



## Customer Case Study



# Illinois Division of Rehabilitation Services

## Work Incentives Planning and Assistance

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Michelle Lawrence  
WIPA Program Coordinator  
Illinois Division of  
Rehabilitation Services

### ETO in Action

The Illinois Division of Rehabilitation Services (DRS) is the state’s lead agency serving individuals with disabilities. DRS helps individuals find and retain jobs. Their goal is to help their customers find quality employment that pays a living wage and offers a chance for advancement.

DRS is one of 104 WIPA Projects in the country. They contract with Social Security to provide information and planning services about work and Work Incentives. Work Incentives are special rules that make it possible for people with disabilities receiving Social Security or Supplemental Security Income (SSI) to work and still receive monthly payments and Medicare or Medicaid.

DRS needed help tracking the eligibility of those they served and needed a more efficient solution. They decided that a flexible, web-based software solution would best fit their needs, and so they selected Efforts to Outcomes (ETO) software from Social Solutions.

### The Challenge

Like most WIPA projects, DRS needed an information system to manage their project. DRS determined it would be best to have a web-based solution to adapt to their expansive geography - they serve 67 counties and service is delivered in locations throughout the state. A web-based system alleviates the need to install multiple

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instances of the software and allows secure access from virtually any computer. They also needed the system to keep Personally Identifiable Information completely secure and help to collect accurate data, track referrals, remind staff when an individual's Trial Work Period (TWP) was ending, and produce WIPA reports on the activities in all 67 counties, both individually and in aggregated formats.

Illinois DRS found ETO software to be the best solution to meet its WIPA case management and reporting needs.

The previous system used by WIPA projects acted as a one-way portal, simply storing the data. "ETO is interactive and operates as a tool to help us reach our goals," says Michelle Lawrence, WIPA Program Coordinator. "The best part of ETO software is that it helps us manage our cases. It can be accessed anywhere through the Internet. We can meet beneficiaries 50 miles from our office and dial in through Wi-Fi to access the case files and notes."

### **The Implementation**

In addition to customizing the system to track state and program-specific WIPA data, like TWP Assessments, benefit calculations, outreach activities and referrals, ETO guards from duplication of client data and protects Personally Identifiable Information. ETO is simply designed to make work easier.

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### **The Results**

"ETO Software has made our reporting easier. We service 67 counties in the state of Illinois, and now with ETO software I can monitor exactly where our referrals come from. I can run a report that tells me how many people have been served in each county. This is a huge help because it lets us know where we need to focus our outreach," said Michelle Lawrence.

### **Learn More**

Social Solutions helps human service organizations connect efforts to outcomes, people to social services, and service providers and communities to funders. The company's Efforts to Outcomes (ETO™) software goes beyond case management and enables thousands of public, private, and nonprofit organizations, such as Harlem Children's Zone, Catholic Charities, United Way, Goodwill, the Annie E. Casey Foundation, SSA, HUD, and cities such as Boston and Hartford to save time, improve collaboration, and deliver higher quality services.

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