

DHS Technical Assistance Webinar 11-3-2017

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

DHS items from the dashboard by office as of 11-9-2017 9:30 A.M.

	NO Show CBO Intake	Referral Pending Not Schd	Referral Rejected	No Longer Appropriate	Recommend Sanction
Calumet Park	12		1		23
Englewood					
Humboldt Park	14		11	1	9
Lower North					
Mid South	25				4
Northern	4		3		
Northwest	7		4		2
Roseland					
South Loop					
South Suburban					
Southeast	8		2		2
Special Units					
Uptown					
West Suburban	7		6		8
Western	11			1	7
Woodlawn					
Reg 2					
Rockford	6		3		1
Freeport					
Reg 3					
Bloomington					
Peoria					
Reg 4					
Beardstown					
Decatur					
Quincy	3		1	2	2
Reg 5					
Benton	1				
Centralia	2				
Chester					
E. St. Louis	25		4		9

Marion	1		1		
Mt. Vernon	1				
Murphysboro	1				
	128		36	4	67

- **Re-engagement Process**

- We've reached the 5,000 mark, so we're going to be re-engaging. We are developing a protocol with DHS management on the Re-engagement Process. We will try to get that out to you next week.
- Deidre's group, along with your staff, is looking at the number and identifying if they are still eligible for SNAP benefits or what their status is for SNAP benefits. About two weeks ago, they went through the entire list and those that became eligible were marked as such in the EPIC system. They also marked those who are no longer eligible.

- **Scheduling**

- With the Re-engagement Process, we have opened up the scheduling tool. This means you can go in and reschedule customers who have been updated to SNAP eligible for a re-engagement appointment with the CBO.
- If a customer needs moved to a new CBO you will need to send an email to epic@illinoisworknet.com with the customer other participant ID number, name of CBO you would like them moved to, and the name of the training program they would like to participate in with the CBO.
- Instructions for using the updated scheduling tool can be found here: <https://www.illinoisworknet.com/partners/EPIC/Documents/Rescheduling%20Customer%20for%20Re-engagement.pdf>

- **Eligibility Status**

- Once a month, we will be going through to check eligibility statuses and the primary contact will get the summary notices. I recommend taking a look at those now to see who has changed from ineligible to eligible.

- **System Update**

- Re-engagement Updates:
 - We are currently working on updates to the system in regards to the new re-engagement processes. We are working on including a button that the DHS admin team can use to identify customer who need re-engaged. This will reset the customer and ensure the dashboard is not looking at any old documentation. Customers who are identified as needed re-engaged will move back to the "Referral Pending - Appointment has not been Scheduled" until such time as you schedule a new appointment for that customer.
- Credentials Report
 - We have a Credential Report that's out and is available now in the REPORT SECTION IN EPIC.

- You can pull that up and see the credentials being earned.
 - We have given CBOs deadlines to enter this information and will be following up with them to see if they met the deadlines for this report so you have this information.
- **Note**
 - We have had some customers marked as ineligible because they are not doing re-determination, but they've been active with the CBOs. We've told the CBOs to reach out to their DHS counterparts to work on getting the customer's eligibility re-engaged again.
 - The numbers on the dashboard have risen slightly for a short period until our programmer finishes making some modifications for customers who were a no contact on initial orientation or are returning from a sanction. After the modification is completed, all customers who are marked as eligible after having been ineligible will move to the "Referral Pending - Appointment has not been Scheduled" until such time as you schedule a new appointment for that customer.
 - Until then, when customers are marked as "Eligible" they will move back to the row in the Enrolled dashboard that represents the last 2151 or 2151A that had been uploaded:
 - Referral Pending - No Contact from Customer / Recommend Conciliation - was 34 now 128
 - DHS Review - Recommend Sanction - was 28 now 67
 - Once you have scheduled these customers for a new appointment, they will move to the dashboard line "Referral Pending - Scheduled Appointment".