

EPIC CBO Weekly Webinar 9-14-2016

Conciliation process review

- Reviewed the conciliation process.

Updates to System

- Went over reports that have been made available to CBOs
- Went over payroll tab
- Went of exempt customers
- Went over retention only services

DHS Staffing Contacts

- Find DHS staffing contacts on the restricted resource page
- <https://www.illinoisworknet.com/partners/EPIC/Pages/Resources.aspx>

Dashboard

- Went over dashboard follow-up

Reverse Referral

- Went over the reverse referral process and are waiting on DHS to get a schedule for Region 1 Feeder offices

September 28 - working with people with criminal records

- Next weeks webinar