

# EPIC DHS Weekly Webinar 11/4/16

## Dashboards – Intake

The following areas in the Intake Dashboard need to be cleaned up and monitored by DHS.

- Customer Profile Info Needs Finished
- Ready for Review by DHS Case Worker
- Needs to be scheduled for Consent
- Missed Consent Meeting
- Not Assigned to a CBO

## Dashboard – Enrolled

The following areas in the Enrolled Dashboard need to be cleaned up and monitored by DHS.

- Referral Pending – Appointment has not been scheduled
- Referral Pending – No contact from customer / recommend conciliation
- DHS Review – Recommend Sanction Intake Projection numbers

## Intake Projections

Everybody is doing a great job, each month our numbers continue to go up. Keep up the good work!

## Information Gathered

<http://www.dhs.state.il.us/page.aspx?item=87715>

11/01/2016 Policy Memo

### Summary

EPIC is a SNAP employment and training project in Illinois designed to help unemployed and underemployed customers.

Customers have the opportunity to participate in the EPIS baseline survey to enhance SNAP and employment services.

Caseworkers should review and update all eligibility requirements prior to the customer beginning the baseline survey.

To preserve the integrity of the EPIS baseline survey caseworkers should consider information provided by the customers for research purposes only.

### What is EPIC?

EPIC is a three-year SNAP employment and training project in Illinois designed to help unemployed or underemployed customers by offering expanded employment and training services.

## **EPIC Baseline Surveys**

Customers in the EPIC program have the opportunity to participate in a baseline survey that will be used to impact how SNAP and employment services are provided.

Caseworkers should review and update all eligibility requirements prior to the customer beginning the baseline survey.

In order to preserve the integrity of the survey, caseworkers should not use information provided in the survey by customers, to determine SNAP eligibility. Information in the survey should be used for research purposes only.

James T. Dimas

Secretary, Illinois Department of Human Services

## **Family Watchdog**

You can use Family Watchdog to ensure the customer is not listed on the sexual offender registry. It is important to use then, if you are assigning a customer to a CBO that does not accept sexual offenders.

## **Training is priority**

The customer must be interested in training in order to get into EPIC. If the customer is just looking to get a job they should not be put into the EPIC program.

## **Rejected Referral**

Overview of rejected referral process. DHS Primary contact will get an Illinois workNet message and email from CBOs who reject the referrals.

<https://www.illinoisworknet.com/partners/EPIC/Documents/Rejected%20Referral.pdf>

## **Reverse Referral Review**

We will be reviewing this process and ironing out any issues that may be present for Region 1.

[https://www.illinoisworknet.com/partners/EPIC/Documents/Reverse%20Referral%20Process\\_Final.pdf](https://www.illinoisworknet.com/partners/EPIC/Documents/Reverse%20Referral%20Process_Final.pdf)

## **Employed before CBO**

Overview on how to handle customers who find employment before they attend their initial CBO appointment:

<https://www.illinoisworknet.com/partners/EPIC/Documents/Employed%20before%20CBO%20Engagement.pdf>

## **CBO introductions**

**Diana Alpizar with Instituto for Latino Progress**

**Nancy Brown with Catholic Charities**