

DHS Technical Assistance Webinar 02-23-2018

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>

The numbers by office are as follows:

| | Ref Pend – Appt NOT Sched | NO Show CBO Intake | Referral Rejected Requires Action | No Longer Appropriate | Recommend Sanction |
|----------------|------------------------------|-----------------------|--------------------------------------|--------------------------|-----------------------|
| Calumet Park | 11 | | | | 2 |
| Englewood | 4 | | | | 1 |
| Humboldt Park | 14 | 1 | | 1 | |
| Lower North | 9 | 1 | | | 1 |
| Mid South | 8 | | | | 2 |
| Northern | | | | | |
| Northwest | 13 | | | | 2 |
| Roseland | 10 | | | | 2 |
| South Loop | 2 | | | | |
| South Suburban | 6 | | | | |
| Southeast | 7 | 1 | | | 2 |
| Special Units | 1 | | | | |
| Uptown | 9 | | | | |
| West Suburban | 9 | 6 | | | 2 |
| Western | 2 | 11 | | | |
| Woodlawn | 3 | | | | |
| | | | | | |
| Reg 2 | | | | | |
| Rockford | 16 | 3 | | | |
| Freeport | | | | | |
| Reg 3 | | | | | |
| Bloomington | 5 w/Cal Park | | | | |
| Peoria | 2 | | | | |
| | | | | | |
| Reg 4 | | | | | |
| Beardstown | | | | | |
| Decatur | 2 | | | | |
| Quincy | | 1 | | | |
| | | | | | |
| Reg 5 | | | | | |
| Benton | 1 | | | | |
| Centralia | | 1 | | | |
| Chester | | | | | |
| E. St. Louis | | 20 | | | 2 |
| Marion | 1 | | | | |
| Mt. Vernon | | | | | |

| | | | | | |
|-------------|---|---|--|--|--|
| Murphysboro | 4 | 1 | | | |
| | | | | | |

Customer Re-engagement - Ms. Wesley and her team are verifying eligibility and marking customers on the EPIC Progress Page when changes happen with a customer. Please check the Referral Pending - Appointment needs to be scheduled row on the Enrolled Dashboard regularly to ensure customers are being re-engaged on a timely basis.

New Eligibility Status - The new status of "SNAP Eligible, No Longer EPIC eligible due to moving to Traditional SNAP Program" is now available. When selecting that status, you will be prompted to add a case note for the reason why the customer is leaving EPIC. Please provide as much detail as you can for the reason why the customer wants to switch. *If the status does not automatically change, refresh the page. The programmer is working on a fix for this.*