

Agenda – DHS Technical Assistance Call on 12-23-2016

Intake Projection numbers

- Everyone still seems to be adding numbers. November and December gave us a chance to catch up to our overall goal.

Dashboard - Yellow areas

- Declined EPIC services at this time – if you entered a reason and it did not “Stay” you may need to select either the morning or afternoon session.
- There are only about 48 customers that need a reason entered.

Enrolled - follow-up –

- Reminder DO NOT remove the appointment that was scheduled until the customer is sitting in front of you.

Staffings scheduled –

- Please work with the CBO’s to schedule staffings. This will help customers stay on track.

Last Case Note –

- New feature will be released COB 12-23-16. Lists the last case note entered on the progress and profile page on the exported spreadsheet. List includes who wrote the last case note and date entered.

CBO presentation – Shirlondra Brooks of Central States SER

NO Technical Assistance Session on December 30, 2016.