

IES New Terms Job Aid



Use the chart below to view New IES Terminology and the definition. Below the term, in brackets are the legacy terms.

IES Term	Definition
ABE	The Self-Service portal for IES is also called Application for Benefits Eligibility (ABE).
Applicant	An individual in a household requesting assistance.
Application Number/Application	The application number is used to track an application within the IES system. This always begins with the letter T and is followed by 8 digits. (ex. T11009242). An application becomes a case during the application registration and intake process.
Application/Case Routing	The process of applications and cases in an office being assigned to the Virtual Worker or routed to a queue for processing.
Business Functions	A business function is a set of related screens that automates a business process. (e.g., filling out an application is completed through entering information on several pages.).
Service Coordination [Case Maintenance]	These are actions that need to be completed on a case in order to keep the case active. (e.g., this could be a redetermination of eligibility for a program; a client-reported change such as a change in residence or income.)
Case Action	The current status of the case or application, for example, Approved, Denied, Pending, etc.
Case Mode	The action that is currently being taken on the application/case (Intake, Redetermination, Case Changes, Add a Member, etc.)
Case Number/Case	A case number is a unique identifier for a case within the IES system. A case is a group of individuals in a household that are applying for one or more benefits together.
Certified Group (CG) [Assistance Group]	<p>One or more individuals who are eligible (Participation Status = Eligible Child or Eligible Adult) for a particular type of assistance (e.g. SNAP) and who share the same Eligibility Determination Group (EDG).</p> <ul style="list-style-type: none"> CG is equivalent to “assistance group” in Federal regulation.
Dashboard	The Dashboard is the IES landing page that the user accesses once they log onto the IES system and contains the user's schedule, tasks, and announcements.
Data Synchronization	Refers to the transfer of data between IES and CDB that will help ensure data is kept up to date in both systems. This will be in place between Phase 1 and Phase 2.

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Driver Flow	Defines the pages you need to complete for a case record in IES based on unique characteristics about a household.
EDG	An EDG (Eligibility Determination Group) is a group of individuals that are tested together to determine eligibility for a specific program. It can be composed of one or more individuals in a single case (e.g., parents, children, grandparents, etc.).
EDM	Electronic Document Management allows electronic case files (verifications, applications, etc.) to be uploaded to a case and to be stored electronically instead of in a paper case file.
ECR	Electronic Case Record is a collection of all electronic files attached to a case in IES.
Head of Household/Primary Person [Payee]	The Head of Household (or Payee) is the individual within an application or case with lead responsibility for reporting case changes and receiving notices about benefits.
IES	Integrated Eligibility System is the integrated system being implemented by Illinois DHS and HFS.
Individual Number [RIN]	An individual number is a unique identifier for each individual within the IES system. This is similar to the Client #/RIN (Recipient Identification Number). All individuals who apply for benefits receive an individual number at application registration. This includes both recipients and non-recipients of benefits.
Interface	Refers to a data interface between the IES and another system (other than the CDB, such as KIDS and SOQL).
Left Navigation	The menu on every screen in IES that can be used to navigate through IES functions and pages.
Logical Units of Work (LUW)	A related group of data entry pages that are shown as the tabs just above the page name. Work is saved at the end of a Logical Unit of Work.
MCI	Master Client Index is the data base of clients in IES. Each client is assigned a unique individual number in the Master Client Index (even if they do not receive benefits or are not approved).
Pages	Pages are used to enter or view information in IES. (e.g. the customer's name is entered within a page.)
Profile	A profile is one or more business functions that can be assigned to a user. A user's profile determines what parts of the system they can or cannot access.
Security Role	A role is a job function performed by an employee. (e.g., Local security administrator, case worker, etc.)

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Tasks	Tasks are generated by the system in order to notify a user of a required action. (e.g., second party reviews, pending verification for a case, new documents that need to be processed, etc.)
Units (Team)	A unit is a group of people organized in a team within an office and led by a supervisor.
VCL	Verification Checklist is sent to customers when they need to submit the pending verification documents for their case.
Wizard	A Wizard is an online tool that provides step-by-step instructions on how to complete a specific, common task within IES.