

DHS Webinar 05-18-2018 Notes

**Agenda**

Below is a summary of the DHS webinar. You can watch the full recording of any DHS TA webinar here: <https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx>

**Enrolled Dashboard:**

If you have a number represented in one of these columns, please address these number before our next webinar on 06-01-2018.

REG		New Cohort Invitations Pending	Accept Past Due	Eligibility Pending	Eligible Past Due	Ref Pend Appt NOT Sched	NO Show CBO Intake	Referral Rejected Requires Action	No Longer Appropriate	Recommend Sanction
1	Calumet Park	1				4	1		1	1
	Englewood					3			1	
	Humboldt Park		1			7				
	Lower North	1				4	1			
	Mid-South					23	3			2
	Northern	1				1				
	Northwest					8			1	
	Roseland		2			7				1
	South Loop			1 Appt		2				1
	South Suburban		3			1				
	Southeast	1				11				
	Special Units									
	Uptown	1	5			6			1	1
	West Suburban					6	1			1
	Western					7	1			
	Woodlawn	2	2			3				1
2	Rockford					2	1			
	Freeport									
3	Bloomington						3			
	Peoria						1			
4	Beardstown									
	Decatur	7					1			
	Quincy		1				2			
5	Benton									
	Centralia									
	Chester					1				
	E. St. Louis					5	4			3
	Marion			2			1			
	Mt. Vernon									
	Murphysboro	1		1 Appt						

## Review: Invite, Dashboard, and Eligibility Verification

- Instructions for the [EPIC New Cohort Intake Flow](#) can be found on the [EPIC Partner Page Resource List](#).

### Inviting Customers

- Select the Invite Tab.
- Select the Add SNAP Customers button.
- If a customer wants to look at different training programs available in EPIC, at the top of the page – select the View Available EPIC Training Programs and Providers link.
  - Use the filter options 1-4 to get a list of training programs best suited for the customer's needs.
    - Each column header can now be sorted.
  - Use the training program name link to get additional information on the specific training program.
- To add a customer into the EPIC system, complete the Add SNAP Customer form.
  - Customer must be 18-years-old to participate.
  - Customers can only participate in Illinois within EPIC boundaries.
  - DHS only has access to select their office in the DHS office dropdown.
  - CBOs only have access to select their office in the Refer to EPIC CBO office.
  - DHS will select an eligibility status of verified customers they are referring to CBO:
    - Verified eligible SNAP and not receiving TANF
    - Verified eligible SNAP and exempt and not receiving TANF
  - DHS will select one of the following statuses when reviewing reverse referral customers:
    - Not able to verify eligibility – Include Reason
    - Verified ineligible – Include Reason
    - Verified eligible SNAP and not receiving TANF
    - Verified eligible SNAP and exempt and not receiving TANF
    - Verified TANF Recipient and not EPIC eligible
  - When doing reverse referrals, CBOs will select an eligibility status Requesting SNAP eligibility.
  - Select the Save and Invite Customer to Orientation.
  - If the customer was reverse referred by the CBO, DHS staff will not have to schedule an appointment. For non-reverse referral customers, DHS will select an appointment date from the list of available dates for the customer.
  - You will see a message that says the customer was successfully invited.
  - Click the Print 2151 Referral Form button and give a copy to the customer. Mail per DHS guidelines if the customer is not present.

### Dashboard

- Additional rows will be included on the Dashboard to identify the customer's review process when determining eligibility:
  - Red Line – Customer Dropped Off
  - Yellow Line – Action Needed

- Green Line – No action needed, customer has completed section and will move down to the next section in the dashboard

### Verification of Referrals

- The first two rows on the Dashboard identifies customers who have been submitted by the CBO as reverse referrals for Eligibility Verification.
- To verify eligibility:
  - Select the customer.
  - Check the IDHS Accepts eligibility verification box.
  - Verify SSN.
  - Verify the information matches what you have and include any missing information
  - If the DHS office listed is not the customers actual office, you will select the office the customer should be working with.
  - Update the eligibility status, if not eligible select Save Customer, if eligible click Save and Invite Customer to Orientation.
  - Select the Save and Invite Customer button. You will not select an invite date because the CBO already has them scheduled.
  - Print 2151 and give a copy to the customer.

### SNAP E&T Invite Through New System

Not all EPIC CBOs offer traditional SNAP programs. Before sending traditional SNAP customers to a CBO, verify the traditional SNAP programs and check if they will be able to serve the customer.

### Upcoming Updates to EPIC

#### Export

- Invite Export will include if CBO or DHS invited customer
- Invite Export will include date the invitation was created
- Customer Export will include background check information

#### Invite Page

- Include New Cohort Time Period Filter on Dashboard
- Remove DOB showing on customer list
- Include sort column options on all columns

#### Progress Page

- Show appointment on Progress page in 2151 section
- Re-engagement updates: The status of EPIC Eligible and being Re-engaged will be removed and replaced with EPIC customer Pending Re-engagement. This option will not clear out any of the customers information until DHS comes in to update the status after

meeting with the customer. The two statuses option triggers re-engagement, after the pending re-engagement option has been selected as SNAP Eligible and SNAP Eligible and Exempt.

- Additional Training will be done on our next webinar to review this process.

## Dashboard

- Correct Dashboard Numbers

## Reports

- ISTEP Print Button