

DHS Technical Assistance Webinar 8-25-17

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 projections:

92.6% to goal 4735 of 5000

Reg 1 - 82.95% > 3109 of 3748

Reg 2 - 157% > 528 of 336

Reg 3 - 64.6% > 168 of 260

Reg 4 - 110.1% > 207 of 188

Reg 5 - 138.2% > 647 of 468

DHS items from dashboard by office as of 8-24-17

	Missed DHS Int.	NO Show CBO Intake	Referral Pending Not Schd	Referral Rejected	No Longer Appropriate	Recommend Sanction
Calumet Park	2	4		1		5
Englewood						
Humboldt Park	3	10		4		11
Lower North						
Mid South	1	2		2		9
Northern	3	3		1		
Northwest	3	8		1		
Roseland						
South Loop						
South Suburban						
Southeast		1				8
Special Units						
Uptown						
West Suburban	6	6		6		10
Western	10	3				1
Woodlawn						
Reg 2						
Rockford		12				12
Freeport	12					1
Reg 3						
Bloomington		1				

Peoria						
Reg 4						
Chester						
Beardstwon						
Decatur		5				
Quincy						
Reg 5						
Benton						
Centralia						1
E. St. Louis	30	9		2		3
Marion						
Mt. Vernon						
Murphysboro	2	1				

Exempt Referral Rejected Customers – We have been working with Deidre Wesley to clear up the referral rejected column. There are a number of participants who are exempt and referral rejected. They do not need any action. If you have received communication from Deidre, please provide the requested information.

Casenotes - Please make every effort to leave a casenote in EPIC if you are taking any action on an EPIC customer. The CBO's and workNet staff do not have access to the DHS system and cannot see casenotes you enter into it. Both workNet and CBO's need to stay informed of actions taking place with EPIC customers. Things that are useful to know are if a 2846g appointment is scheduled, how long a sanction period is, or what were the results of a 3392 agreement so the CBO can take the appropriate action if it is not followed. Use the case note tool to keep each other informed.