

DHS Webinar 04-20-2018 Notes

If you have a number represented in one of these columns, please address these number before our next webinar on 04-27-2018.

DHS items by office from Dashboard as of 04-20-2018 8:00 AM

	Ref Pend – Appt. NOT Sched.	NO Show CBO Intake	Referral Rejected Requires Action	No Longer Appropriate	Recommend Sanction
Calumet Park	14	1			1
Englewood	6			1	
Humboldt Park	10				1
Lower North	5	1			
Mid-South	19				1
Northern	2				
Northwest	7			1	
Roseland	9				1
South Loop	4				
South Suburban	2				
Southeast	11	3			
Special Units					
Uptown	8	1	618339	1	
West Suburban	5	2			
Western	10 and 564345				1
Woodlawn	4				1
Reg 2					
Rockford	15				
Freeport					
Reg 3					
Bloomington		1			

Peoria					
Reg 4					
Beardstown					
Decatur	1	1			
Quincy	2				
Reg 5					
Benton					
Centralia					
Chester					
E. St. Louis	15	3			3
Marion	1				
Mt. Vernon	1				
Murphysboro					

Exempt Customers After Re-engagement – Customers, who return to the office after a sanction who have become exempt due to age, income or physical condition, or who no longer wish to volunteer for the EPIC program may be marked as SNAP Eligible, Exempt, and no longer wants to participate. This will trigger action by the CBO to close out the customer in EPIC. Add a Case Note with the reason why the customer was marked with this status. Should be in production by Monday.

Schedule for Re-engagement – Customers, who are returning to a CBO for re-engagement, MUST have an appointment scheduled in the system. If the customer has the status of "Being Re-engaged" or has never been scheduled, the appointment you schedule for the customer will appear in the Referral Pending – Scheduled Appointment row. This is the only way a CBO knows that a customer is scheduled. If you schedule a customer for an intake appointment for any other reason, you will need to inform the CBO to which you are assigning the customer, that you made an appointment either by Case Note, email or phone call.

Agencies Closing – CAPS, Southland Healthcare Forum, and Rock River Training are no longer accepting referrals.