

Scheduling EPIC Orientation

- Follow SNAP E&T Engagement Procedures to identify ABAWDs that are interested in EPIC.
 - Review Exemptions Form from 4538 to confirm eligibility.
 - Explain SNAP Engagement options that are JPP, Earn fare, and EPIC.
 - Provide a copy of the “What is EPIC” document.
 - Provide a copy of the EPIC Comparison Chart.
- If the participant is an ABAWD, free of exemptions and interested in EPIC, log into the EPIC system to “Invite” the participant to the assigned EPIC Pod office.
- Log into the EPIC system at www.illinoisworknet.com.
- Select “My Dashboard”, “Partner Tools” and click on the “EPIC logo”.
- At the EPIC Dashboard, select “Customers” tab.
- Search to see if they are already registered in the EPIC system.
 - Enter the participants name and select “Search”.
- If the participant is not found in the system, select the “DHS Invite” tab.
 - Enter the participants name
 - Select “Invite” from the drop down menu and select “Search”.
- If the participant is in the system, invite or re-invite them to orientation.
- If they are not in the system, select “Add DHS Customer” and enter the required information.
 - Confirm that all information is correct.
 - Select the blue “Add and Invite DHS Customer” button.
 - Hover over the days on the calendar to see if slots are available.
 - Select a date and time that is available for EPIC orientation.
 - Select the “DHS Invite” tab.
- Download and use the fillable “Customer Intake Form” and copy and paste the information from EPIC into the “Customer Intake Form” and give it to the participant.
 - This should include the Day, Time, Location, Username and Password.
 - If the option to print the form is not available, have blank copies of the form available and legibly hand write the information on the form.
- If the system freezes and the customer’s name disappears, reload/refresh the page.
 - Select the “DHS Invite” tab.
 - Enter the participants name and select “Search”.
 - Select the blue “Invite” button.
- Prepare and give the participant a 1721 referral to the EPIC Pod.
 - Indicating the time and location of the EPIC orientation.
 - Noting that the orientation will take up to 3 ½ hours
 - Indicating that the participant should bring work history and education history information.
- The participant should leave with the following:
 - 1721**
 - Customer Intake Form**
 - EPIC flyer**



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Identifying EPIC Orientation-Missed Orientation

- Log into the EPIC system at www.illinoisworknet.com.
- Select “My Dashboard”, “Partner Tools” and click on the “EPIC logo”.
 - o At the EPIC Dashboard
 - Select “Intake”
 - Under Missed Orientation, select the “number” of participants indicated.
 - o Select “Export” to obtain the Excel workbook listing (enable editing) and open the file.
 - o To obtain the participants in your office only,
 - Select “DHS Case ID” and search on the DHS office number (ex 201).
 - When printing the list, exclude unnecessary information (SSN) and include the user names and passwords of each participant.
 - o Start the conciliation process for participants who have missed orientation.
 - Go to the participant “Profile” and select “Intake Activities”.
 - Go to 1.1 Orientation Date
 - o Select Conciliation/Sanction process started and select “Save”.
 - Issue a 2846G to return to the feeder office
 - Create an **EPIC case note** to document this step.

Re-Scheduling EPIC Orientation No-Shows

- Log into the EPIC system at www.illinoisworknet.com.
- Select “My Dashboard”, “Partner Tools” and click on the “EPIC logo”.
 - o Select “Customers” and enter the participants name and “Search”.
 - o Select “Profile”.
 - o Go to “Intake Activities”
 - Go to 1.2 Schedule for Follow-up
 - Select “Scheduled for follow-up to complete orientation process”
 - Create an **EPIC case note** to document this step.

Quick Reference

Topic	Resource	Telephone
EPIC-Illinois WorkNet Account Issues, SSN and syncing problems	epic@IllinoisworkNet.com or Olivia.Griesheim@siu.edu	217-303-5855
EPIS -Technical Problems	SNAPETPilotEvaluation@mathematica-mpr.com	844-762-7381
EPIC Process Assistance, EPIS-Account Request and resetting password, syncing problems	Deidre.Wesley@Illinois.gov	773-881-2943
EPIC Process Assistance	Areli-Varela-Coleman@Illinois.gov	773-881-6889
EPIC Process Assistance	Lisa.Sparks@Illinois.gov	773-881-6887
EPIC Process Assistance	Erica Hubbard@illinois.gov	773-881-6888
EPIC Process Assistance	Ashley.A.Miller@illinois.gov	773-881-2943
EPIS Assistance	Keith.Olejniczak@mdrc.org	510-844-2306



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