

## **EPIC DHS Weekly Webinar 8/5/2016**

### **Updates**

Update – Additional rows were added to the Intake Dashboard to help break down where customers are at in the intake process.

New - The Completion Status has been added to the dashboard to help track the customers during the 60 day retention period after the customer finished and successfully completed the training program.

Update - Progress Page has been updated to help maneuver through the page easier.

Update - Agencies Page: you can click on any CBO in your region and go to the **upload** tab and view any documents the CBO has uploaded and have been made visible to you, DHS staff can also upload the CBO's upload page.

### **Intake Dashboard**

Re-inviting customers to orientation. You want to click on the number in the missed orientation row. You can use advanced search to narrow down a list of customer to re-invite based on more specific parameters that you choose. For example you can go back and re-invite everyone who missed orientation in the month of March.

Any of the Yellow Rows require action to be taken. If you have customers in these rows Olivia may eventually be reaching out to you to help resolve these customers. Areas to Watch:

- Missed Orientation
- Attended: Not Going to Apply
- Application Not Started
- Customer Profile Information Needs Finished
- Ready for Review by DHS Case Worker
- Needs to be scheduled for Consent
- Missed Consent Meeting

### **Outreach**

When you talk to the customers and they state reasons why they do or do not want to participate, document them and send them in to [epic@illinoisworknet.com](mailto:epic@illinoisworknet.com) so we can use them to help with outreach.

### **Enrollment**

Update - On Step 3 of [www.ilepic.com](http://www.ilepic.com) the customers can select if they have a violent or nonviolent felony conviction and then search for training programs in their regions to see if they would be allowed into the training based on which one they selected.