



This job aid is designed to help you understand the EDM Statistics Quadrant on the IES Homepage.

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Notice: This job aid provides information on how the EDM Statistics Quadrant will work in IES. However, there is a defect preventing the EDM Statistics Quadrant functionality from working correctly as the statistics will not update to reflect queue access changes. Users will be notified when the defect has been resolved. In the meantime, workers can use this job aid to familiarize themselves with the functionality so they are prepared to utilize it once it is working correctly.



EDM Statistics Quadrant – Important Information

- The EDM Statistics quadrant displays on the IES Homepage and provides a high-level snapshot of the counts of EDM tasks/applications from the various queues that each worker has specific access to. After looking at this snapshot, the worker can view the EDM Inbox and process the tasks as needed.
- EDM Statistics apply to both case and task-based offices and refer to the queues that the individual worker has access to. Case-based workers will only see the counts of tasks from either the Specialist or Screen New Application queue.
- The counts displayed in the EDM Statistics quadrant are only for EDM tasks on applications/cases within the office that the worker is currently logged into.

EDM Statistics (As of 11/25/2013)				
Days Old	New	Started	Total	Applications
01 - 05	0	0	0	0
06 - 10	0	0	0	0
11 - 30	0	0	0	0
31 - 60	0	0	0	0
61+	0	0	0	0
Total	0	0	0	0

‘Days Old’ Column:

- This column displays the counts for the various tasks (referred to in following columns) based on the age of the EDM tasks. The rows are broken into days old: 1 to 5 days, 6 to 10 days, 11 to 30 days, 31 to 60 days or 61+ days. The last row, Total, accumulates all of the previously mentioned rows.

'New' Column:

- This column displays the count of all EDM tasks within the particular office that are in the 'New' status.
- In task-based offices, the statistics in the "New" column refer to the total number of new tasks for the entire office. In case-based offices, workers that have Screen New Application queue access will see assigned tasks in the 'New' column, which are specifically assigned to that worker. If a case-based worker only has Specialist queue access, the number under the 'New' column will remain at 0.

Put the Puzzle Together:



If Worker A only has access to the Screen New Application queue, the 'New' column displays the count of all new ABE applications that have not yet been claimed.

If Worker B only has access to the No Interviews - Initiate Data Collection and Application Verifications Received queues, the 'New' column displays the counts of unclaimed EDM tasks in the 'New' status.

'Started' Column:

- This column displays the count of all EDM tasks that have a status of 'In Progress' and have been initiated. These tasks are currently assigned to the logged in worker and can come from any queue that he/she has access to.

Put the Puzzle Together:



If Worker A only has access to the 'Screen New Application' queue, the 'Started' column displays the count of all initiated ABE applications that worker has claimed from the Inbox.

If Worker B has access to only the 'No Interviews Initiate Data Collection' and 'Application Verifications Received' queues, the 'Started' column displays the count of the user's EDM tasks in both queues that have been initiated.

Reminder! Case Based offices:

A case-based worker sees counts of his/her assigned EDM tasks under the 'Started' columns for the Specialist queue. This is the queue that all case-based tasks are assigned to.

'Total' Column:

- This column displays the sum of counts from the first two columns (the total number of 'New' and 'Started' EDM tasks). The counts reflect the sum of all document types, including applications, proofs, and other reports.


EDM Statistics (As of 12/16/2013)				
Days Old	New	Started	Total	Applications
01 - 05	303	0	303	302
06 - 10	249	0	249	249
11 - 30	381	0	381	381

‘Applications’ Column:


- This column shows a subset of the total counts of tasks. The ‘Applications’ column specifically shows the counts of EDM tasks that are related to ABE Applications or uploaded documents/manually created tasks from the **Record Inbox Task** page. Only the uploaded or manually created tasks that have a title belonging to the Applications Category (see below) are counted in the ‘Applications’ column.

Application Category	
2378-all-Application for assistance	401-Expedited Screening
243-Request to Add	458-all-Notice of Decision
243-Request to Add Newborn	1934-A Notice of Decision to Add a Person to Medical
2905-Request for Financial Assistance	3718-Notice of Decision on Addition of a Family Member-AK
Application-other	ABE application
2431- Application for Medical Assistance – Short Form	Application-CAF
2946-Application for IL-Medicaid out of state Title IV-E	Application signature
267-Instructions to Client	FFM Referral
267L-Notice of Missed interview	2378 with SNAP expedited
360A-Action taken on your SNAP case	Application, Other, with SNAP expedited
360 series-Notice of Decision	683 SNAP Application expedited

EDM Statistics Quadrant - Frequently Asked Questions

	<p>Q. What would a ‘Specialist’ worker see under these columns?</p> <p>A. The Specialist queue is used for case-based teams/workers. Similar to non-Specialist workers, a worker who has access to the ‘Specialist’ queue would see counts of his/her assigned EDM tasks under the ‘Started’ column. Specialist queue tasks counts will not appear in the ‘New’ column.</p>
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Helpful Resources

	<p>Helpful Wizards:</p> <ul style="list-style-type: none"> EDM Inbox View EDM Task Assignment History
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