

DHS webinar 4-6-18 Notes

If you have a number represented in one of these columns, please address these number before our next webinar on 4-6-18.

DHS items by office from dashboard as of 4-6-18 7:30AM

	Ref Pend – Appt NOT Sched	NO Show CBO Intake	Referral Rejected Requires Action	No Longer Appropriate	Recommend Sanction
Calumet Park	10				2
Englewood	3			1	1
Humboldt Park	8				1
Lower North	1				
Mid South	6				
Northern	1				
Northwest	5	1			
Roseland	2				1
South Loop	3				
South Suburban	2				
Southeast	5	4			
Special Units	1				
Uptown	7	1		1	
West Suburban	4	3			
Western	3 – check 564345				
Woodlawn	1				
Reg 2					
Rockford	9				
Freeport					
Reg 3					
Bloomington					
Peoria	1				
Reg 4					
Beardstown					
Decatur					
Quincy		1			
Reg 5					
Benton					
Centralia					
Chester					
E. St. Louis	1	3			5
Marion					

Mt. Vernon					
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, who no longer wish to volunteer for the EPIC program may be marked as SNAP Eligible, Exempt, and no longer wants to participate. Add a case note with the reason why the customer was marked with this status. Should be in production by Monday.

Agencies closing - Rock River Training elected not to continue its grant after 1-31-18. Southland Healthcare Forum is closing because the hospital is reclaiming the space that they were located in. Several of the southern agencies will be adding CNA training to their training options to make up for the loss of Southland.

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.