needs and make referrals via this one system. The ability to input and update screens online allows note sharing between worker, vendors and contractors.

When contractors update employment screens the system automatically sends a message to the worker so an action can be taken immediately to anticipate a change occurring. Workers can produce and sort data on their individual caseloads via ad hoc reports. Workers can use this information to maintain their caseloads by extracting specific information such as monitoring component information and time limits. To provide a secure environment for confidential information the Intranet site controls data. Level of access is granted based on a user position. New users can be given access to this system immediately by authorized staff located in each office.

Designing this system was a collaboration of Community Services Division Field Representatives, JAS Users group members, regional WorkFirst coordinators, partner agencies, tribes, contractors, advocate groups, legal services and state office staff. This system was launched March 19, 2001 and is 70% complete after ten months of implementation.

Use of this system allows information to be passed quickly between workers, vendors and contractors by providing referrals and updates at the touch of a button.

The second part of their presentation was an overview of their iESA, which is the Economic Services Administration intranet site. This site provides links to law and policy, research, analysis, writing, purchase, contract, training information and daily news. Each worker can customize their own home page to support their own individual program needs. These are maintained by a part time person and are formatted so they are easily updated. This site allows for new policy implementation to be broadcast and accessed by each worker. If workers want to test their program knowledge, they can access the program information and then test their knowledge with a quiz.

This system provides immediate updating of information to all staff in an efficient manner, available to them at their fingertips.