



EPIC Pod Management Duties:

Planning

- Check EPIC dashboard daily to see the number of participants scheduled for orientation that day.
- Download the Excel workbook and print a "Scheduled for Orientation" listing of participants scheduled for orientation from the feeder office or scheduled by the Pod office.
 - At the EPIC Dashboard, select the "Scheduled for Orientation" tab.
 - Select "Advance Search", "Orientation Start Date Calendar" and select the Orientation day and "Search".
 - Select "Export" to obtain the Excel workbook listing.
 - When printing the list, exclude unnecessary information (SSN) and include the user names and passwords of each participant.
- Keep a running tally of the number of customers scheduled vs computer slots available.

EPIC room set up on orientation days.

- Turn on the laptops and open to <http://ilepic.com>.
- Ensure Wi-Fi is working and fully charged.
- Turn on projector or monitor.
- Identify that supplies are in the training room.
- Shut down equipment, lock room, and secure "equipment" to supervisor.

Managing and running EPIC orientation.

- Determine what staff member will manage the EPIC Orientation lab. (Only one person should be assigned daily to:
 - Provide the initial presentation
 - Play the orientation videos
 - Manage the flow of EPIC customers
- Hold a touch base meeting to discuss duties and any updates with DHS workers assigned to EPIC before starting the day.
- Explain (or manage DHS workers tasked to this duty) SNAP Employment and Training Program (4538).
- Read 4538 to identify customers who have exemptions
 - Discussions should be held privately per HIPAA procedures.
- Depending on the Pod, describe the difference between Job Placement Providers, Earn Fare and the EPIC Program.
- Play video presentations for customers about EPIC.
- Ensure customers are seen on the floor by a DHS worker if they are not going to do EPIC.
- Move the participants through Steps 1-5.
 - In between each break, answer questions pertaining to the EPIC program.
- Keep a count of all customers seen in the room and what they are doing.
 - This information will be included in a report that will be due by the end of the day.
- Handle all difficult customers and questions.
- Troubleshoot any problems that occur.
 - Reset passwords as needed.





- Facilitate emergency contacts that will occur during the session for all technical issues with Illinois workNet.
- Identify dates for DHS worker to schedule return appointments as needed.

EPIC Eligibility Review/Intake Dashboard/Enrollment Dashboard

- Check yellow sections of the EPIC dashboard to see if any cases need to be followed up on.
 - Intake dashboard allows the EPIC Manager to identify orientation numbers and online case record status.
 - If issues occur from dashboard and case records, the EPIC Manager should trouble shoot and correct immediately.
 - Follow-up with the case worker that is documented on the online case record and follow-up with them for corrections. (Daily process.)
- On the day following orientation, check all case profiles for accuracy.

EPIC Randomization

- Assign customers to case workers for randomization.
- Provide technical support during randomization as needed.
- Show workers how to correct any errors made in EPIS.
 - **Contact Illinois workNet team or Mathematica as needed.**

EPIC CBO Provider Follow-up

- Review Intake and Enrollment dashboards each morning.
- Schedule “Staffing” and remain in contact with CBOs, Department of Commerce, and DHS Administrative Staff for EPIC.
- Check his/her email regularly to review status of EPIC customers and respond accordingly; whether it is to the CBO or tasking to a DHS worker for follow-up.

EPIC Meetings

- Responsible for attending the DHS EPIC regional meeting every Monday 2-3:00pm.
- Responsible for attending two webinars a week sponsored by Commerce.
 - CBO T&A Webinar - Wednesday 3-3:30pm.
 - EPIC Pilot Program Webinar - Friday 10-10:45am.

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	773-881-6887
EPIS Assistance	Keith.Olejniczak@mdrc.org	510-844-2306

