MEMORANDUM

TO: All Referral Agents

FROM: Ohio 811 Project Rental Assistance Program Partners

SUBJECT: Recent Changes to SocialServe

DATE: July 2, 2019

You may have noticed changes when logging into SocialServe recently. While we have not made changes to the Ohio 811 Program or the Ohio Department of Medicaid Subsidy Demonstration (ODMSD), we have updated the information we are collecting in SocialServe.

We have decided against collecting some information (e.g., Medicaid number) and changed how we will collect other pieces of information (e.g., we ask about Medicaid coverage instead of specific supports). For this reason, the pre-screening and application phases of SocialServe will look different.

These changes may cause some applications to have “alerts” on them. These alerts require that the Referral Agent update each impacted account. Referral Agents can check for alerts by viewing their “dashboards” in SocialServe.

These alerts will not impact an individual’s eligibility for the program, but they will need to be addressed before a waitlisted individual can be referred to a property.

The Ohio 811 Program Partners will be introducing a new on-demand webinar with an updated SocialServe demonstration in the near future. The webinar will be a good resource for new Referral Agents, as well as existing Referral Agents who want to learn more about the updated SocialServe module.

Please contact Staci Riley, Ohio 811 Program Coordinator, at 811Program@ohiohome.org with any questions. Thank you for you continuing participation in the Ohio 811 and ODMSD Programs.