

## DHS Technical Assistance Webinar 5-19-17

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

### Agenda

#### Intake Dashboard

- **Missed Orientation (2,262)**
  - Region 1 – 675
    - Mid-South - 0
      - Englewood - 56
    - Calumet Park - 1
      - Roseland - 5
      - South Suburban - 36
    - Humboldt - 170
      - Lower North - 41
      - Uptown / Special Units - 116
      - 9404922fb0794 is not identified with a local office
    - Northwest - 150
      - Lower North - 4
      - South Loop - 3
      - 9407122070054 is not identified with a local office
    - Southeast - 1
      - Woodlawn - 7
    - Western - 33
    - West Suburban - 50
    - Northern - 0
  - Region 2 – 5
    - Rockford – 2
    - Freeport - 3
  - Region 4 – 46
    - Beardstown - 23
    - Decatur - 4
    - Quincy - 19
  - Region 5 – 1,536
    - Jackson Perry - 64
    - Franklin - 79
    - Williamson - 2
    - Mount Vernon - 50
    - St. Clair – 1,322
    - Clinton - 1
    - Monroe Randolph – 18

- **Ready for Review by Caseworker (12)**
  - Region 1 - 12
- **Needs to be scheduled for Consent (14)**
  - Region 1 – 5
  - Region 2 – 1
  - Region 5 - 8
- **Missed Consent Meeting (1)**
  - Region 2 – 1
- **Needs to be scheduled for CBO (1)**
  - Region 1 – 1
  
- **Intake Projections**
  - Statewide Intake Projections Region 2 and 5 have surpassed their goals. We would like them to continue recruiting to offset those customers who are not participating in the program.
    - 76.16% to goal!!!
    - Reg 1 - 67.8%
    - Reg 2 - 125.3%
    - Reg 3 - 55%
    - Reg 4 - 87.23%
    - Reg 5 - 115.38%

#### **Enrolled Dashboard**

- **Referral Pending Appointment has not been scheduled (5)**
  - Region 1 – 3
  - Region 3 - 2
- **No Contact from Customer /Recommend Conciliation (117)**
  - Region 1 - 81
  - Region 2 - 3
  - Region 3 - 1
  - Region 4 - 4
  - Region 5 - 28
- **Referral Rejected (31)**
  - Region 1 – 26
  - Region 2 - 1
  - Region 5 - 4
- **No Longer Appropriate for Provider Services (7)**
  - Region 1 – 6
  - Region 5 - 1
- **Recommend Sanction (89)**
  - Watch for Email status updates to check for customers who need to be called for a sanction.
  - Region 1 – 59
  - Region 2 – 17
  - Region 4 - 2
  - Region 5 - 11

## Updates

- Staffing Packet
  - DHS can access staffing documentation for each CBO and all of their customers. Not all CBO's are using the tool yet, but will be. We will hold more in-depth training in June on how to use the new tool for DHS.
- Employment Verification
  - CBOs will no longer put customers through conciliation or recommend sanction when customers do not provide employment verification. Instead the CBO will add a case note to the customer's progress page asking for DHS assistance in collecting that information.
- CBO Recommend Course of Action section in the Enrolled Dashboard
  - No Longer Appropriate for Provider Services and Recommend Conciliation will now show in their own section of the Enrolled Dashboard
- Recommend Sanction Case Note
  - When a 2151A is uploaded with recommend sanction marked a case note will be added to the customer's progress page to alert DHS staff that sanction is needed.

## CBO Who Need Referrals

- The following CBOs need EPIC referrals. These agencies are providing great training programs but have low enrollment.
- OAI
- Jane Addams
- Southland
- Asian Human Services
- Albany Park

## Upcoming DHS Training Webinar

- Dates:
  - May 23, 2017 from 2:00PM – 3:30PM
  - May 26, 2017 from 9:00AM – 10:30AM
- Agenda:
  - EPIC Dashboard
  - Inviting customers
  - Eligibility
  - Random Assignment - EPIS and EPIC
  - Follow-up after enrollment
- Webinar Information
  - Webinar Link - <http://siuccwd.adobeconnect.com/epicta/>
  - Phone Number: 855-802-8559
  - Access Code: 5869

