

DHS Webinar Notes 9-9-16

Dashboard

By next Friday go through your intake dashboard and review the customer listed in the following areas. Many are from 3-4 months prior and need to be cleaned up and moved to either a green or red section.

- Application
 - Customer Profile Info Needs Finished
- Eligibility Review
 - Ready for Review by DHS Caseworker
- Consent
 - Needs to be scheduled for consent
- CBO Assignment
 - Not assigned to a CBO

Case Notes

Make sure to utilize the case notes. Remember to be clear and concise with you case notes, we are still learning each other's process.

What makes a good referral?

Tena Studer from Man-Tra-Con and Latonya Anderson from CAPs talked about what different barriers they are facing with referrals and how they are working to overcome those barriers.

We are considering adding these additional resources

Add resources to verify violent felony. Already using Family Watchdog

<http://www.judici.com/>

Potential questions to ask

- What would you do if you could start your dream job tomorrow what would it be?
- Show program information and reveiw career information
- How much time are you willing to commit to improve your future?
- Discuss length of time for training program options
- Income during training

Kelsey Briggs-Dineen from National Able in Region 1 provided her contact information so any DHS caseworkers who come up with a questions can contact her when needed. Feel free to reach out to her with any questions you have about the training programs. Below her contact info are some links that provide some basic information on the training as well.

- Phone: 312-994-8311
- Email: kbdineen@nationalable.org

To learn more about the CCNA certification, you can check out the following sites:

- <http://www.cisco.com/c/en/us/training-events/training-certifications/certifications/associate/ccna-routing-switching.html>
- <https://www.netacad.com/courses/ccna/>
- <https://en.wikipedia.org/wiki/CCNA>
- <http://www.itcareerlab.org/>

Q&A

What are your “go to” interview questions?

What information would you like to see in the CBO training program profile?

Select the item that you think will be helpful in making a referral to the CBO?