



**Customer Incident Reporting:** A Customer Incident Report or Workplace Violence Report will be completed for any sexual harassment or workplace violence incident that takes place involving an EPIC customer. A 2151A will also be uploaded with the recommended course of action for the client in regards to the incident. To ensure that you are in compliance with DHS SNAP E&T policy, reference <http://www.dhs.state.il.us/page.aspx?item=82877> and reference the EPIC procedures manual section Attachment C: Work Experience Program Worksite Agreement -21.

## EPIC Customer Incident Reporting Procedure

1. Access the customer profile in EPIC.
  - A. **Login** to your EPIC dashboard (for partners only) <http://www.illinoisworknet.com/EpicDashboard>.
  - B. **Select** the Customers tab in the dashboard menu at top of screen.
  - C. **Use** the search criteria to narrow results.
  - D. **Select** Search to find the name in the search results.
  - E. From the results, **find** the correct person.
  - F. **Select** Profile.
2. **Select** the Progress Page.
3. **Scroll** to bottom to **download** a 2151A.

Community Work - SNAP E&T | Other

Check the client's progress on the activity:  Situation worse  No progress

Minimal progress  Acceptable progress  Substantial progress

Non-cooperation  Conciliation  Completed

Recommended course of action for the client:  Program completed

No change/continue SP  Amend SP (copy attached)

Joint staffing needed  Additional referrals  Recommend sanction

Client went to work | Check any change in supportive service needs

- A. **Mark** the Progress Section to indicate Non-Cooperation
  - B. **Mark** the Activity Section (depending upon the severity of the incident) as:
    - i. **Recommend sanction**, as this will send the customer back to DHS.
    - ii. **Joint staffing** will keep customer at CBO, but involve DHS in any conciliation appointments.
  - C. **Include** a detailed description of the incident on page 3 of the form. **Copy** this description to case note.
4. **Access** the EPIC Partners Restricted Resources page to find the Incident form for workplace violence OR Incident form for sexual harassment and other incidents.
    - A. **Include Witness Statement(s)**. These can be written on blank paper and uploaded as additional documents on the Progress Page.
    - B. **Include a Police Report** or the RD# when applicable. Contact the police if the incident includes violence that cause you or your staff to feel threatened, or fear for your safety, or for the safety of others.
  5. **Upload** both the 2151A and appropriate Incident Report form on the customer's Progress Page. **Include** a brief description in the notes section of the upload about the nature of the upload.
  6. **Copy** description from 2151A and add it as a case note on the customer Progress Page. **Send** as message and email to the DHS primary contact and Illinois workNet Team.



7. **Upload** both 2151A and Incident form to customer's Progress Page including brief description in notes section.
8. If you do not receive communication from the DHS Primary contact within 48 hours, contact [epic@illinoisworknet.com](mailto:epic@illinoisworknet.com). Include the customer Other Participant ID in any communication with EPIC staff.

