

DHS Technical Assistance Webinar 01-26-2018

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

DHS items by office from Dashboard as of 01-26-2018 6:30 A.M.

	Ref Pend – Appt. NOT Sched.	NO Show CBO Intake	Referral Rejected Requires Action	No Longer Appropriate	Recommend Sanction
Calumet Park	4				3
Englewood	7				0
Humboldt Park	2			1	2
Lower North	4	1			
Mid-South	3				4
Northern	0	1	606702		
Northwest	8		604772		1
Roseland	0				2
South Loop	1				
South Suburban	2	1			
Southeast	4	1			
Special Units					
Uptown	5	2	618339		1
West Suburban	1	5			2
Western	1	4			1
Woodlawn	5				1
Reg 2					
Rockford		12			
Freeport					
Reg 3					
Bloomington	3				
Peoria					
Reg 4					
Beardstown					
Decatur					
Quincy		3			
Reg 5					
Benton					
Centralia	1	13			
Chester					
E. St. Louis	1		333957		2
Marion					
Mt. Vernon					

Murphysboro	3	3			
			25		

- **Re-engaging EPIC Customers**

- Update the Eligibility Status Bar on the Progress page to identify customers who will be re-engaged. This option will only be seen if the customer has been marked as SNAP ineligible for over 10-days. This option will notify the system that the customer is being re-engaged; all old actions and documentation should not be used to move the customer through the Dashboard.
 - Customer is SNAP eligible and being re-engaged.
 - This option will move the customer to the "Appointment Needs Scheduled" row, un-exit the customer if they have been exited, unenroll the customer if they have been enrolled, and prevent old documentation from moving the customer through the Dashboard.
- During the process of re-engaging EPIC customers, there are several items that need to be followed:
 - Customer must return to DHS office for a meeting.
 - Customer must be marked in EPIC on the Progress page as "Customer is SNAP eligible and being re-engaged."
 - If the customer is returning to an EPIC CBO, schedule a new Intake Appointment on the Progress page > Initial CBO Appointment - 2151 Upload.
- Do not send customers to a CBO for re-engagement without scheduling the new Intake Appointment in EPIC.
- If you are marking a customer as "Customer is SNAP eligible and being re-engaged" before they are at the DHS office for their appointment, please add a Case Note as to when that DHS appointment is scheduled so that EPIC Admin, the CBO and DHS case workers are aware of what is happening with the customer.

- **Scheduling**

- When scheduling a customer to return back to their CBO the scheduling tool must be used.
 - The scheduling tool ensures the customer is being scheduled at a time the CBO will be available to meet with them. It also notifies the CBO that they will have a customer coming back to meet with them so the CBO can be aware of the appointment.
- Instructions for using the scheduling tool can be found here:
 - <https://www.illinoisworknet.com/partners/EPIC/Documents/Rescheduling%20Customer%20for%20Re-engagement.pdf>