DHS Technical Assistance Webinar 02-9-2018

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 dashboard as of 2-9-18 6:30AM

	Ref Pend – Appt NOT Sched	NO Show CBO Intake	Referral Rejected Requires Action	No Longer Appropriate	Recommend Sanction
Calumet Park	16				3
Englewood	6	1			1
Humboldt Park	13			1	1
Lower North	13	1			
Mid South	10				3
Northern	0	1			
Northwest	17				2
Roseland	10				1
South Loop	2				
South Suburban	6				1
Southeast	10	2			3
Special Units	1				
Uptown	13	2	618339		
West Suburban	8	5			2
Western	2	8			
Woodlawn	6				
Reg 2					
Rockford	21	5			
Freeport	1				
Reg 3					
Bloomington	4				
Peoria	2				
Reg 4					
Beardstown					
Decatur	2				
Quincy	4	2			
Reg 5					
Benton	1				
Centralia	2				
Chester					
E. St. Louis	1	13			2
Marion	1				
Mt. Vernon	1				

Murphysboro	5	3			
			25		

- **Re-engaging EPIC Customers**
  - Update the Eligibility Status Bar on the Progress page to identify customers who will be re-engaged. 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 the "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.
  - During the process of re-engaging EPIC customers, there are several items that need to be followed:
    - Customer must return to DHS office for a meeting.
    - Customer must be marked in EPIC on the Progress page as "Customer is SNAP eligible and being re-engaged."
    - If the customer is returning to an EPIC CBO, schedule a new Intake Appointment on the Progress page > Initial CBO Appointment - 2151 Upload.

  - Do not send customers to a CBO for re-engagement without scheduling the new Intake Appointment in EPIC.

  - If you are marking a customer as "Customer is SNAP eligible and being re-engaged" before they are at the DHS office for their appointment, please add a Case Note as to when that DHS appointment is scheduled so that EPIC Admin, the CBO and DHS case workers are aware of what is happening with the customer.

- **Scheduling**
  - When scheduling a customer to return back to their CBO the scheduling tool must be used.
    - The scheduling tool ensures the customer is being scheduled at a time the CBO will be available to meet with them. It also notifies the CBO that they will have a customer coming back to meet with them so the CBO can be aware of the appointment.
  - Instructions for using the scheduling tool can be found here: https://www.illinoisworknet.com/partners/EPIC/Documents/Rescheduling%20Customer%20for%20Re-engagement.pdf

- **EPIC Training Programs**
  - Programs will be phased out during the next four months, programs will be grayed out if they can no longer available to assig customer to.