



myCase

Utah Department of Workforce Services

What it is

- Utah's myCase is an easy-to-use website where Department of Workforce Services customers can access basic personal case information, including case status, EBT balances, benefit approvals, denials, closure decisions, notices, imaged verifications, status of applications /reviews, and important actions needed on their case. It allows customers to interact with the eligibility system by reporting changes online and completing recertifications. myCase displays pertinent case information from eREP (eligibility determination system) and also interfaces with the State's eFind system to verify some customer information.

How it works

- The goal of myCase is to provide customers with 24/7 access to their case information and create new avenues for customers to communicate with the Department. These new avenues allow the Department to increase the speed and accuracy of decisions, reduce manpower and related costs, and improve eligibility process efficiency.

Successes

- Electronic notices are a big win for customers who "opt in" for that service. myCase notifies our opted-in customers of new notices on their personal case without a mailing delay. As of October 5, 2011, we have 32,022 customers opted-in, representing 18 percent of the total caseload – a proportion that is growing. As of that date, the State has sent 176,441 eNotices.

Challenges

- Writing content for myCase at a 5th grade level
- Removing confusing Department jargon
- Integrating with the State's eFind system

Implementation

- Cost through September 2011: \$1.8 million
- myCase project began August 1, 2011
 - Features and functions Implemented to date: basic case information, eNotices, imaged verifications, status, actions needed, report a change, review
- The myCase system is paying for itself in time savings to staff, reduced mailing costs with electronic notices, and the interfaces between our eligibility system and eFind.

For more information:

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