DHS Webinar 09-21-2018 Notes

Agenda

Below is a summary of the DHS webinar. You can watch the full recording of any DHS TA webinar here: https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx

Enrolled Dashboard:

If you have a number(s) represented in one of these columns, please address the number(s) before our next webinar on 10-05-2018.

DHS items by office from dashboard as of 9-21-18 9:45AM

REG		New Cohort Invitations Pending	Accept Past Due	Eligibility Pending	Eligible Past Due	Appt Not sched	Appt not sched past due	Ref Pend – Appt NOT Sched	NO Show CBO Intake	Referral Rejected Requires Action	Not appropriate	Recommend Sanction
1	Calumet Park						1	3	6			
	Englewood								10	3		1
	Humboldt Park	1						3	3			1
	Lower North								4			
	Mid South	1			2	1		3	3			2
	Northern											
	Northside						1	1	4	1		2
	Northwest						2	1	24	6		6
	Ogden				1		1	8	16	2		4
	Roseland							3	3	2		1
	South Loop					1			12	1		1
	South Suburban		1			4	5	2				1
	Southeast		1		1	5	5		15	1		3
	Special Units											
	West Suburban		1			1			14	4		1
	Western											
	Woodlawn		2					1				1
2	Rockford							5				
	Freeport											
3	Bloomington					1		1				
	Peoria											
4	Beardstown											
	Decatur							1	3			
	Quincy							1		1		
5	Benton							1		3		
	Centralia											
	Chester									3		
	E. St. Louis							1		1		2
	Marion							1				
	Mt. Vernon											
	Murphysboro									1		1

EPIC Updates

- Control Group Report Updates:
  - The report's date filters now refer to the customer's Application Submit Date.
  - The Demographics tab will grab all customers, even those without a provider. The other tabs will only grab customers assigned to a provider.
  - The Time Period column has been removed from the export tables.
  - The default filter dates have been updated to 1/1/2016 – 12/31/2017 to encompass the years the control group customers were assigned.
  - The 4 missing withdrawn customers have been added to the report.
- Updated Re-engagement Process (Never Enrolled) row to pull in the correct customers.
- Re-engagement visual updates: Additional red text was added to easily identify customer in re-engagement. Next Steps were added so DHS staff can easily identify what action they need to take after determining if the customer is eligible for re-engagement.
- Text string added to top of the customer search page when clicking on a number in a dashboard will inform you of what line you clicked to arrive on that page.
- Additional text added to the invite: "The appointment time selected in the referral process is not reserved for the customer until DHS approves eligibility and clicks the button "Submit Eligibility Verification""
- Limit New Cohort Agency Options