User-Centered Design (UCD) Updates

Completed

- Provided View-Only access to the most recently submitted application
- Updated editing Income & Deductions, and Income History for Report a Change
- Updated the way users uploaded verification documents

18.7 - July 2018

CR 116643 - View Only Mode
CR 118873 - Household Income
CR 92204 - Manage Verifications (Pre-UCD)

Work in Progress

- Continue improvements for editing income and deductions
- Ensure RAC and Renewals language and functionality are consistent

18.9 - September 2018

CR 121556 - Editing Household Income in Renewals
CR 122440 - Account Home Messaging during Renewals
CR 122459 - Updates to Former Foster Youth Language
CR 122438 - Display Income Start/End Dates Across All Modes
CR 90113 - Renewals Guided Flow (Pre-UCD)

Future Work

Admin and Consumer Updates
Enhancements that will allow Admins and Consumers to navigate the system adequately and update existing functionality to improve usability.

Online Access to Notices
Create a new visual representation of consumer notices for ease of access

Account Creation & Maintenance
The ability for consumers and other users who assist a consumer to create and gain access to a consumer's account

Global/Navigation
Enhancements to Contextual Awareness, Content Refinement, Help System, Icons, Navigation, and System Messaging

Updated: 08/20/18