DHS Webinar 06-01-2018 Notes

Agenda

Below is a summary of the DHS webinar. You can watch the full recording of any DHS TA webinar here: https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx

Enrolled Dashboard:

If you have a number(s) represented in one of these columns, please address the number(s) before our next webinar on 06-15-2018.

REG		New Cohort Invitations Pending	Accept Past Due	Eligibility Pending	Ref Pend – Appt NOT Sched	NO Show CBO Intake	Referral Rejected Requires Action	No Longer Appropriate	Recommend Sanction
1	Calumet Park	3			10	2		1	1
	Englewood	1	1	2 appt	4	1		1	
	Humboldt Park			1 aspt	11		575194		
	Lower North	3			3	1			
	Mid South	1			29	5			3
	Northern								
	Northwest	2		1 appt	13		653226	1	
	Roseland	2		1 appt	9				1
	South Loop			1 appt	2				1
	South Suburban	8	6		2				
	Southeast	4	1		11	1	21602		
	Special Units						653630		
	Uptown		1		8		618339	1	1
	West Suburban				6	1	566343		1
	Western	1			9	3			
	Woodlawn				4				1
2	Rockford				9				
	Freeport								
3	Bloomington					3			
	Peoria								
4	Beardstown								
	Decatur								
	Quincy	1	1		1				
5	Benton								
	Centralia								
	Chester				1				
	E. St. Louis				1	2			3
	Marion						653636		
	Mt. Vernon								
	Murphysboro						652702, 652682, 653085		

Eligibility Verification

- The local office should accept the referral and wait until the office has completed the Family Needs Assessment with the customer by phone or in the office before verifying the customer's eligibility in EPIC. This will cut down on the confusion and the CBOs expectation that the customer is coming in for the appointment. In some cases, it may take longer to get the customer in to the local office to confirm eligibility. When this is the case, the CBO will not expect the customer because the eligibility was not confirmed and saved. Once the customer comes in and all eligibility is verified, DHS should select and verify the eligibility and then, as noted below, schedule a later appointment date.
- Once eligibility Request is received:
    - Check DHS accepts the eligibility request and will contact the customer to complete the Family Needs Assessment
    - Confirm SSN
    - Set DHS Contact
    - Complete any other required fields that are blank. Do NOT update Eligibility until after the customer has completed the Family Needs Assessment.
    - Click, Save Customer
    - Call customer to verify information, if you cannot reach the customer by phone send a request for the customer to come in to the DHS office.
- Once the Family Needs Assessment is completed:
    - Updated the Eligibility status of the customer
    - Select Save and Invite customer to Orientation
        - Do not select orientation date if CBO already has a valid date selected.
    - Print 2151 and give copy to customer.

Control Group

- This is not yet in production. This is a reporting tool only.
- DHS will be able to view a list of customers by the region in which your office is located.
- DHS will identify any customers who have not already been assigned to an agency.
- Select a customer from the dashboard line item for unassigned customers.
- Go to the customer progress page, assign the customer to an agency.
- Customers can be unassigned and re-assigned from the same location.
- For more information on Control Group Reporting check out the instructions here: https://www.illinoisworknet.com/partners/EPIC/Documents/Control%20Group%20Reporting%20EPIC%20Tools.pdf

Surveys

- 180 surveys were sent out to DHS staff, so far only 43 have been submitted back. If you received an email with the EPIC survey, they need to be completed by 6/15/2018.

EPIC Updates

- https://www.illinoisworknet.com/partners/EPIC/Pages/Updates.aspx
    - May 31, 2018
        - The following updates have taken place:
            - Super Admin have flexibility to make changes to an application without accepting it in the system.
    - May 24, 2018
        - The following updates have taken place:

    - Added report print button to the ISTEP report.
    - New Cohort updates
    - Added the ability to select a DHS primary contact by office.
    - Fixed a CBO agency reporting location.
    - Removed a duplicate "Cook" county listing.
    - Repaired a broken link on the Progress Page.
    - When CBO contact is selected by the CBO on the application, it will lock on the DHS verification options.
    - Customers can be enrolled in any program offered by the CBO.
    - Three dates were added to the Invite export list - Date invitation created, date eligibility was approved, and customer intake appointment date.
    - Emails will be auto sent to Primary contact when appointments are scheduled with organization.
    - Reason added to Eligibility review - DHS determined customer will remain in Traditional SNAP E&T.
    - When a customer is invited by DHS or CBO and when the invitation is generated a pop-up will open with the customer Username and Password.
    - Fixed a reporting option to show the Progress option on a list generated by clicking on a dashboard number.
    - An error message "Appointment date is not available" will be generated if an appointment date has been filled. Super Admin able to select a new appointment no matter who created the invitation.
- May 18, 2018
  - The following updates have taken place:
    - New Cohort Items
    - A description was added to the application page in the customer profile to help the career navigator direct the customer to the application.
    - A section in the export has been added to reflect whether an agency or DHS created the invitation and the date it was created.
    - Sort arrows were added to the top of the columns for the results created by clicking on a number from a New Cohort dashboard number.
    - The word "verification" was added to the reason on the invitation "Request SNAP eligibility verification".
    - Dashboard filter was added at the top of the Dashboard page for May 14, 2018 - Present to filter for New Cohort participants only.
    - Dashboard items that were reporting customers to all agencies was fixed to only report customers from the logged-in persons agency.
    - Distance reports properly based on zip code entered on the program choices page.
    - Sort arrows were added at the top of each column on the program choices page. (Step 3)
    - The full Progress page opens once a customer's eligibility verification is completed and submitted.
    - If a customer’s initial eligibility is one of the two eligible options, DHS can reopen the invitation, change the eligibility and invite the customer to an open intake appointment.
    - A link was added to the 2151 upload button to be able to download the 2151 without leaving the window.
    - A report for the study team was updated.