

DHS Weekly Webinar 10/14/2016

Dashboard Overview

Covered the dashboard items that DHS needs to monitor.

Intake Projections

Shared Intake Projections and progress for the five Regions.

Intake Activities

In the intake activities tab for the 'Declines to Participate' option will be replaced with reasons why the customer chose to decline. Until then, if you mark a customer as 'Declines to Participate' you will need to include the reason why (in the case note).

RIN and DHS case ID

Customers must have this info entered in EPIC to flow through the dashboard and have assignments sync.

Eligibility Review

This step must be completed before customer information is entered into EPIS.

Training is not immediate

Make sure to communicate to the customers that training does not start on day one. Customers will be working with the CBO, along with attending training, once it begins.

CBO introductions

Christina Rucci from Asian Human Services – Medical

Margaret Haywood from Inspiration Corporation – Food Service