

EPIC DHS Weekly Webinar Notes 2/24/17

Please watch the webinar for more information on the areas below:

Agenda:

- **Intake Dashboard**

- Updates have been pushed out to help correct and clean up some things.
- The following areas in the Intake Dashboard need to be cleaned up and monitored by DHS:
 - Incomplete Application older than 24 hours – 2
 - Region 1 – 1
 - Region 2 – 1
 - Ready for Review by DHS Case Worker - 11
 - Region 1 – 10
 - Region 4 - 1
 - Needs to be Scheduled for Consent - 13
 - Region 1 – 6
 - Region 2 – 2
 - Region 4 – 1
 - Region 5 - 4
 - Missed Consent Meeting – 1
 - Region 2 - 1
 - Not Assigned to a CBO
 - Region 4 - 1

- **Enrolled Dashboard**

- DHS is responsible for handling customers in the following rows on the enrolled dashboard:
 - Referral Pending - No Contact From Customer / Recommend Conciliation – 137
 - Region 1 – 113
 - Region 2 - 9
 - Region 3 – 6

- Region 4 - 7
 - Region 5 - 3
 - Referral Rejected – 8
 - Region 1 – 7
 - Region 5 - 1
 - DHS Review - Recommend Sanction - 44
 - Region 1 – 26
 - Region 2 – 15
 - Region 5 - 3
- **Intake Projections**
 - We have a total of 2,821 enrolled of those we have 1,410 customers in the treatment group so far. We need to randomize 2,179 more customers to reach the overall goal.
- **Incorrect Customer Information Report – Needing updated in DHS**
 - Region 1 - 33
 - Region 2 – 7
 - Region 3 – 6
 - Region 4 – 7
 - Region 5 - 10
- **Customer List – New Filter**
 - You can now search customer based on their local office.
- **Reverse Referrals –**
 - Eligibility Review Instruction sheet:
 - https://www.illinoisworknet.com/partners/EPIC/Documents/Eligibility_Review_Instructions_Checklist_Final.pdf
 - Training Program Details & Discussions:
 - https://www.illinoisworknet.com/partners/EPIC/Documents/Training_Program_Details_discussion.pdf
 - Poll Questions:
 - How do you make a good referral for a customer to a CBO program?
 - What background items could limit a customer choice for training?

- During Eligibility Review, how long does your one-on-one usually take with the customer?
- **Staffing follow-up –**
 - Poll Questions:
 - How was your experience with this month's staffings?
 - Was the required documentation presented by all CBO? If no, please include what documentation was missing.
 - Have you uploaded a summary of the staffing to the EPIC provider tab?