

## DHS Technical Assistance Webinar 09-08-2017

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>

### Agenda

#### Intake Projections:

96.5% to goal 4823 of 5000

Reg 1 - 86.7% > 3251 of 3748

Reg 2 - 158.9% > 534 of 336

Reg 3 - 65.8% > 171 of 260

Reg 4 - 114.4% > 215 of 188

Reg 5 - 139% > 652 of 468

#### DHS items from dashboard by office as of 6:30 AM on 09-08-2017

	Missed DHS Int.	NO Show CBO Intake	Referral Pending Not Schd	Referral Rejected	No Longer Appropriate	Recommend Sanction
Calumet Park	5					1
Englewood				1		
Humboldt Park	14	5				9
Lower North						
Mid South	5	3				7
Northern	3	3		1		
Northwest	32	10				1
Roseland						
South Loop						
South Suburban						
Southeast	1					5
Special Units						
Uptown						
West Suburban	3	6		5		9
Western	10	2				2
Woodlawn						
Reg 2						
Rockford		12				8
Freeport						
Reg 3						
Bloomington	21	1				

Peoria						
Reg 4						
Chester						
Beardstwon						
Decatur						
Quincy					2	
Reg 5						
Benton		1				
Centralia						1
Chester						1
E. St. Louis	5	11		2		3
Marion						
Mt. Vernon						
Murphysboro						
	142	56	0	9	2	47
	Missed DHS Int.	NO Show CBO Intake	Referral Pending Not Schd	Referral Rejected	No Longer Appropriate	Recommend Sanction
Calumet Park	2	4		1		5
Englewood						
Humboldt Park	3	10		4		11
Lower North						
Mid South	1	2		2		9
Northern	3	3		1		
Northwest	3	8		1		
Roseland						
South Loop						
South Suburban						
Southeast		1				8
Special Units						
Uptown						
West Suburban	6	6		6		10
Western	10	3				1
Woodlawn						
Reg 2						
Rockford		12				12
Freeport	12					1
Reg 3						
Bloomington		1				
Peoria						

Reg 4						
Chester						
Beardstown						
Decatur		5				
Quincy						
Reg 5						
Benton						
Centralia						1
E. St. Louis	30	9		2		3
Marion						
Mt. Vernon						
Murphysboro	2	1				

EPIC Match Game Questions & Answers:

DHS split-up into groups and participated in an EPIC Match Game. Below is a list, broken up by topic, of the questions and answers from the game.

- Eligibility Review
  - Should a customer without any programs recommended be randomized in EPIS?
    - No
  - How many programs can a DHS case worker approve for a customer?
    - All that are available
  - How can you determine why a customer was not recommended for a specific training program?
    - View non-recommended programs
  - Customers who receive this, or if someone in their household does, cannot participate in EPIC?
    - TANF
  - You should ask questions about these things in order to make the best referral. There are 3 possible answers, please provide two.
    - Length of time customer is willing to participate, distance customer is willing to travel for training, and career pathway area of interest
- Assignment
  - If a customer is randomly assigned to SNAP E&T, what happens?
    - Business as usual
  - If a customer is assigned to EPIC, you have to select a provider, give customer copies of several documents, and what?
    - Schedule them for a CBO intake appointment
  - If there are no appointments on the calendar for a CBO, what do you do?
    - Send an email to [epic@illinoisworknet.com](mailto:epic@illinoisworknet.com) and call the CBO and ask them to enter in appointment dates
  - What do you do if a customer decides not to give consent during random assignment?
    - Mark that the customer refuses to give consent and complete EPIS. Customers who refuse to give consent will go on with business as usual

- If a customer is assigned to SNAP E&T can they go through the process again to be re-randomized?
  - No, not for 3 years
- Enrollment Verification
  - What line on the dashboard do customers see, if they do not attend the initial CBO appointment?
    - Enrolled Dashboard > Referral Pending - No Contact from Customer
  - What does DHS have to do if a customer does not show at the CBO for the initial appointment?
    - Schedule customer to come in for a conciliation
  - What will the CBO do if the customer attends the appointment and is already employed?
    - Upload a 2151 with Referral Rejected marked
  - What does a CBO need to know if a customer becomes SNAP ineligible?
    - Dates of ineligibility because they can no longer provide services
  - What do you do if a customer becomes medically unable to participate?
    - Mark them as exempt on the progress page
- Communication
  - Where can you find who scheduled and when the customer is scheduled for DHS initial appointment?
    - Intake Activities
  - Where do you mark someone who declines to participate before being randomly assigned?
    - Eligibility Review
  - Where do you mark someone who becomes SNAP ineligible?
    - On the Progress Page
  - Where can you find additional comments and information entered by the CBO about a customer? Only 1 answer is required.
    - Case Notes under Progress Page or Case Notes tab
  - Every day the primary and secondary contacts for an office receive what?
    - Email with case notes about customers from that office
- General
  - Who is the target audience?
    - ABAWD
  - Can someone with children participate in EPIC?
    - Yes, as long as they don't receive TANF
  - What is our goal for Random Assignment?
    - 5000 customers randomly assigned
  - What is the newest addition to the EPIC system?
    - Staffing packet tool
- Intake
  - If a customer is assigned to SNAP E&T can they go through the process again to be re-randomized?
    - No, not for 3 years
  - Where do you go to reschedule a Missed Orientation appointment?
    - Intake Activities Section 1.1.
  - If you qualify for an exemption, you cannot try for EPIC. True or False?
    - False. You can always volunteer if you can perform the assigned requirements

-Under Profile section

- Felons are not a good referral to EPIC. True or False?
  - False. We have programs that allow training for those with a felony record