

**EPIC Technical Assistance Call 12-29-17 10AM**

The following items were reviewed for the webinar. These items require attention by January 11, 2018

They reflect the following lines on the Enrolled dashboard:

- Referral Pending – Appointment has not been Scheduled
- Referral Pending – No Contact from Customer / recommend Conciliation
- Referral Rejected
- DHS Review – Recommend Sanction

Congratulations to Humboldt Park, Northwest and West Suburban for reducing the number appointments that need to be scheduled. E. St. Louis was the big winner by reducing their count to 1 from 20 reported at the previous meeting.

DHS items by office from dashboard as of 12-29-17 9:30AM

	Ref Pend – Appt NOT Sched	NO Show CBO Intake	Referral Rejected Requires Action	No Longer Appropriate	Recommend Sanction
Calumet Park	9	1*			3 (was 8)
Englewood	12	2	1		0
Humboldt Park	6 (was 15)		1		1
Lower North	4	2	1		1
Mid South	3	1			4
Northern	2	1	2 need action		2
Northwest	11 (was 16)	3	1		4
Roseland	2	1			2
South Loop	6				
South Suburban	3	1			
Southeast	13	2	1		5
Special Units					
Uptown	9	1	2		1
West Suburban	5 (was 11)	7	3		5
Western	14	2			2
Woodlawn	8				
Reg 2					
Rockford		12 (was )5			8
Freeport					
Reg 3					
Bloomington	4				
Peoria	1				
Reg 4					
Beardstown					
Decatur					
Quincy	1	2			
Reg 5					

Benton					0
Centralia	1				
Chester					
E. St. Louis	***1 (was 20)	36 (was 25)			5
Marion		2			0
Mt. Vernon	3				
Murphysboro	7	2			

**Reassigning customers** – please remember that customers who are assigned to the EPIC program must remain in the EPIC program and cannot be reassigned to a JPP program. During random assignment, the customer agrees to the following:

In the consent to participate mandatory customers agree to the following conditions:

**In order to meet your work requirement obligations, you must continue to engage in EPIC SNAP E&T services for the next three years and you cannot choose to receive regular SNAP E&T services instead of EPIC SNAP E&T services, if EPIC SNAP E&T services are available.**

Customers must be reassigned to an EPIC provider. If you are having challenges with appointments, please contact the CBO, Olivia or Dee to get an appointment scheduled. If a customer wants to move to a different CBO after having a discussion with the DHS case worker, contact Deidre, Areli, Erica, Olivia or Dee to make the move for you and then schedule appropriately.

The following Referral Rejected customers require an update in the case notes by DHS before 1-12-18:

DHS Case Number	Local Office	What/Why
0802801ge5845	Englewood	No action by DHS since file uploaded on 11/22
9423122ep1952	Humboldt Park	Appt scheduled with DHS on 12/4 requires f/u case note.
0822801r23038	Lower North	12.14 appt at DHS to reassign to a different type of work and training program. Requires f/u case note.
0823301M73411	Northern	12.11 DHS appt F/U case note needed
9423322hu8785	Northern	Customer is still active in system. Call to withdraw not effective.
9423322lu4596	Northern	11.28 DHS appt F/U case note needed.
9423722ip3586	Northwest	If client is still exempt due to income, mark customer as such on EPIC progress page.
0821801n27110	Southeast	Speaking with CBO about this one.
9420422jg7265	Uptown	Customer was assigned to a JPP provider and needs to be called back and reassigned to a different EPIC provider.
9422922gm8575	West Suburban	Is this customer exempt??? No DHS activity since 9/7/17
0822901m80250	West Suburban	9/29 DHS appt F/U case note needed.
9422922ge0854	West Suburban	Customer rejected 11/7/17 no DHS activity in case notes since.

The next DHS EPIC TA call is scheduled January 12, 2018.