# Review of the Enrolled Customer Dashboard

The Enrolled Customer Dashboard is a companion to the Intake Dashboard. It is the tool you will use to see how participants are progressing with their Community Based Organizations (CBO). You can track the progress, drop rates, and if follow-up reporting is being completed in a timely fashion.

The number of customers assigned to a CBO on the Intake Dashboard should match the total from all of the line items for the CBO Enrollment Verification Status.

- Blue lines are the section header.
- White lines are the section informational.
- Yellow lines require action.
- Green lines indicate positive progress.
- Red lines indicate fallout/drops.
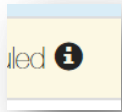
For definitions check the info bubble.

Triangle symbol indicates action is required.

CBO Enrollment Verification Status	Count	%	Loss Rate	Success Rate
⚠ Referral Pending - Appointment has not been Scheduled ℹ	2	18%		
Referral Pending - Scheduled Appointment ℹ	1	9%		
⚠ Referral Pending - Enrollment Verified Past Due ℹ	2	18%		
⚠ Referral Pending - Appointment No Show ℹ	0	0%		
⚠ Requesting DHS follow up - Customer has missed multiple appointments or could not be reached ℹ	1	9%		
⚠ Appointment Complete & Enrollment Has Not Been Verified ℹ	1	9%		
Appointment Complete & Enrollment Verified ℹ	4	36%		100%
DHS Indicated Customer NOT Currently Snap Eligible ℹ	0	0%	0%	
Total	11			
Recommended Course of Action (Based on most recent 2151A form)				
⚠ CBO needs to upload - Past Due ℹ	0	0%		
2151A Forms Up-to-date ℹ	0	0%		0%
Total	0			
2151A Client's Progress: (Based on 2151A Up-to-date uploaded forms)				
⚠ Situation Worse ℹ	0	0%		
⚠ No Progress ℹ	0	0%		
⚠ Minimal Progress ℹ	0	0%		
Acceptable Progress ℹ	0	0%		0%
Substantial Progress ℹ	0	0%		0%
Completed ℹ	0	0%		0%
Non-Cooperation ℹ	0	0%	0%	
Conciliation ℹ	0	0%	0%	
Total	0			