

DHS Technical Assistance Webinar 6-16-17

Below is a summary of the DHS webinar. You can watch the full recording of any DHS weekly TA webinar here: <https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx>

Agenda

Intake Dashboard

- If you have items in any of the yellow lines, please check them to see if customers are still eligible.
- Discussed lines on Enrolled dashboard to which DHS needs to pay attention.

Intake Projections

- Statewide Intake Projections Region 2 and 5 have surpassed their goals. We would like them to continue recruiting to offset those customers who are not participating in the program.
 - State wide we are 82.44% to goal, 4122 of 5000
 - Reg 1 - 73.9% > 2770 of 3748
 - Reg 2 - 133.3% > 448 of 336
 - Reg 3 - 58.1% > 151 of 260
 - Reg 4 - 96.3% > 181 of 188
 - Reg 5 - 124.3% > 572 of 468

Communicating EPIC to customer during Orientation

- Customer may not begin training the day they walk in. Please ensure that customers who go through the Random Assignment and Eligibility process understand that there are assessments and other things that may take place before training starts.

Exit and Enrolling Customers

- Do Not Enroll or Exit customers unless directed by IWN staff. If something like this is necessary work through Dee or Olivia G.

Inviting Customers

- Wrong data entry into EPIS - please carefully review SSN and DHS case id when entering information into EPIS. We cannot correct SSN#.

Personal Identifying Information

- Per the study agreement - do not send anything besides a DHS case id, study id or Other Participant ID when communicating with anyone by email.

Upcoming Training

- Staffing Packet Training 6-30-17 at the regular webinar time. Please ensure all case workers who need to be aware of the staffing packet tool are able to attend this webinar.