DHS Technical Assistance Webinar 5-19-17

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

- **Missed Orientation (2,262)**
  - Region 1 – 675
    - Mid-South - 0
      - Englewood - 56
    - Calumet Park - 1
      - Roseland - 5
      - South Suburban - 36
    - Humboldt - 170
      - Lower North - 41
      - Uptown / Special Units - 116
      - 9404922fb0794 is not identified with a local office
  - Northwest - 150
    - Lower North - 4
    - South Loop - 3
    - 9407122070054 is not identified with a local office
  - Southeast - 1
    - Woodlawn - 7
  - Western - 33
  - West Suburban - 50
  - Northern - 0
- Region 2 – 5
  - Rockford – 2
  - Freeport - 3
- Region 4 – 46
  - Beardstown - 23
  - Decatur - 4
  - Quincy - 19
- Region 5 – 1,536
  - Jackson Perry - 64
  - Franklin - 79
  - Williamson - 2
  - Mount Vernon - 50
  - St. Clair – 1,322
  - Clinton - 1
  - Monroe Randolph – 18
• Ready for Review by Caseworker (12)
  • Region 1 - 12
• Needs to be scheduled for Consent (14)
  • Region 1 – 5
  • Region 2 – 1
  • Region 5 - 8
• Missed Consent Meeting (1)
  • Region 2 – 1
• Needs to be scheduled for CBO (1)
  • Region 1 – 1

• 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.
    • 76.16% to goal!!!
    • Reg 1 - 67.8%
    • Reg 2 - 125.3%
    • Reg 3 - 55%
    • Reg 4 - 87.23%
    • Reg 5 - 115.38%

Enrolled Dashboard

• Referral Pending Appointment has not been scheduled (5)
  • Region 1 – 3
  • Region 3 - 2
• No Contact from Customer /Recommend Conciliation (117)
  • Region 1 - 81
  • Region 2 - 3
  • Region 3 - 1
  • Region 4 - 4
  • Region 5 - 28
• Referral Rejected (31)
  • Region 1 – 26
  • Region 2 - 1
  • Region 5 - 4
• No Longer Appropriate for Provider Services (7)
  • Region 1 – 6
  • Region 5 - 1
• Recommend Sanction (89)
  • Watch for Email status updates to check for customers who need to be called for a sanction.
    • Region 1 – 59
    • Region 2 – 17
    • Region 4 - 2
    • Region 5 - 11
Updates

- **Staffing Packet**
  - DHS can access staffing documentation for each CBO and all of their customers. Not all CBO's are using the tool yet, but will be. We will hold more in-depth training in June on how to use the new tool for DHS.

- **Employment Verification**
  - CBOs will no longer put customers through conciliation or recommend sanction when customers do not provide employment verification. Instead the CBO will add a case note to the customer’s progress page asking for DHS assistance in collecting that information.

- **CBO Recommend Course of Action section in the Enrolled Dashboard**
  - No Longer Appropriate for Provider Services and Recommend Conciliation will now show in their own section of the Enrolled Dashboard

- **Recommend Sanction Case Note**
  - When a 2151A is uploaded with recommend sanction marked a case note will be added to the customer’s progress page to alert DHS staff that sanction is needed.

CBO Who Need Referrals

- The following CBOs need EPIC referrals. These agencies are providing great training programs but have low enrollment.
  - OAI
  - Jane Addams
  - Southland
  - Asian Human Services
  - Albany Park

Upcoming DHS Training Webinar

- **Dates:**
  - May 23, 2017 from 2:00PM – 3:30PM
  - May 26, 2017 from 9:00AM – 10:30AM

- **Agenda:**
  - EPIC Dashboard
  - Inviting customers
  - Eligibility
  - Random Assignment - EPIS and EPIC
  - Follow-up after enrollment

- **Webinar Information**
  - Phone Number: 855-802-8559
  - Access Code: 5869