EPIC Management Duties Include:

Planning

1. Check EPIC dashboard daily to see the number of participants scheduled for orientation that day.
2. Keep a running tally of the number of customers scheduled vs computer slots available.

EPIC room set up on orientation days.

1. Turn on the laptops and open to http://ilepic.com.
2. Ensure Wi-Fi is working and fully charged.
3. Turn on projector or monitor.
4. Identify that supplies are in the training room.
    a. If needed, order more from Commerce.
5. Turn off equipment, lock room, and secure "equipment" to supervisor.

Managing and running EPIC orientation.

1. Hold a touch base meeting to discuss duties with DHS workers assigned to EPIC for the day.
2. Explain (or manage DHS workers tasked to this duty) SNAP Employment and Training Program (4538).
    a. 4538 Identifies customers who have exemptions and assists in directing to the correct DHS worker.
3. Describe the difference between Job Placement Providers, Earn Fare, and The EPIC Program.
4. Play video presentations for customers about EPIC.
    a. In between each break, answer questions pertaining to the EPIC program.
5. Manage workers as they identify who would like to continue with the EPIC process or have regular SNAP services.
6. Ensure customers are seen on the floor by a DHS worker.
7. Keep a count of all customers seen in the room and what they are doing. This information will be included in a report that will be due by the end of the day.
8. Handle all difficult customers and questions.
9. Log in to EPIC, track the dashboard to identify customers being registered.
10. Responsible for resetting passwords and facilitating emergency contacts that will occur during the session for all technical issues with Illinois workNet.
11. Identify dates for DHS worker to schedule return appointments as needed.

EPIC Eligibility Review/Intake Dashboard/Enrollment Dashboard

1. Responsible for checking all profiles and ensuring they have been updated appropriately by the DHS workers.
2. Review Intake and Enrollment dashboards each morning.
3. Check red and yellow sections of the EPIC dashboard to see if any cases need to be followed up on.
    a. Intake dashboard allows the EPIC Manager to identify orientation numbers and online case record status.
    b. If issues occur from dashboard and case records, the EPIC Manager should trouble shoot and correct immediately.
    c. Follow-up with the case worker that is documented on the online case record and follow-up with them for corrections. (Daily process.)
4. On the day following an orientation, check all case profiles for accuracy.

EPIC Randomization

1. Manage or conduct the brief orientation for the "Consent to participate" process, if participants view the video as a group.
2. Assign customers to case workers for randomization.
3. Provide technical support during randomization as needed.
    a. Show workers how to correct any errors made in EPIS, ensure all errors are corrected.
    b. Contact Illinois workNet team or Mathematica as needed.
4. Check randomization cases for accuracy.
5. Complete the randomization report due at the end of the day.
6. If there are return appointments,
    a. Manage or review possible exemptions of returning customers before beginning.
    b. Pull up client information in EPIC for any customers who were rescheduled for that day.

EPIC CBO Provider Follow-up

1. Review Intake and Enrollment dashboards each morning.
2. Is in constant contact with CBO's, Department of Commerce, and DHS Administrative Staff for EPIC.
3. Check his/her email regularly to review status of EPIC customers and respond accordingly; whether it is to the CBO or tasking to a DHS worker for follow-up.
4. Responsible for holding "Staffings" with the CBOs to maintain DHS compliance.

EPIC Meetings

1. Responsible for attending the DHS EPIC regional meeting every Monday 2-3:00pm.
2. Responsible for attending two webinars a week sponsored by Commerce.
    a. CBO T&A Webinar - Wednesday 3-3:30pm.
    b. EPIC Pilot Program Webinar - Friday 10-10:45am.