

DHS Technical Assistance Call 4-21-17

Intake Dashboard

- **Missed Orientation**
 - Region 1 – 668
 - Western - 31
 - South Loop - 1
 - Mid-South - 23
 - Uptown - 123
 - Englewood - 45
 - Woodlawn - 7
 - Cal Park - 3
 - Southeast - 3
 - South Suburban - 11
 - Lower North - 51
 - West Suburban - 19
 - Humboldt - 136
 - Roseland - 1
 - Northwest - 197
 - Northern - 13
 - Special Units - 4
 - Region 2 – 118
 - Rockford - 115
 - Freeport - 3
 - Region 3 – 1
 - Bloomington - 1
 - Region 4 – 1022
 - Macon - 867
 - DeWitt - 127
 - Quincy - 5
 - Beardstown - 23
 - Region 5 – 2059
 - Murphysboro - 105
 - Franklin - 80
 - Marion - 148
 - Mount Vernon - 48
 - St. Clair - 1257
 - Clinton - 1
 - Chester - 420
- Incomplete Application older than 24 hours - 1 at Southeast, 1 at St. Clair
- Customer profile needs finished - Calumet Park
- Ready for Review by Caseworker - 2 Mid-South, 3 Northwest, 3 Western, 2 Humboldt, 2 Calumet Park, 1 Rockford
- Needs to be scheduled for Consent - 8 St. Clair, 1 Chester, 2 Rockford, 5 Humboldt, 1 Mid-South, 1 Northwest, 1 Calumet Park

- Missed Consent Meeting - 2 Rockford
- Needs to be scheduled for CBO - 1 (should be fixed today)

Statewide Intake projections Region 2 and 5 have surpassed their goals. We would like them to continue recruiting to offset those customers who are not participating in the program.

Enrolled Dashboard

- Referral Pending Appointment has not been scheduled 1 each Humboldt, Cal Park, Quincy, Peoria.
- No Contact from Customer /Recommend Conciliation -- check case notes for your customers to see if DHS action is required.
 - Cal Park - 13
 - Roseland - 9
 - Humboldt - 12
 - Lower North - 1
 - Northern - 1
 - Uptown - 3
 - Englewood - 6
 - Mid-South - 6
 - Northwest - 14
 - South Loop - 1
 - Southeast - 9
 - Woodlawn - 1
 - West Suburban - 4
 - Western - 11
 - Freeport - 1
 - Rockford - 6
 - Peoria - 1
 - Quincy - 1
 - Chester - 1
 - E. St. Louis - 21
- Referral Rejected
 - Roseland - 2
 - Humboldt - 4
 - Uptown - 2
 - Mid-south - 1
 - Northwest - 1
 - Southeast - 1
 - West Suburban - 5
 - Western - 2
 - Rockford - 3
 - E. St. Louis - 2
- Watch for Email status updates to check for customers who need to be called for a sanction.

DHS actions required

- Marking customers as ineligible when sanction period begins - CBO does not know when sanction periods begin unless DHS marks that on the customer's EPIC Progress page.
- Mark customers as exempt and not receiving TANF if they want to participate but are not an ABAWD.

EPIC policy

- <http://www.dhs.state.il.us/page.aspx?item=81642>

- **Special Policies That Apply to EPIC**

FNS has clarified that the following special SNAP policies apply to the EPIC project.

- Once assigned to an EPIC treatment or control group, a customer may opt out of the EPIC project. However, customers who are subject to the SNAP work provisions must continue with the SNAP E&T program if a provider slot is available.
- EPIC customers' random assignment status will not change over the course of the project, unless they opt out of the EPIC evaluation. The individual stays in the treatment or control group even if they are ineligible for SNAP for the duration of the 36 month period.
- Customers assigned to the EPIC treatment group who later move to a county that is not part of the EPIC pilot, may volunteer to engage in regular SNAP E&T services, if available, but may not be required to do so.
- Customers assigned to the EPIC control group in a county without E&T services are not required to engage if they later move to a county that does have E&T services.
- Customers who must meet the SNAP work provisions in PM 03-15-01 but later become exempt from the work provisions, may continue to volunteer for services in the EPIC treatment or control group.
- **Work experience income earned by customers in the EPIC treatment group is exempt from countable SNAP income.**
- Employed customers who quit a job or reduce work hours to participate in EPIC are considered to have good cause for leaving employment (due to enrollment in a recognized school or training program) and will not be sanctioned.
- Customers who must meet the SNAP work provisions in PM 03-15-01, who fail or who refuse to comply with EPIC requirements without good cause, will be subject to a sanction if they reside in a county with an E&T program. A conciliation process will be completed prior to imposing the sanction. Volunteers are not subject to sanction.
- In cases where an EPIC customer has failed or refused to work, no sanction will be imposed without first establishing that willful misconduct has occurred. Willful misconduct must be documented using evidence (including a statement from the

employer and the customer's response) before a sanction can be imposed. FNS has defined willful misconduct as:

- Conduct showing intentional and substantial disregard of the employer's interests, or of the employee's duties and obligations to the employer
- Refusal to report to an employer if referred by the State and the potential employment is suitable
- Refusal to accept a valid offer of suitable employment

Work Experience is not budgetable work.

Job Search cannot be the only activity - we have informed the CBOs and will continue to work with them to ensure that there is more than just job search activity on the monthly 2151A report.

Reverse Referrals - the CBOs do not have access to DHS records so they are sending the reverse referrals to the local office (of which the customer informs them is their local office). We ask that DHS:

- Check for eligibility
- Check that the customer is not receiving TANF
- Schedule the customer to a pod for DHS orientation
 - REMEMBER - EPIC Customers can be exempt and volunteer to participate as long as they do not receive TANF