

Customer Employed before Engagement with CBO Process

The goal of this process is to track a customer who has been randomly assigned, but before they engage with the CBO, they find employment on their own. We want the assigned customers to have the option of returning to DHS and participating in the EPIC program if they lose the job they found on their own. By following these steps, we can have the customer tracked in the EPIC dashboard and the CBO will know why the customer did not attend the intake orientation appointment.

DHS staff will update the customer's Progress Page:

- Search Customer.
- Select **Progress Page** for the customer in list of results.

On the Progress Page

1. Click on customer **Progress Page** tab.
2. Click on **Case Notes**.
 - a. Add message in case note box (i.e. *Customer will not attend orientation since they found employment at XYZ Company and begins employment on 11-10-2016. If this job does not work out and they become SNAP eligible again, they are encouraged to participate in the program if training space is available*).
 - b. Select "Send Case Note As": As Illinois workNet Message and Email.
 - c. Select "Add Case Note".
3. Update SNAP Eligibility to **Ineligible**. If space is still available at the CBO, this allows the customer to return if they are no longer employed. This changes the status bar to **RED**.

If customers attend a CBO Intake appointment and report that they are employed, the CBO will mark the 2151 as Referral Rejected.