

DHS Technical Assistance Webinar 01-12-2018

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>

DHS items by office from Dashboard as of 01-12-2018 10:00 AM

	Ref Pend – Appt NOT Sched	NO Show CBO Intake	Referral Rejected Requires Action	No Longer Appropriate	Recommend Sanction
Calumet Park	11	1	1		5
Englewood					
Humboldt Park	13	3	8	1	2
Lower North					
Mid-South	13		1		8
Northern	1	1	3		1
Northwest	14	3	3		2
Roseland					
South Loop					
South Suburban					
Southeast	16	1			3
Special Units					
Uptown					
West Suburban	2	5	4		2
Western	8	1			1
Woodlawn					
Reg 2					
Rockford		20	1		1
Freeport					
Reg 3					
Bloomington	4				
Peoria	3				
Reg 4					
Beardstown					
Decatur					
Quincy		3			
Reg 5					
Benton					
Centralia	1	1			
Chester					
E. St. Louis	1	31	4		3
Marion			1		
Mt. Vernon					

Murphysboro	3				
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- **Scheduling**
 - The Scheduling Tool must be used when scheduling a customer to return to their CBO.
 - The scheduling tool ensures the customer is being scheduled during a time the CBO is available to meet with the customer. It notifies the CBO of the appointment; therefore the CBO is aware the customer is returning to meet with them.
 - Instructions for using the updated Scheduling Tool can be found here:
<https://www.illinoisworknet.com/partners/EPIC/Documents/Rescheduling%20Customer%20for%20Re-engagement.pdf>
- **Customers Who Want to Opt Out of EPIC**
 - It's important that clients, who no longer want to access EPIC services, do not withdraw from the study because they are still able to contribute to the study and surveys. The first option is to see if the client is interested in any EPIC services offered by CBOs. If they do not have any interest in offered EPIC services, rather than withdrawing from the study the next option would be to give the individual core SNAP E&T services. Study withdrawal should be rare and not a choice for the type of E&T services available to the study participant.