

DHS webinar 3-9-18 Notes

If you have a number represented in one of these columns, please address these number before our next webinar on 3-23-18.

DHS items by office from dashboard as of 3-9-18 9:30AM

	Ref Pend – Appt NOT Sched	NO Show CBO Intake	Referral Rejected Requires Action	No Longer Appropriate	Recommend Sanction
Calumet Park	15				1
Englewood	3	1		1	1
Humboldt Park	9	2		1	2
Lower North	4	2		1	
Mid South	5				
Northern					
Northwest	10	1			
Roseland	4	1			
South Loop	3				
South Suburban	2				
Southeast	5	3			
Special Units	1				
Uptown	8			1	
West Suburban	5	4			2
Western	2	3			
Woodlawn	2				
Reg 2					
Rockford	14	2			
Freeport					
Reg 3					
Bloomington	4				
Peoria	3				
Reg 4					
Beardstown					
Decatur	3				
Quincy		4			
Reg 5					
Benton		1			
Centralia		1			
Chester					
E. St. Louis		11			2
Marion					
Mt. Vernon					

Murphysboro					
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Re-engaging customers – the numbers in the EPIC enrolled dashboard line for “Referral Pending – Appointment has not been Scheduled” shifts regularly as the DHS EPIC Admin team is going into customer files and making edits on a regular basis. Please check this line on the dashboard several times a week to ensure customers are being re-engaged in a timely manner.

Moving customers to traditional SNAP E&T – if a customer elects to participate in regular SNAP E&T (JPP) instead of EPIC, they do not need to call the number to withdraw. We do request a reason be entered in the automatic case note that pops up when you make the Eligibility status change. We are obtaining confirmation whether the customer is able to return to EPIC after making the change to JPP.

Making customers ineligible – please add a case note to the file about the reason why a customer is being made ineligible. It helps us know how to proceed with customers in the EPIC system.