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 Dafiagh from OAI