

EPIC CBO Weekly Webinar 11-30-16

- **Dashboard-**
 - Overview of the Eligibility Review and ISTEP Dashboard and the areas that have customers who need followed-up.
- **Reverse Referrals Region 1 –**
 - When sending Reverse Referrals, an email must be sent to the primary contact of the individuals' local DHS office informing them.
- **CBO Primary Contacts –**
 - You can find the primary list for DHS on the restricted resources page.
 - Contacts for Reverse Referrals –
<https://www.illinoisworknet.com/partners/EPIC/EPICRestrictedDocuments/DHS%20Primary%20Contacts%20for%20Reverse%20Referrals%20with%20CBOs.pdf>
 - Contacts for Staffing -
<https://www.illinoisworknet.com/partners/EPIC/EPICRestrictedDocuments/DHS%20Primary%20Contacts%20for%20Staffing%20with%20CBOs.pdf>
 - Contacts for General Questions -
<https://www.illinoisworknet.com/partners/EPIC/EPICRestrictedDocuments/DHS%20CBO%20Key%20Contacts.pdf>
- **Social Media -**
 - We are now posting about EPIC on social media. Please share our EPIC posts to help spread the word. You can find our social media links below:
 - <https://twitter.com/ILworkNet>
 - <https://www.facebook.com/illinois.worknet/>
 - <https://plus.google.com/+IllinoisworkNet>
 - <https://www.linkedin.com/company/illinois-worknet>
- **Success Stories –**
 - We really need CBOs to start submitting success stories so we can help get the word out about the benefits of EPIC.
- **Client Incident Report –**
 - If an incident occurs where a customer becomes violent or makes threats that make you or your staff feel as though you are in danger, the appropriate forms need to be filled out and submitted.
 - You can find the instruction guides for how to fill out the report on the EPIC partner website in the full list of resources.
 - Full List of Resources -
<https://www.illinoisworknet.com/partners/EPIC/Pages/Resources.aspx>
 - Customer Incident Reporting -
<https://www.illinoisworknet.com/partners/EPIC/Documents/Customer%20Incident%20Reporting.pdf>
 - You can download the forms that need filled out on the Restricted Resources Page.
 - 4582 (workplace violence)-
<https://www.illinoisworknet.com/partners/EPIC/EPICRestrictedDocuments/IL444-4582.incident%20report%20Violence%20in%20work%20place.pdf>

- 0107 (sexual harassment or other incident) -
<https://www.illinoisworknet.com/partners/EPIC/EPICRestrictedDocuments/IL462-0107.incident%20report.pdf>
- **Update on Collaborative Training** -
 - We are going to be working on putting together various training programs for CBOs throughout the state.