

**DHS Advisory Committee**  
Friday, August 1, 2008  
Revised Agenda

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1. Orientation to the DuPage Family and Community Resource Center Phyllis Baxter
  - a. Purpose and function of this office
  - b. Organization and the Chain of Command; where this office fits into IDHS.
  - c. How this office interacts with other state agencies, e.g. child support, etc.
  - d. Staffing – assets and issues
    - i. Number and type of staff
    - ii. Union contract constraints
    - iii. IDHS culture
  - e. Interaction with Community Agencies;
    - i. When to refer customers to IDHS,
      - (1) What kind of feedback can you expect from IDHS?
    - ii. When IDHS will refer customers to community agencies
      - (1) What kind of feedback does IDHS need?
  - f. Troubleshooting – what to do when problems arise
    - i. What information is needed to effectively troubleshoot?
    - ii. Appeal process – when to troubleshoot and when to appeal?
2. Issues raised at last meeting
  - a. Actions taken to improve phone service
  - b. Client Information Possibilities
  - c. Health Care
  - d. Employment and Training
3. Participant Identified Issues The Group
  - a. Participants are invited to consult with their staffs and bring questions and issues about which they would like information and advice from IDHS and from other participants.
  - b. Of course, confidentiality should be respected, and these issues should be ones that are broadly of concern to community agencies.
4. Ongoing meeting schedule
5. News Items
6. *(If time permits)* Begin Strategic Planning – for this office and this Advisory Committee
  - a. Mission
  - b. Vision
  - c. Values
  - d. Goals