

DHS Technical Assistance Webinar 11-17-2017

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 11-16-2017 7:30PM

	No Show CBO Intake	Re-engaged Customers Without Appointments	Referral Pending Not Sched.	Referral Rejected	No Longer Appropriate	Recommend Sanction
Calumet Park	11	31		1		25 up 2
Englewood						
Humboldt Park	13	35		11	1	9
Lower North						
Mid-South	10	49				5 up 1
Northern	4			3		
Northwest	7	18		4		2
Roseland						
South Loop						
South Suburban						
Southeast	8	29		2		2
Special Units						
Uptown						
West Suburban	7	12		6		8
Western	10	32			1	5 dn 2
Woodlawn						
Reg 2						
Rockford	7	43		3	1	1
Freeport						
Reg 3						
Bloomington		5				
Peoria		2				
Reg 4						
Beardstown						
Decatur		1				
Quincy		4		1	2	0
Reg 5						
Benton	1	1				
Centralia	2	2				
Chester						

E. St. Louis	33	55		3		9
Marion	1	1		1		
Mt. Vernon	1	3				
Murphysboro	1	10				
	116	346		35	5	65

- **Online EPIC System Updates**

- **The following updates will be available November 27, 2017.**

- Re-engagement Customers

- A new option has been added to the Eligibility Status Bar on the Progress page. 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 and all old action 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 "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.