

EPIC DHS Weekly Webinar 7/15/16

Invite:

- Ensure that the SSN you are using are correct
 - Use SSN on the third screen.
- Which form do you want the CBO's to send with customers for Reverse Referral?
 - Poll questions indicated 2151 form was the best for mandatory counties – we will inform CBO's.
- On the 1721 form you need to include the length of time, if you're not already, to help the customers plan for their appointment.

Intake Dashboard:

- To insure the Dashboard numbers are flowing properly and are in Sync with EPIS make sure to include the correct:
 - SSN
 - RIN
 - Other Participant ID/workNet ID
 - DHS Case ID/SNAP ID

Intake:

- If the customer was not recommended for any training programs then do not enter them into EPIS.
- Intake Activates Section 1.1: If someone does not attend orientation or their follow-up appointment, mark them as "did not attend" so the dashboard and reports align properly.
 - If the customer needs to comeback to finish orientations select "Attended Orientation: Does not want to participate" this will give you a list of options to select about why they do not want to participate.
 - If they don't show up for orientation then update section 1.1 as "Has Not Attended Orientation".
 - If they do not complete Random Assignment they need to be scheduled for a follow up meeting to complete whatever they were not able to complete at orientation.
 - To update the orientation date click in the box that shows the date for orientation in section 1.1 and chose the new date for their orientation, then save.

Dashboard:

- Who in the office is keeping track of the dashboard numbers?
- What to keep an eye on:
 - Attended: Not going to Apply
 - Application Not Started
 - Incomplete Application in 24 hours
 - Incomplete Application older than 24 hours
 - Customer Profile Information Needs Finished
 - Ready for review by DHS case worker
 - Needs to be scheduled for Consent
 - Missed Consent Meeting
 - Not Assigned to CBO

Orientation Tools:

- On the Partners Restricted Resources page we are including informed consent videos. You will be able to download the videos to the laptops that can be use for orientation. *We will check with CBO's if you are using their desktops.

Eligibility:

- Issues that happened this past week with customers:
 - Eligibility had not been completed- You must select the box(s) for the DHS case workers in eligibility review.
 - If they are not recommended for any training programs make sure to look at the reasons why they were not recommended. Talk with the customer to see if there is any changes to the application you can make to allow them to be eligible.
 - Verifying Eligibility:
 - If the customer is SNAP eligible and receiving TANIF they would fall under “SNAP recipient is Not SNAP Eligible”
 - Ensure you are doing the last step before random assignment by answering the questions about Eligibility Status, Module, and Training Provider. *These questions are important for the study purpose of EPIC.
 - workNet ID
 - There can be NO leading space and NO trailing spaces in the workNet ID. Instead of copying and pasting the number type it in to ensure accuracy. If the workNet ID contains spaces it will NOT sync with EPIS and the customer won't be able to finish random assignment until it is corrected.

CBO Enrolled Dashboard:

- 2151A Form - When a CBO takes in a customer initially they have to submit a 2151 to let the case worker know they attended their appointment and what their activities are going to be for that month. The 2151A form is to keep you up to date on what the customer accomplished that month.
- Supportive Services – Transportation to initial appointments. Deidre Wesley is going to check to see if transportation can be supplied for initial appointment in those areas that currently do not have it.