

EPIC DHS weekly Meeting 9/16/16

What makes a good referral discussion

We will be working with the CBOs to update training information to include more detailed information about the training program.

Misses orientation - mandatory areas

Reviewed the process of re-inviting customers.

We are going to come up with a process with DHS for mandatory customers.

Dashboard

Revised the dashboard areas that need to be consistently checked and updated by DHS.

Testing targeted messaging

We have had DHS staff report that they are getting email updates that should not be receiving. We will be investigating ways we can change the ways in which messages are sent to DHS staff.