

EPIC DHS Weekly Webinar 9/23/2016

Review what happens if customer misses orientation - mandatory areas results

EPIC – On the Intake Activates mark “customer as not attended orientation” (default if no application) and check the radio button that says “conciliation process has started”.

DHS - complete 2846g and send to customer. On section 1.3 ‘Scheduled for follow up appointment’ invite the customer to a day when an orientation is taking place.

If customer misses conciliation appointment, sanction process begins.

Wording on initial 1721 should indicate *"You are a mandatory participant and required to attend this appointment for engagement in a work and training activity."*

Intake Dashboard

Dee, Deidre, Areli, and Lisa will be reaching out to any DHS location that has customers who need moved into a different area of the Dashboard.

Intake Activities

Covers the different areas you can check on the intake activates and different scenarios for each.

Exempt Status

An exempt status has been added to the status section on the Progress Page. If you have an EPIC customer become exempt you will update their status on the Progress Page.

Testing Targeted Messaging Results

We will be sending messages to DHS primary contact and to DHS back up contacts only to help prevent all staff from receiving notifications from customers.

Updates

For each pod, we will give the option to have a feeder office selection as well. This way we can track where the customers are originating from.

Waiver message potential participants

Need to prepare our customers for the potential that the waiver may be eliminated.

"Effective January 1, 2017, ABAWDs between 18 and 49 years old may only be eligible to receive SNAP benefits for three (3) months within a 36 month period---known as Time Limit--- if they are not engaged in an activity/component. If the State of Illinois doesn't receive a waiver from the "Time Limit," this will become official policy."

CBO Introductions

Shirlonda Brooks from SER & Judith Ball from A Safe Haven were on the call to talk about their program and answer questions from DHS.