#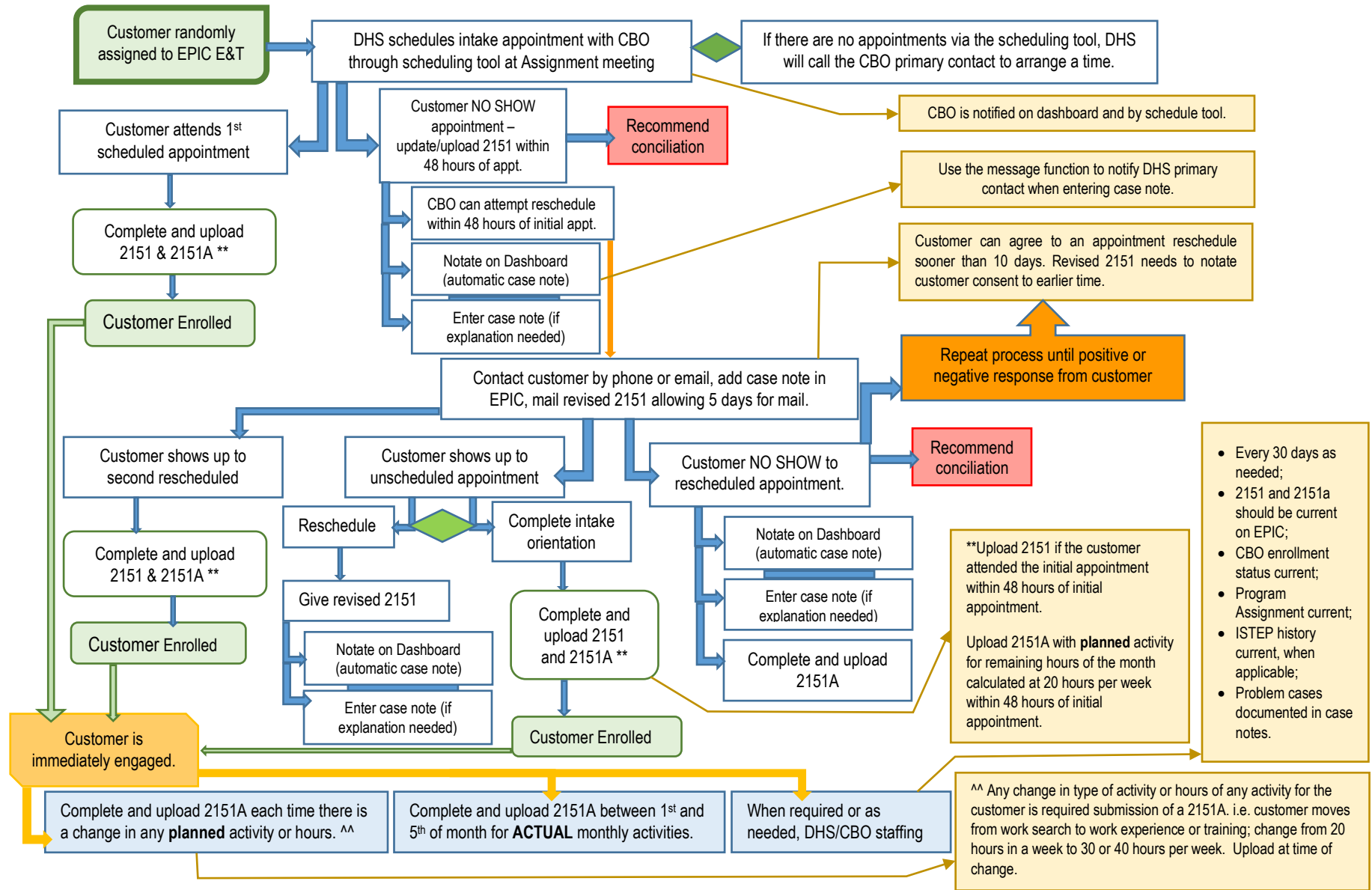 EPIC Program – Process after Customer has been Randomly Assigned to EPIC Program and Initial Intake into CBO – VOLUNTARY Participants

Customer randomly assigned to EPIC E&T

DHS schedules intake appointment with CBO through scheduling tool at Assignment meeting

If there are no appointments via the scheduling tool, DHS will call the CBO primary contact to arrange a time.

CBO is notified on dashboard and by schedule tool.

Customer attends 1st scheduled appointment

Customer NO SHOW appointment – update/upload 2151 within 48 hours of appt.

Recommend conciliation

Use the message function to notify DHS primary contact when entering case note.

CBO can attempt reschedule within 48 hours of initial appt.

Complete and upload 2151 & 2151A **

Notate on Dashboard (automatic case note)

Customer can agree to an appointment reschedule sooner than 10 days. Revised 2151 needs to notate customer consent to earlier time.

Customer Enrolled

Enter case note (if explanation needed)

Contact customer by phone or email, add case note in EPIC, mail revised 2151 allowing 5 days for mail.

Repeat process until positive or negative response from customer

Customer shows up to second rescheduled

Customer shows up to unscheduled appointment

Customer NO SHOW to rescheduled appointment.

Recommend conciliation

Complete and upload 2151 & 2151A **

Reschedule

Complete intake orientation

Notate on Dashboard (automatic case note)

**Upload 2151 if the customer attended the initial appointment within 48 hours of initial appointment.

Customer Enrolled

Give revised 2151

Enter case note (if explanation needed)

Complete and upload 2151 and 2151A **

Notate on Dashboard (automatic case note)

Complete and upload 2151A

Upload 2151A with **planned** activity for remaining hours of the month calculated at 20 hours per week within 48 hours of initial appointment.

Enter case note (if explanation needed)

Customer is immediately engaged.

Customer Enrolled

- Every 30 days as needed;
- 2151 and 2151a should be current on EPIC;
- CBO enrollment status current;
- Program Assignment current;
- ISTEP history current, when applicable;
- Problem cases documented in case notes.

Complete and upload 2151A each time there is a change in any **planned** activity or hours. ^^

Complete and upload 2151A between 1st and 5th of month for **ACTUAL** monthly activities.

When required or as needed, DHS/CBO staffing

^^ Any change in type of activity or hours of any activity for the customer is required submission of a 2151A. i.e. customer moves from work search to work experience or training; change from 20 hours in a week to 30 or 40 hours per week. Upload at time of change.

epic
employment opportunities • personalized services
individualized training • career planning

SNAP
USDA
Supplemental Nutrition Assistance Program
Putting Healthy Food Within Reach

USDA

IDHS
Illinois Department of Human Services

Illinois Department of Commerce & Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
Bruce Rauner, Governor

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