

The Conciliation Process for DHS customers who fail to attend initial CBO Intake Appointment:

Customer is a no show/no contact for their scheduled appointment with the CBO.

The CBO will upload a 2151 with "No Contact" marked and it will go back to DHS for them to review.

1. DHS will:
 - determine why a mandatory participant failed or refused to comply with SNAP E&T requirements;
 - determine whether good cause exists; and
 - provide the person another chance to comply.

Conciliation must be conducted before sanctions are imposed.

2. The **conciliation period begins** the day after the Provider (DHS) learns the participant did not comply with requirements, and the CBO uploads the 2151 form with "**No Contact from Client**" marked. The period **continues for up to 30 calendar days**.
 - During this period, a notice (**Form 2846G**) is sent scheduling the conciliation meeting. Schedule conciliation appointment, allowing at least 5 days for mail.
 - When the customer attends the conciliation appointment, if it is determined that good cause does not exist, inform the participant of the specific requirements (**Form 3392**), and the consequences of not complying. The participant is told what is needed to comply, and the date by which it must be done to avoid sanction. *This date cannot be later than the last day of the conciliation period. If necessary, provide transportation expenses to enable the participant to attend conciliation meetings.*
3. The participant must act to comply within the conciliation period, unless unable to do so by events beyond their control. The act of compliance must be verified. If the participant refuses to comply without good cause, end the conciliation period early, and request a sanction from the FCRC via Change Progress Report Form (**Form 2151A**). Document the participant's refusal to comply in the DHS case file, and as a case note on the Progress Page in EPIC.
 - If the participant agrees to comply, DHS EPIC staff will **reschedule the customer to meet with the CBO**.
 - *DHS Staff will upload the 3392 form to the customer's Progress Page, so the CBO is aware of the terms for which the customer must meet to comply.*
 - If the participant agrees to participate in EPIC, but would prefer to be reassigned to a different program, contact epic@illinoisworknet.com to have the customer reassigned to a different CBO location in the EPIC system.
 - If the participant does not comply during the conciliation period, the sanction action is requested no later than the last day of the period. The sanction may be retracted, if it is later verified that the participant complied by the end of the period.
 - *DHS staff will update the Customer's Eligibility Status on their EPIC Progress Page to indicate the customer is no longer SNAP eligible once they begin the sanction period.*
 - If during the conciliation process, it is determined that the customer is exempt,
 - *DHS staff will update the Customer's Eligibility Status on their EPIC Progress Page to indicate the customer is exempt. If it is a temporary exemption, include the exemption end date in the case notes.*

Follow these steps in the EPIC Customer Profile –

1. On the Enrolled dashboard, **click** the number next to the **Referral Pending - No Contact from Customer / Recommend Conciliation** section to see the customers with whom you need to schedule an appointment. *Click export to get an excel copy of the list.*
 - a. Follow DHS procedures for the conciliation process.
 - b. Ensure proper documentation is uploaded to customer's progress page.
2. If the customer attends the conciliation appointment and agrees to the terms to participate in EPIC:
 - a. Go to the customer's progress page, find the section marked **Initial CBO Appointment**.
 - b. **Remove** the original appointment.
 - c. **Add** a new appointment for the customer to meet with the CBO.
 - d. Follow standard procedures for scheduling an intake appointment for the customer with a CBO.

When the appointment is removed, the customer moves to the Referral Pending Appointment has not been Scheduled until you reschedule the appointment, at which time the customer will move to the Referral Pending – Scheduled appointment.

3. If the customer does not attend the conciliation appointment, follow DHS sanction procedures.
 - a. **Access** the customer progress page, select the button in the green eligibility bar to update the status.
 - b. **Select** Ineligible and save. The bar will turn RED.

After you mark the customer as ineligible, the customer account moves to the line item in the Red section indicating they are no longer eligible.

4. If the customer does not want to participate in EPIC training, find an assignment that allows pre-employment only.

