

DHS Technical Assistance Webinar 12-01-2017

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 by office from the Dashboard as of 11-30-2017 7:30 P.M.

	No Show CBO Intake	Referral Pending Not Scheduled	Referral Rejected	No Longer Appropriate	Recommend Sanction
Calumet Park	6				10
Englewood	5	1	1		2
Humboldt Park	2	6	4		
Lower North	3	1	1		6
Mid-South					5
Northern	3	3	3		
Northwest	6	3	1		2
Roseland	1	1			6
South Loop	2	1			1
South Suburban	1				6
Southeast	5	2	2		4
Special Units					
Uptown	5	3	2		1
West Suburban	8	6	4		6
Western	5			1	4
Woodlawn	3				
Reg 2					
Rockford	2		2		
Freeport					
Reg 3					
Bloomington					
Peoria					
Reg 4					
Beardstown					
Decatur					
Quincy			1		
Reg 5					
Benton					
Centralia	2				
Chester					
E. St. Louis	5	4	2		9
Marion	1		1		

Mt. Vernon	1				
Murphysboro	1				

- **Re-engagement Customers**
 - A new option has been added to the Eligibility Status Bar on the Progress Page. This option will only be seen if the customer has been marked as SNAP ineligible for over 10-days. This option will notify the system that the customer is being re-engaged; all old actions and documentation should not be used to move the customer through the Dashboard.
 - Customer is SNAP eligible and being re-engaged.
 - This option will move the customer to “Appointment Needs Scheduled” row, un-exit the customer if they have been exited, unenroll the customer if they have been enrolled, and prevent old documentation from moving the customer through the Dashboard.
- **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 Dee, Olivia, Deidre, Erica, or Areli with the customer’s other participant ID number, name of CBO in which they should be moved with, and the name of the training program in which they would like to participate in with the new 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>
- **Online EPIC System Updates**
 - Super Admin Users can now change the DHS and CBO office to which the customer is assigned. If you need to change a customer’s DHS or CBO office, you can reach out to:
 - Dee Reinhardt
 - Olivia G. Miller
 - Deidre Wesley
 - Erica Hubbard
 - Areli Varela-Coleman
 - Contact information for these individuals can be found on the Restricted Resources Page.