

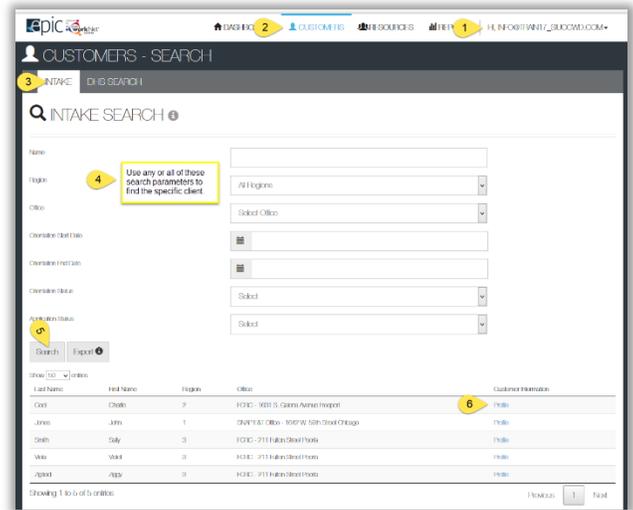


Assign Customer to Training Program

August 2017 v6

Getting Started

1. **Log in** to your EPIC dashboard for partners (only) <http://www.illinoisworknet.com/EpicDashboard>. (*)
2. Click the **Customers Tab**.
3. Click the **Intake Tab**.
4. Use any of the **search** parameters to find your customer:
 - A. Name
 - B. Region
 - C. Office
 - D. Orientation Start or End Date
 - E. Orientation Status
 - F. Application Status
5. Click **Search**.
6. **Locate the individual** – Scroll down to find the search results and click **Profile** in the far-right column.

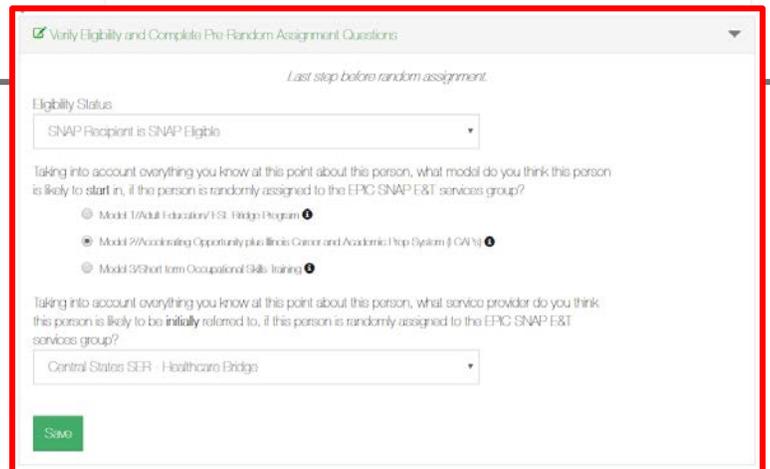
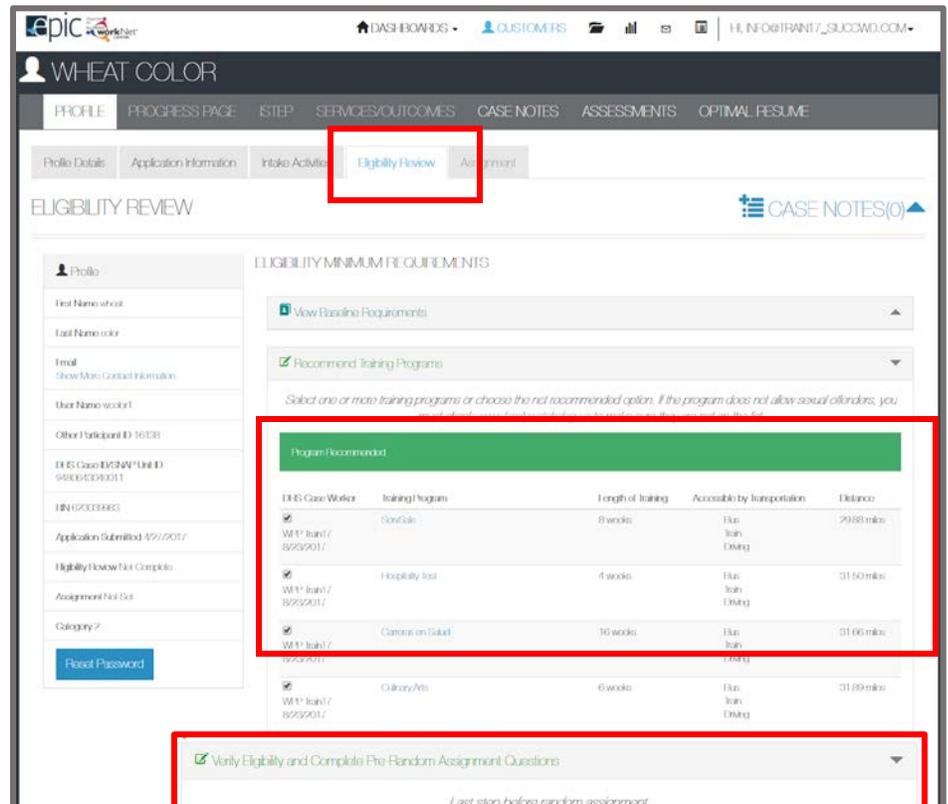


Eligibility Review Tab

1. Click the **Eligibility Review Tab**.
2. **Review** the recommended programs and discuss the options with the customer.
3. **Verify** eligibility.
4. **Save** the information.

In step 3 above, ensure the customer is eligible before putting the customer through random assignment. Select the anticipated training model and potential training provider. The EPIC system will not allow you to move to “Assignment Tab” if this step is not complete.

If the customer sees a training program in which they would like to participate, is eligible and wants to move forward, go to EPIS and complete the random assignment process.





Assign Customer to Training Program

August 2017 v6

Additional resource -

https://www.illinoisworknet.com/partners/EPIC/Documents/Random_Assignment_Steps_FINAL.pdf

Assignment Tab

After Random Assignment is completed, the tab auto populates the group to which a customer is assigned.

If the customer is assigned to EPIC SNAP E&T Services Group:

1. **Select the appropriate training program** and **save** the selection.
2. **Assign** a DHS Primary contact.
3. **Schedule** CBO Appointment for customer.
4. **Download and print** the pre-populated **2151 Form referral form** and follow standard DHS policy to make the referral to the CBO. **Give** a copy to the customer.
5. **Download, print and give** the customer a copy of the **EPIC – SNAP Notification Letter**.
6. **Download, print and give** the customer a copy of the **Program Information**
7. **Download, print and give** the customer a copy of the **Sanction for Not Complying Letter** (in mandatory areas).

If the customer is assigned to Traditional SNAP E&T Services Group, continue with the standard business practice for your county.

This group will not be assigned to a training program, and receive business as usual services.

