

Notes from 7-22 DHS Technical Assistance Webinar

New Header on Illinois workNet –

- Please review the instructions that Olivia G. sent out.
- The new website header and full bleed design was applied to all Illinois workNet. The new design allows for more consistent navigation across devices (computers and mobile devices) and lays the groundwork for more modern web design and tools.

Intake/Orientation

- What to do when the Error message “this SSN is already in the system” appears. You will get this message if the person has already been invited to orientation. Recommended Approach: Check to see if a customer has been invited before entering their information into the system.
- Informed consent videos and download instructions are available for download on the restricted resources page.
- Step 3 Training program search has been updated with the new background baseline requirements (i.e., sexual registrant, violent felony and non-violent felony)

Application –

- Mileage for the program on the application has been updated to help customers identify programs in their area. They can choose to see only training programs (in a specific industry)
 - Within 25 miles
 - All training programs (for the specific industry) in the region.

Eligibility Review

- A definition will be displayed in an info bubble for each of the models.
- These models are more predictive and used for the study information.
- There is a document that completely describes the models and how someone might be scheduled through it on the EPIC Partner Resources page.
- Thoroughly review the program descriptions with customers before making the final selection.

Assignment

- Manually schedule an appointment on a 1721 if an appointment is not available with the CBO.
- If the CBO does not have appointments on the tool, call the CBO.
- Download the CBO contact list from the EPIC Partner Resources page so you can call.
- The CBO can add the appointments and then schedule the person so the customer moves through the dashboard appropriately.

ISTEP

- Demonstration of the ISTEP dashboard and section of a customer’s EPIC record.

Case note Section –

- All case notes are compiled and searchable in one area on a customer’s record in EPIC.
- As a best practice, include case notes in the specific section of the person’s record i.e. Profile, Progress, Plan.

CBO Upload

- CBO can upload documents for their agency so they can be viewed by DHS and CBO.

Assessments –

- Illinois workNet assessments are now available in this section. This can be helpful during the eligibility review process since you can view their interest survey results
- Illinois workNet is working on the ability to post outside assessments like TABE.

Outreach Plan

- Webinar participants identified media outlets in their area.
- Dee briefly described the outreach plan.