EPIC DHS TA Webinar (11-16-2018)

You can access the recording and notes from all webinars here:
https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx

Agenda
Enrolled Dashboard:
DHS, with customers in the following rows, must have them resolved and out of the row by 11-30-2018.
DHS items, by office, from the Dashboard as of 9:00 A.M. on 11-16-2018. Yellow highlighted items were on the list during the last TA meeting; green highlights require action and have been on the list for 3 TA sessions.

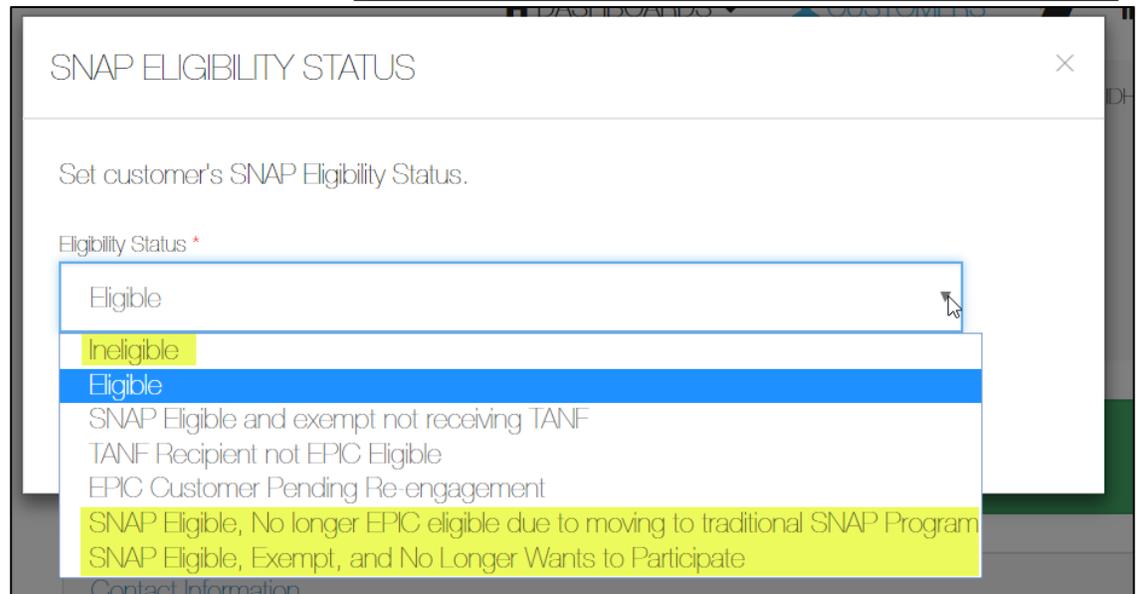| REG		Acc. Inv. Pend.	Acc. P.D.	Elig. Pend.	Elig. P.D.	Appt. Not. Sched.	Appt. Not Sched. P.D.	Pend. Re-Eng. Prev.	Pend. Re-Eng. Never	Ref. Pend. – Appt. NOT Sched.	CBO N.S.	Ref. Rej.	No App.	Rec. Sanc.
1	Calumet Park							2	1		7		1	2
	Englewood				2	1		2	1	1	1			1
	Humboldt Park	1						4	2		5			
	Lower North							4	2					
	Mid-South			3	2	1		6	4	1	1			
	Northern								2			674883		
	Northside				1			1	1		5	672997 672998 669011		
	Northwest	1	2			1		5	3		27	672564 573773		6
	Ogden							1	3		8	292715 675250		5
	Roseland			2				1	1		1			
	South Loop					2		1			20		1	2
	South Suburban	1			1			3	2	3		665287		
	Southeast		2			1		6	4		1	656311 666598		
	West Suburban		1		1			6	2	1	31	668865 280651 662676		6
	Woodlawn							1	1					
2	Rockford													
	Freeport								1					
3	Bloomington		1			2		3	1		1	665209		
	Peoria	3							1					
4	Beardstown													
	Decatur													
	Quincy		1									575804		
5	Benton													
	Centralia													
	Chester											562078		
	E. St. Louis					2	1	8				90779		1
	Marion							1						
	Mt. Vernon													
	Murphysboro							1				576243		

Training Programs

As we near the end of the program, assigning customers to an agency is more difficult. There are two ways to identify if an agency has training spots available to assign a customer. One option is to review the Training Program Report in the EPIC system. Using the Program Review section on the customer invitation screen to identify available programs is the best way.
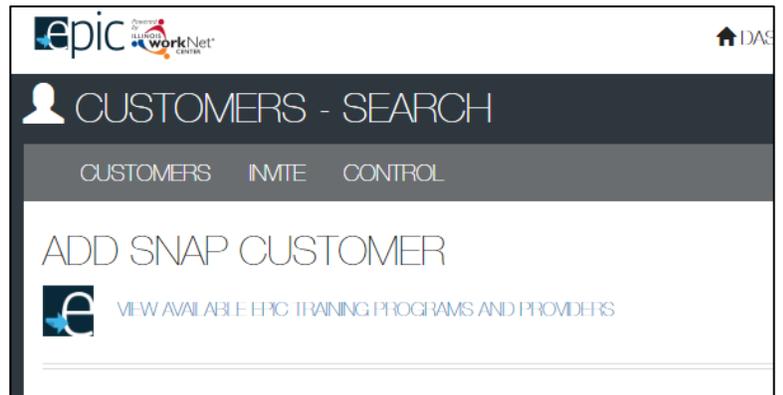
Close-Out Customers in EPIC

Two locations should be marked in EPIC for DHS customers, who need to be re-assigned but do not want to participate in any of the available programs. Update the status based on the image in these notes. ADD a Case Note reflecting the reason why you are updating the customer to the selected status. Selecting any of these answers will prompt the Case note Modal to open.

Updates

Please review all updates on the EPIC Partners Guide:
https://www.illinoisworknet.com/partners/EPIC/Pages/Updates.aspx