

## DHS Technical Assistance Webinar 7-14-17

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

- If you have items in any of the yellow lines, please check them to see if customers are still eligible. Have customers in these rows resolved by our next webinar, Friday, July 28, 2017.

	Missed DHS Int.	NO Show CBO Intake	Referral Pending Not Schd	Referral Rejected	No Longer Appropriate	Recommend Sanction
Calumet Park	1	9	3			15
Englewood	21	5		2		10
Humboldt Park	122	11	1	9		11
Lower North	12	2				12
Mid South	3	7		2	1	15
Northern		2	1			
Northwest	37	5	2	1		4
Roseland	8	1		2		2
South Loop	4					1
South Suburban	23	2				2
Southeast	3	7		2		13
Special Units	2					
Uptown	14	3		2		5
West Suburban	51	10	2	6	1	11
Western	21	11		2		3
Woodlawn	18					1
Reg 2						
Rockford		14			1	11
Freeport		1				
Reg 3						
Bloomington						
Peoria	2					
Reg 4						
Chester						
Beardstwon	22					
Decatur		2	1			
Quincy	3	6				
Reg 5						
Benton	78					
Centralia	1					
E. St. Louis	1249		3	7		10
Marion	1			2		1
Mt. Vernon	9					

Murphysboro	6	1		1		
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## 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.
  - 87.8% to goal 4390 of 5000
  - Reg 1 - 78.4% > 2939 of 3748
  - Reg 2 - 145.5% > 489 of 336
  - Reg 3 - 60.8% > 158 of 260
  - Reg 4 - 104.8% > 197 of 188
  - Reg 5 - 129.7% > 607 of 46

## CBO Contacts

- To ensure you are using the current contact info when reaching out to a CBO be sure to use the CBO Contact list in available in the Restricted Resources

## Updates

- The following updates will be available Monday, July 17, 2017.
  - You can now add local office contact to DHS contact on Progress Page
  - Customer choice on programs, approve all available.
  - **Don't skip Eligibility status on review page.**
  - Don't like programs or provider - select "Decline EPIC services at this time"
    - Do not Randomly Assign customer who have no training program available or who declined to participate.
  - Don't schedule for follow-up, change orientation date.
  - Must return to EPIC dashboard, click on Assignment Tab and print letter for customer. Will move customer out of Needs to Be Scheduled for Consent

## Communicating EPIC to customer during Orientation

- Customer may not begin training the day they walk in. Please ensure that customers who go through the Random Assignment and Eligibility process understand that there are assessments and other things that may take place before training starts.

## Personal Identifying Information

- Per the study agreement - do not send anything besides a DHS case id, study id or Other Participant ID when communicating with anyone by email.