

DHS Technical Assistance Call 5-5-17

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 (2,267)**
 - Region 1 – 627
 - Mid-South - 12
 - Englewood - 47
 - Calumet Park - 2
 - Roseland - 2
 - South Suburban - 30
 - Humboldt - 153
 - Lower North - 55
 - Uptown / Special Units - 109
 - 9404922fb0794 is not identified with a local office
 - Northwest - 125
 - Lower North - 4
 - South Loop - 2
 - 9407122070054 is not identified with a local office
 - Southeast - 2
 - Woodlawn - 7
 - Western - 36
 - West Suburban - 20
 - Northern - 14
 - Region 2 – 0
 - Region 3 – 47
 - Peoria - 1
 - Bloomington - 46
 - Region 4 – 51
 - Beardstown - 23
 - Decatur - 20
 - Quincy - 8
 - Region 5 – 1,541
 - Jackson Perry - 96
 - Franklin - 80
 - Williamson - 2
 - Mount Vernon - 47
 - St. Clair - 1314
 - Clinton - 1
 - Monroe Randolph - 1

- **Ready for Review by Caseworker (13)**
 - Region 1 - 13
- **Needs to be scheduled for Consent (7)**
 - Region 1 – 3
 - Region 2 – 2
 - Region 5 - 2
- **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.
 - 73.86% to goal!!!
 - Reg 1 - 65.5%
 - Reg 2 - 121.4%
 - Reg 3 - 53.85%
 - Reg 4 - 84.57%
 - Reg 5 - 113.46%

Enrolled Dashboard

- **Referral Pending Appointment has not been scheduled (3)**
 - Region 1 - 3
- **No Contact from Customer /Recommend Conciliation (126)**
 - Region 1 - 87
 - Region 2 - 1
 - Region 3 - 1
 - Region 4 - 4
 - Region 5 - 33
- **Referral Rejected (23)**
 - Region 1 – 20
 - Region 5 - 3
- **No Longer Appropriate for Provider Services (2)**
 - Region 1 – 1
 - Region 5 - 1
- **Recommend Sanction (49)**
 - Watch for Email status updates to check for customers who need to be called for a sanction.
 - Region 1 – 37
 - Region 5 - 12

DHS actions required

- Marking customers as ineligible when sanction period begins - CBO does not know when sanction periods begin unless DHS marks that on the customer's EPIC Progress page.
- Mark customers as exempt and not receiving TANF if they want to participate but are not an ABAWD.

Updates

- Northern and West Suburban are now set up in the online EPIC system as Pods.
- Customer ISTEP View
- Text Change – Exit has been switched to Completion

CBO introductions

- Sandra Dafiaghor from OAI