

# EPIC - IFSEA 2025

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Christine Towles, HFS



**Child Support  
Services**

Illinois Department of  
Healthcare and Family Services



# Agenda

**Introduction**

**EPIC Highlights**

**EPIC Training**

**What's Next**

# Introduction





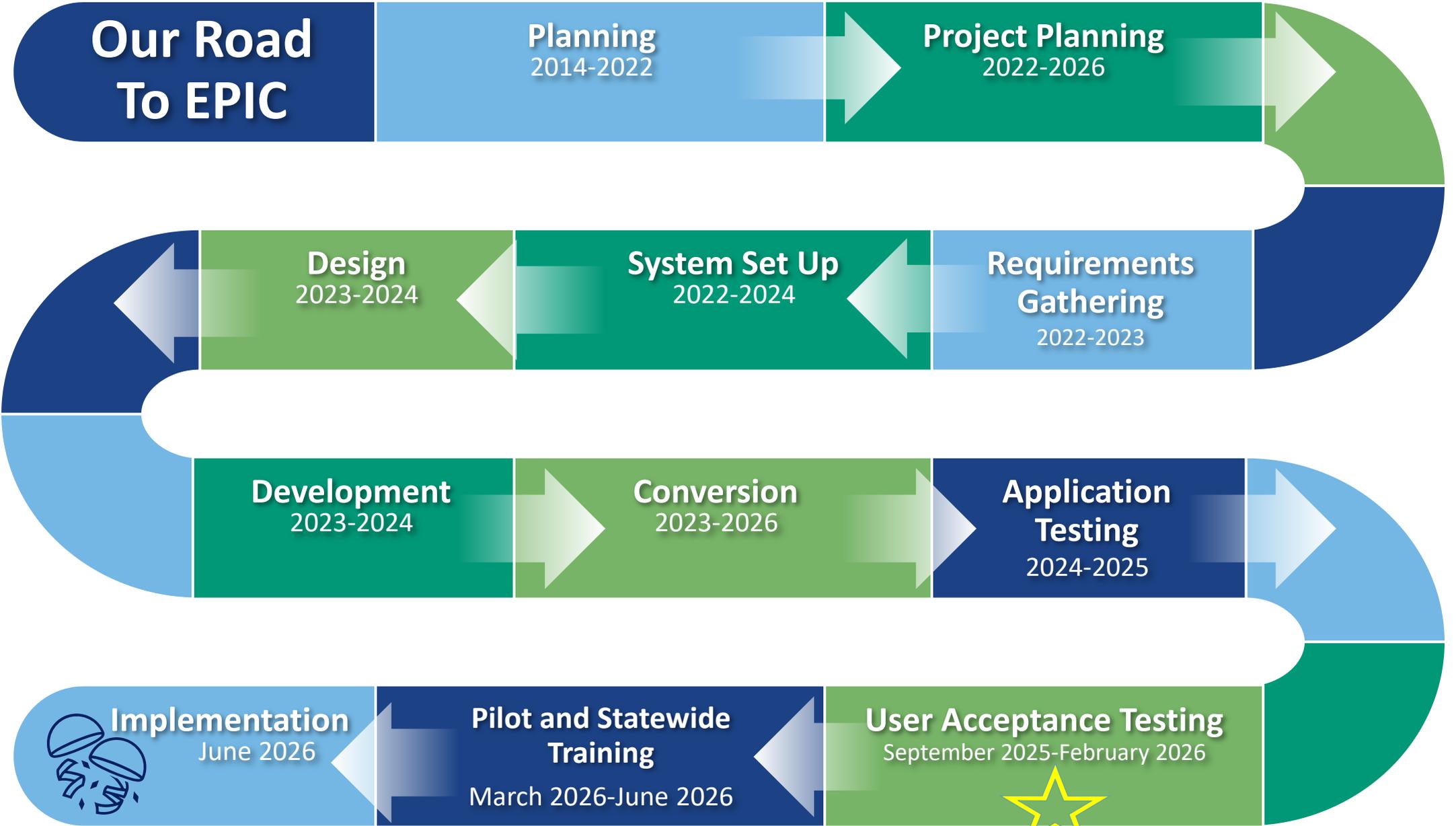
# Meet our Speakers

- Debbie Packard, HFS
- Christine Towles, HFS
- Caitlin Zablottney, Deloitte
- Dev Tendulkar, Deloitte



# Powering Our Future Through System Modernization

- KIDS has become antiquated and does not have the tools we need to power CSS where we need to go in the future
- The new EPIC system has the technology to provide better, faster, and more efficient service needed for our next steps



  
**\*You Are Here\***

# EPIC Highlights



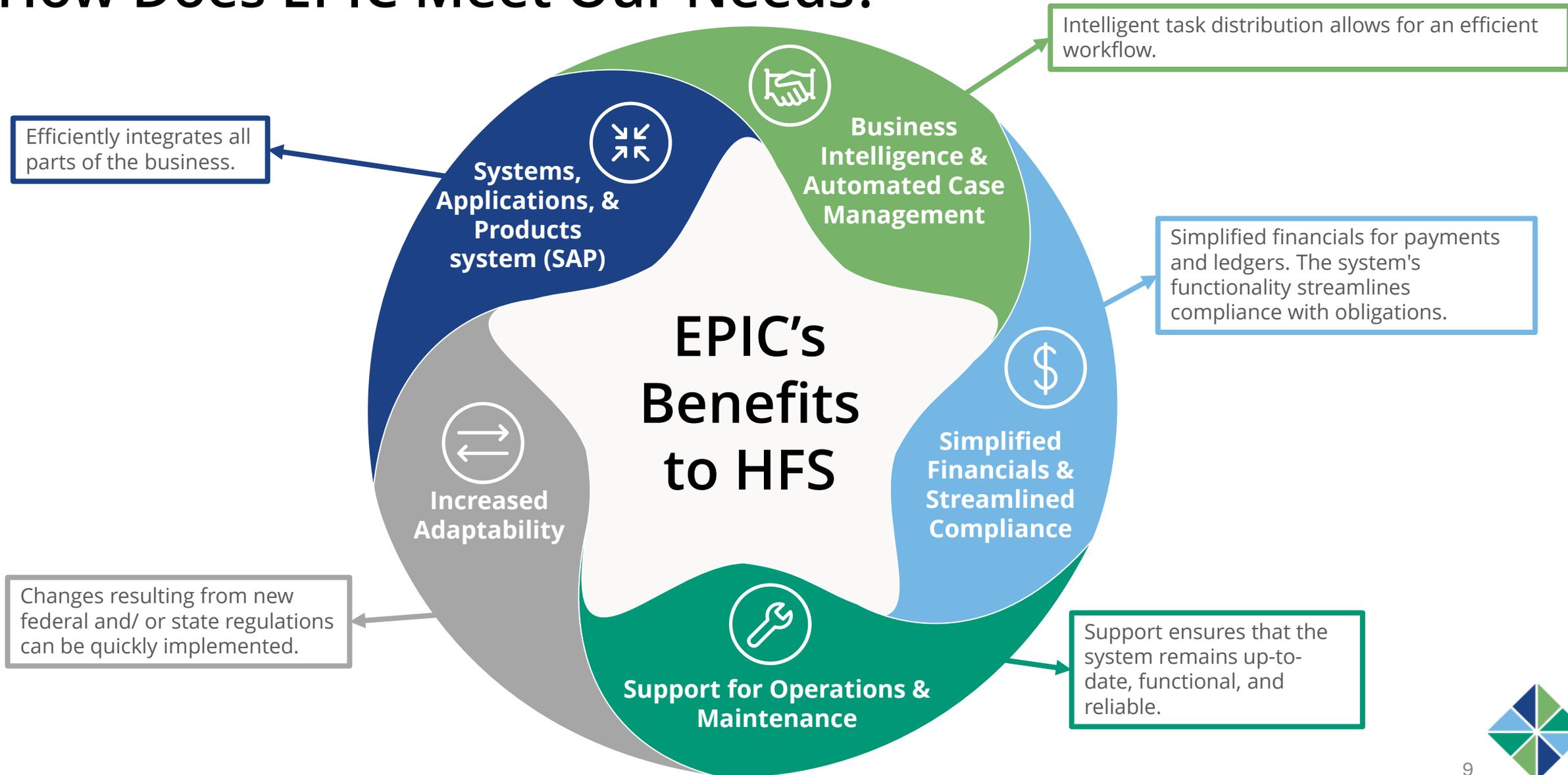
# What is EPIC?



- To keep up with the evolving demands of Child Support Services, we are moving to the **Enforcement and Paternity for Illinois Children System (EPIC)** system.
- It is a **modernized application** that provides EPIC users and other stakeholders with a comprehensive improved system.
- It is a system that Illinois is accepting as a **transfer from Florida**, and the technology platform has been updated to meet our needs.



# How Does EPIC Meet Our Needs?





# EPIC System Highlights

- Case Initiation
- Document Management Process
- Automated Case Management
- Compliance Remedy Selection
- Simplified Financials
- Customer Service
- Business Intelligence

# First...Let's Talk Language

## Business Partners (BP)

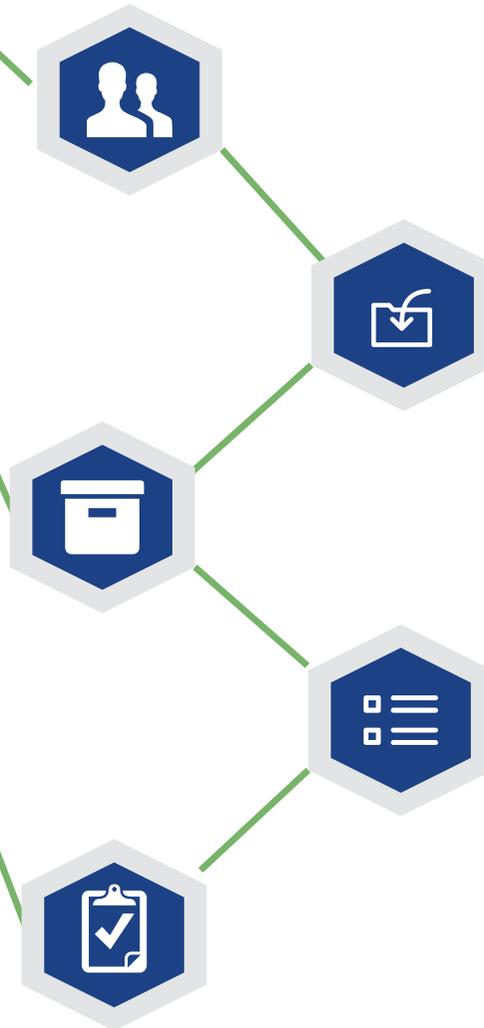
**Business partners (BP)** are any person or entity associated with a case (ex: CP, NCP, dependent, private attorneys, other Jurisdiction, court, employer, etc.) Each **BP** is assigned a **BP ID number**.

## Case

A **case** must include at least three **business partners** (CP, NCP, and dependent at minimum). EPIC auto-generates a **case number** when CP, NCP, and dependent are identified within a case.

## Tasks

Some **activities** trigger a **task(s)**. **Tasks** are work that must be completed by workers by a due date.



## Service Request (SR)

A **service request** is generated when a request for child support services is received via an interface or a submitted enrollment form. Upon review of the **service request**, a new **case** will be created when necessary.

## Activities

During the lifecycle of the **case**, various **activities** are completed. An **activity** is a series of steps that are required to manage a case, establish support, enforce an obligation, manage a dispute, or perform assist transactions.



# How is Terminology Changing?

The work you do will stay the same, but some terms are changing.



KIDS	EPIC
Participants/Members	Business Partner (BP)
Recipient ID Number/RIN	BP Number or BP ID
Processes	Activity
Work List	Task
Court Order/Docket (with financial terms)	Service Contract/Docket



# Your Home Page Features

Saved Searches Bar

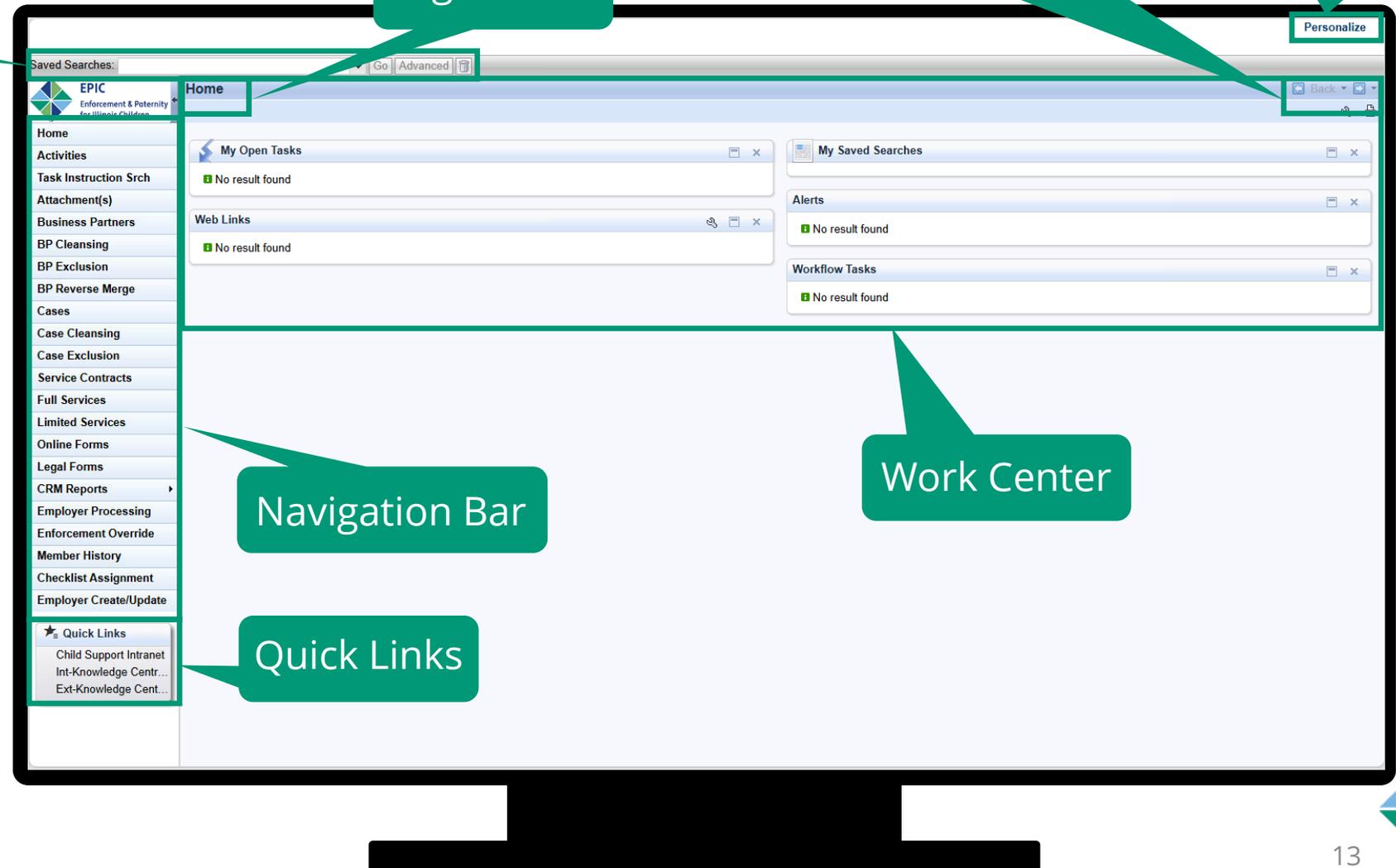
Page Name

Back and Forward Buttons

Personalize

The **Home** page is comprised of various sections including:

- **Work Center**
- **Page Name**
- **Navigation Bar**
- **Quick Links**
- **Back and Forward** buttons
- **Saved Searches Bar**
- **Personalize** button



Navigation Bar

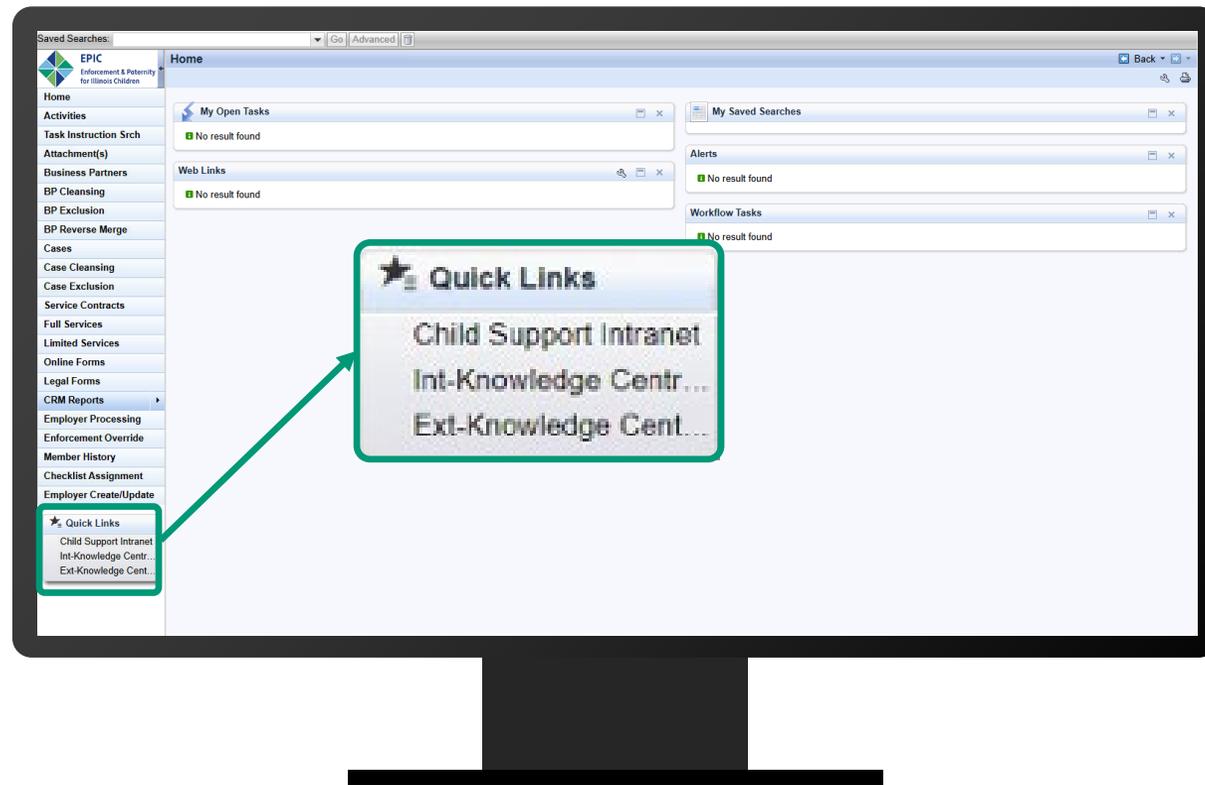
Quick Links

Work Center



# EPIC Quick Links Details

For additional support, select from the **Quick Links** options to navigate to additional resources.



Selecting a **Quick Link** opens a separate window outside EPIC.

Some **Quick Links** you will have access to:

- SDU
- Comptroller
- SOS
- CSS InfoNet
- Knowledge Central
- Cook County Circuit Clerk
- [www.childsupport.illinois.gov](http://www.childsupport.illinois.gov)
- IES
- PASDX
- Wage verification (AWVS)
- Call Center Scripts
- OCS State Services Portal (SSP/QUICK)

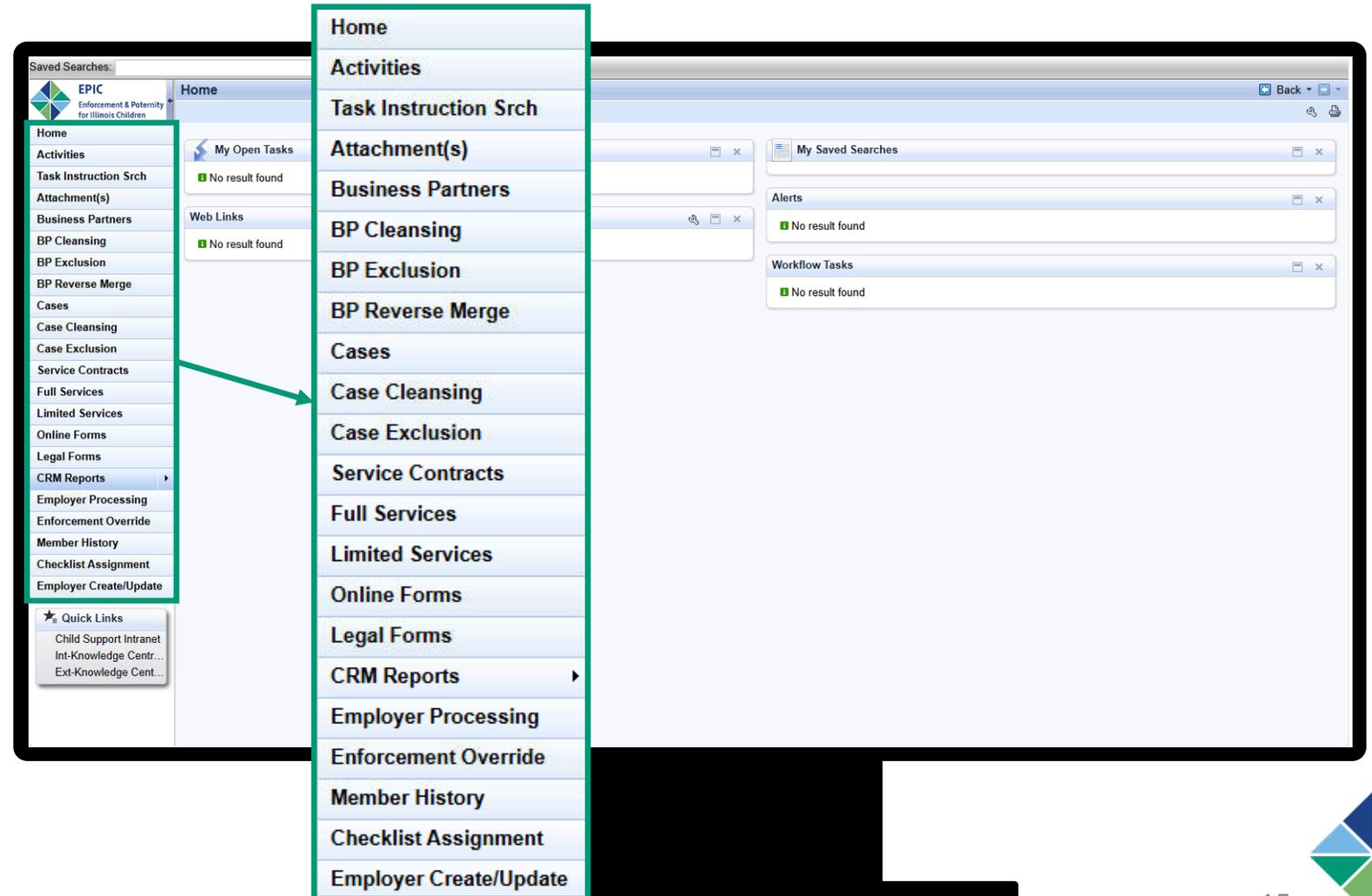


# Your Navigation Bar

The **Navigation Bar** consists of options that provide access to **Work Centers** to perform specific activities.

The options you can access in your **Navigation Bar** are role dependent.

Making a selection from the **Navigation Bar** navigates you to the **Work Center** for that specific page.



# What Are Activities and Activity Logs?

An **activity** is any action taken within a case.

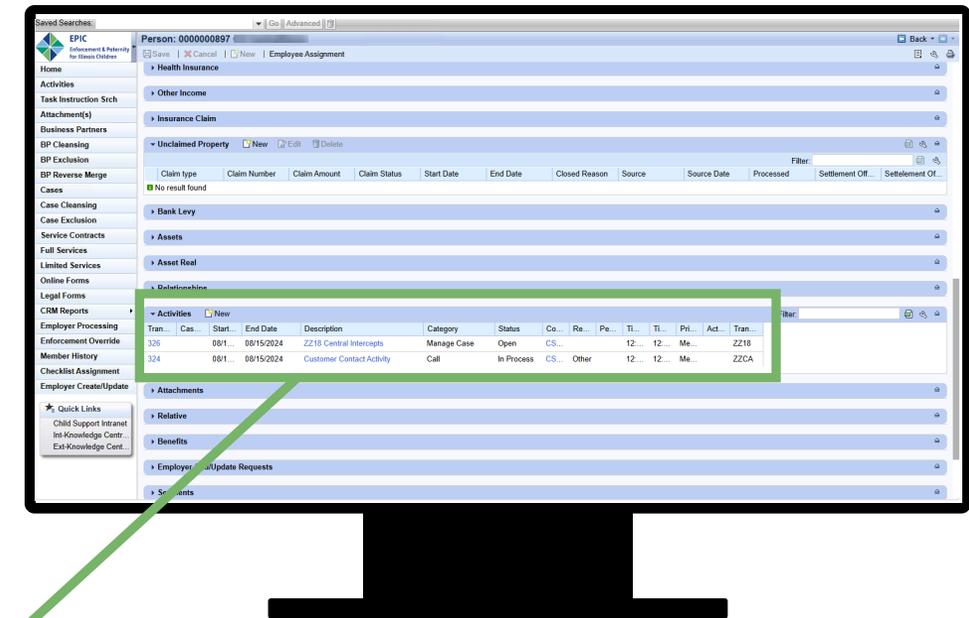
**Activities** include a series of steps that are required to manage a case, establish support, enforce a remedy, manage a dispute, and perform assist transactions.

**Customer Contact** is an example of an **activity**.

**Activities** may be automatically generated by the system or manually by an authorized user.

The **Activity Log** assignment block on a case or business partner page displays a history of activities completed on the case.

**Activities** that require caseworker intervention are sent to a designated workgroup as **Tasks**.



Tran...	Cas...	Start...	End Date	Description	Category	Status	Co...	Re...	Pe...	Ti...	Ti...	Pri...	Act...	Tran...
326		08/1...	08/15/2024	ZZ18 Central Intercepts	Manage Case	Open	CS...			12:...	12:...	Me...		ZZ18
324		08/1...	08/15/2024	Customer Contact Activity	Call	In Process	CS...	Other		12:...	12:...	Me...		ZZCA





# What Are Tasks?

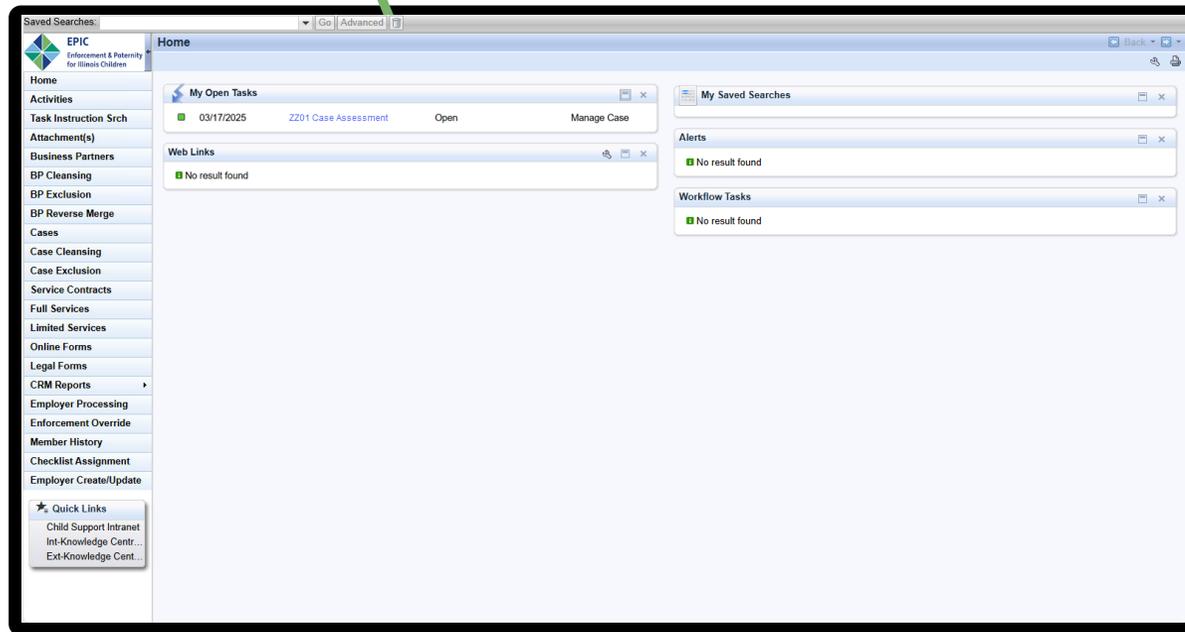
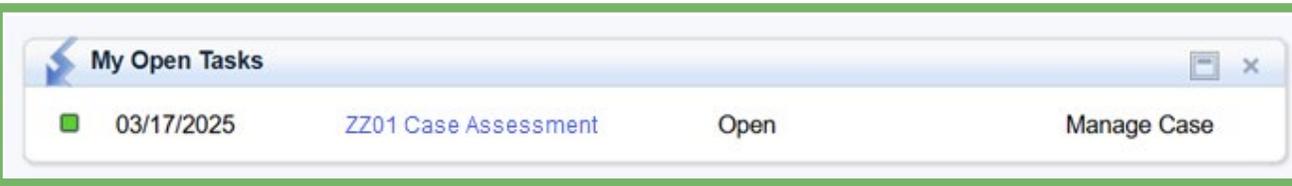
**Tasks** are work completed by EPIC Users

**Tasks** are work assigned to a worker where they must perform certain steps. **Tasks** are assigned a priority and a due date based on security role. An example of a **task** generated from the **Customer Contact activity** is **Case Assessment**.

- **How do I create a task?** Tasks can be created manually or automatically as part of a workflow.
- **How are tasks assigned?** Tasks can be assigned to specific workers or workgroup and reassigned by supervisors when necessary.
- **How are tasks tracked?** The status of tasks (Open, In Process, Escalated, Closed) are monitored by supervisors to ensure timely completion.
- **How am I notified about tasks?** Workers can receive notifications about new tasks or updates to existing tasks in **My Tasks** on the EPIC **Home** page.

# Where Can I Find My Tasks?

Outstanding tasks are in the **My Open Tasks** section of the **Home** page.



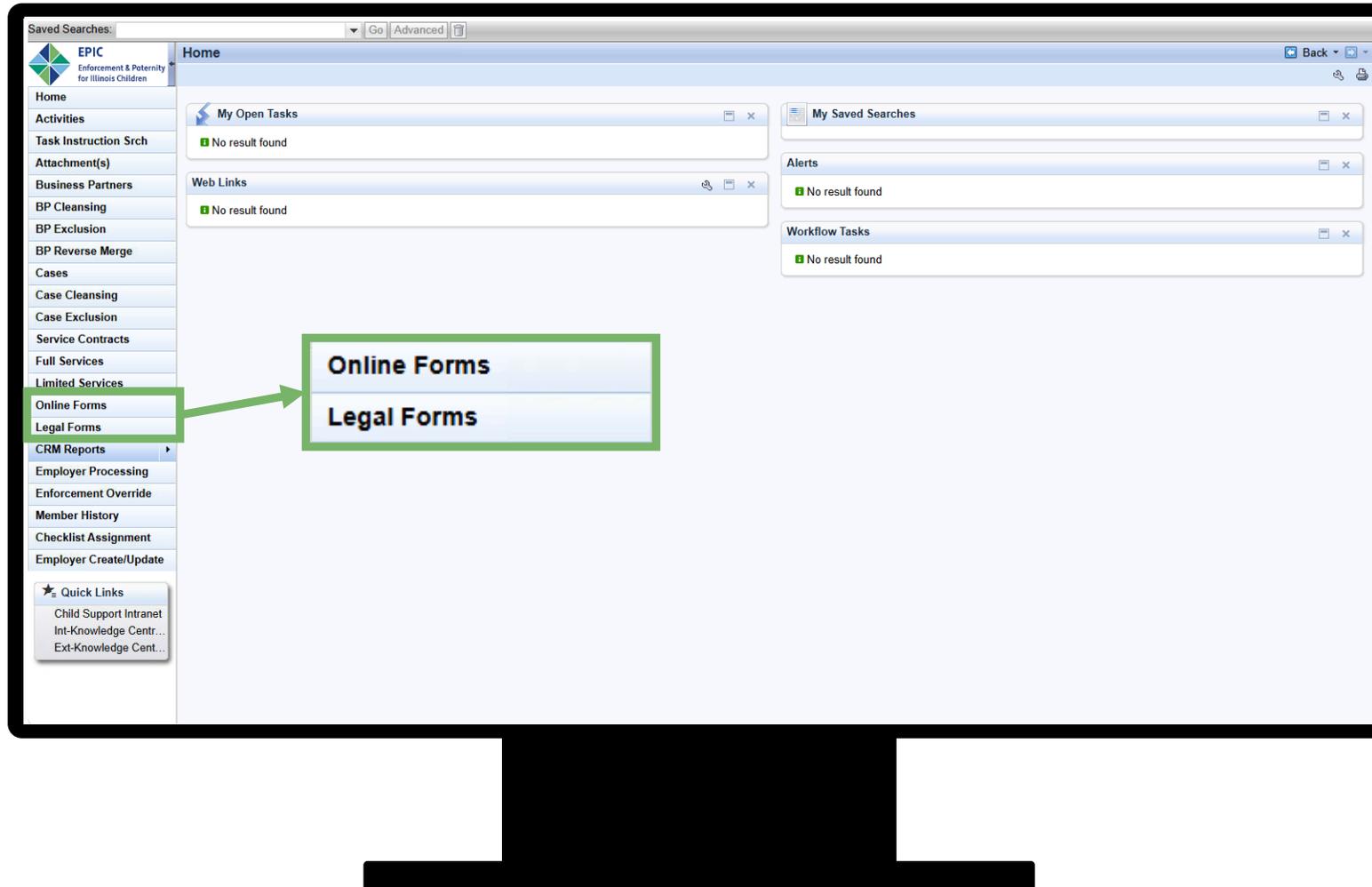
- Each assigned **Task** shows the Date Assigned, Task Description, Task Status, and Task Category.
- When you select a specific task, you are navigated to the case where you can complete it.
- The status of the task appears as **Open, In Process, Escalated, or Closed**.
- Once you complete a task, it automatically appears as closed and is removed from **My Open Tasks** and/or generates a new task based on the action just taken.

**Note:** EPIC users with ECC access will access all tasks using the CRM EPIC Home page as shown, even if the task will be completed in ECC.



# What Forms Can I Access and Where Are They?

**Forms** are used to gain case information to move a case through its lifecycle.



Select either **Online Forms** or **Legal Forms** from the **Navigation Bar**.

**Legal Forms** that were a part of PEGASUS are now incorporated within EPIC.



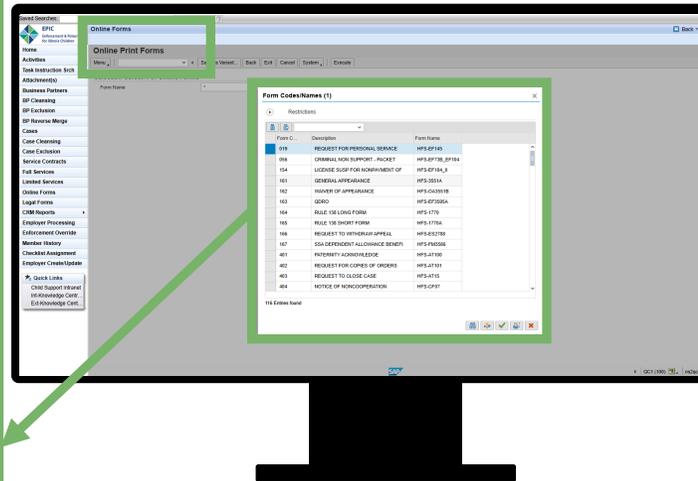
# What Online Forms Can I Access?

Selecting the **Online Forms** from the **Navigation Bar** directs you to the **Online Print Forms** page.

**Form Codes/Names (1)**

Form Code	Description	Form Name
019	REQUEST FOR PERSONAL SERVICE	HFS-EF145
056	CRIMINAL NON SUPPORT - PACKET	HFS-EF73B_EF104
154	LICENSE SUSP FOR NONPAYMENT OF	HFS-EF184_0
161	GENERAL APPEARANCE	HFS-3551A
162	WAIVER OF APPEARANCE	HFS-OA3551B
163	QDRO	HFS-EF3595A
164	RULE 138 LONG FORM	HFS-1770
165	RULE 138 SHORT FORM	HFS-1770A
166	REQUEST TO WITHDRAW APPEAL	HFS-ES2788
167	SSA DEPENDENT ALLOWANCE BENEFI	HFS-FM3586
401	PATERNITY ACKNOWLEDGE	HFS-AT100
402	REQUEST FOR COPIES OF ORDERS	HFS-AT101
403	REQUEST TO CLOSE CASE	HFS-AT15
404	NOTICE OF NONCOOPERATION	HFS-CF07

116 Entries found



All available forms show the **Form Number, Name, and Form Code**.

- 1 To search, type the Form Code, Form Name, or a keyword from the description in the **Search** field.
- 2 If you entered a Form Name or Code, press the **binoculars** icon.
- 3 If you entered a keyword, press the **binoculars +** icon. Press the same icon to go to the next matching entry.

Double click your desired form to access it.

- 4 The drop down arrow shows previous searches.



# What Legal Forms Can I Access?

Selecting **Legal Forms** from the **Navigation Bar** directs you to the **Legal Forms** page.

The screenshot shows the EPIC (Enforcement & Paternity for Illinois Children) system interface. The navigation bar on the left includes options like Home, Activities, Task Instruction Srch, Attachment(s), Business Partners, BP Cleansing, BP Exclusion, BP Reverse Merge, Cases, Case Cleansing, Case Exclusion, Service Contracts, Full Services, Limited Services, Online Forms, Legal Forms (highlighted), CRM Reports, Employer Processing, Enforcement Override, Member History, Checklist Assignment, and Employer Create/Update. The main content area is titled 'Legal Forms' and features a 'Legal Data' section. A dropdown menu for 'Bundle ID' is open, showing a list of form codes such as L02B\_ESTABLISH PARENTAGE INCOME UIFSA, L03B\_ESTABLISH SUPPORT INCOME UIFSA, L05A\_ESTABLISH SUPPORT, L05B\_ESTABLISH SUPPORT, L06B\_REGISTER FOREIGN ORDER, L10A\_INTERVENE, L10B\_INTERVENE, L13A\_ESTABLISH PARENTAGE, L13B\_ESTABLISH PARENTAGE, L15A\_SET CHILD SUPPORT, L15B\_SET CHILD SUPPORT, L17A\_MODIFY SUPPORT, L17B\_MODIFY SUPPORT, L18A\_DETERMINE ARREARAGE, L18B\_DETERMINE ARREARAGE, L21A\_SET SUPPORT IN A DOLLAR AMOUNT, L21B\_SET SUPPORT IN A DOLLAR AMOUNT, L23A\_ENFORCE ADMINISTRATIVE SUPPORT, and L23B\_ENFORCE ADMINISTRATIVE SUPPORT. The 'Execute' and 'Print' buttons are highlighted with a green box. A green circle with the number '1' is in the top right corner, and another green circle with the number '2' is in the top left corner of the main content area.

**1** To locate the desired form, make a selection in the **Bundle ID** drop down and enter the **Activity ID**. You can also enter information for:

- **Case ID**
- **Docket Number**
- **FIPS Number**
- **Form ID**

**2** Then select either **Execute** or **Print**.

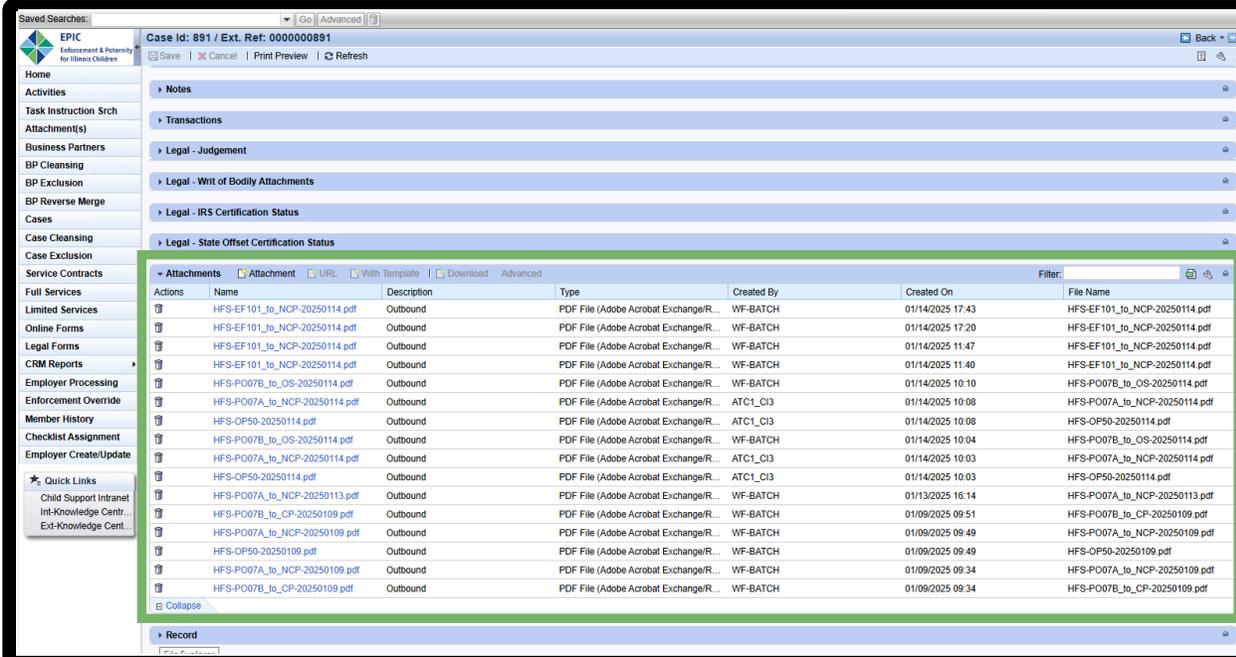
**Note:** You can view PDF versions of forms that are generated within EPIC; no need to go outside of the system!



# How is Electronic Documentation Used?

PDF versions of documents generated within EPIC are available in real time within the associated activity, case, or BP.

- Documents are generated within EPIC either by batch jobs in the system or individually by a Child Support worker. These documents contains a barcode for tracking and can be viewed by a user if they have the proper security role to view it.
- When a document is sent, the system knows if the document is expected to be returned.
- Upon return of documents, they are all scanned and will be found as a PDF in the **Attachments Assignment Block** in the case/activity/BP.
- Dependent upon the form there is logic that will cause the case to be evaluated for the next appropriate action.



The screenshot displays the EPIC system interface for Case ID: 891 / Ext. Ref: 000000891. The left sidebar shows navigation options like Home, Activities, and Attachments. The main content area shows a list of attachments under the 'Attachments' tab. The table below is a detailed view of these attachments.

Actions	Name	Description	Type	Created By	Created On	File Name
	HFS-EF101_to_NCP-20250114.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/14/2025 17:43	HFS-EF101_to_NCP-20250114.pdf
	HFS-EF101_to_NCP-20250114.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/14/2025 17:20	HFS-EF101_to_NCP-20250114.pdf
	HFS-EF101_to_NCP-20250114.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/14/2025 11:47	HFS-EF101_to_NCP-20250114.pdf
	HFS-EF101_to_NCP-20250114.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/14/2025 11:40	HFS-EF101_to_NCP-20250114.pdf
	HFS-PO07B_to_OS-20250114.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/14/2025 10:10	HFS-PO07B_to_OS-20250114.pdf
	HFS-PO07A_to_NCP-20250114.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	ATC1_CI3	01/14/2025 10:08	HFS-PO07A_to_NCP-20250114.pdf
	HFS-OP50-20250114.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	ATC1_CI3	01/14/2025 10:08	HFS-OP50-20250114.pdf
	HFS-PO07B_to_OS-20250114.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/14/2025 10:04	HFS-PO07B_to_OS-20250114.pdf
	HFS-PO07A_to_NCP-20250114.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	ATC1_CI3	01/14/2025 10:03	HFS-PO07A_to_NCP-20250114.pdf
	HFS-OP50-20250114.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	ATC1_CI3	01/14/2025 10:03	HFS-OP50-20250114.pdf
	HFS-PO07A_to_NCP-20250113.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/13/2025 16:14	HFS-PO07A_to_NCP-20250113.pdf
	HFS-PO07B_to_CP-20250109.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/09/2025 09:51	HFS-PO07B_to_CP-20250109.pdf
	HFS-PO07A_to_NCP-20250109.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/09/2025 09:49	HFS-PO07A_to_NCP-20250109.pdf
	HFS-OP50-20250109.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/09/2025 09:49	HFS-OP50-20250109.pdf
	HFS-PO07A_to_NCP-20250109.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/09/2025 09:34	HFS-PO07A_to_NCP-20250109.pdf
	HFS-PO07B_to_CP-20250109.pdf	Outbound	PDF File (Adobe Acrobat Exchange/R...	WF-BATCH	01/09/2025 09:34	HFS-PO07B_to_CP-20250109.pdf



# What Reports Can I Access, and Where Are They?

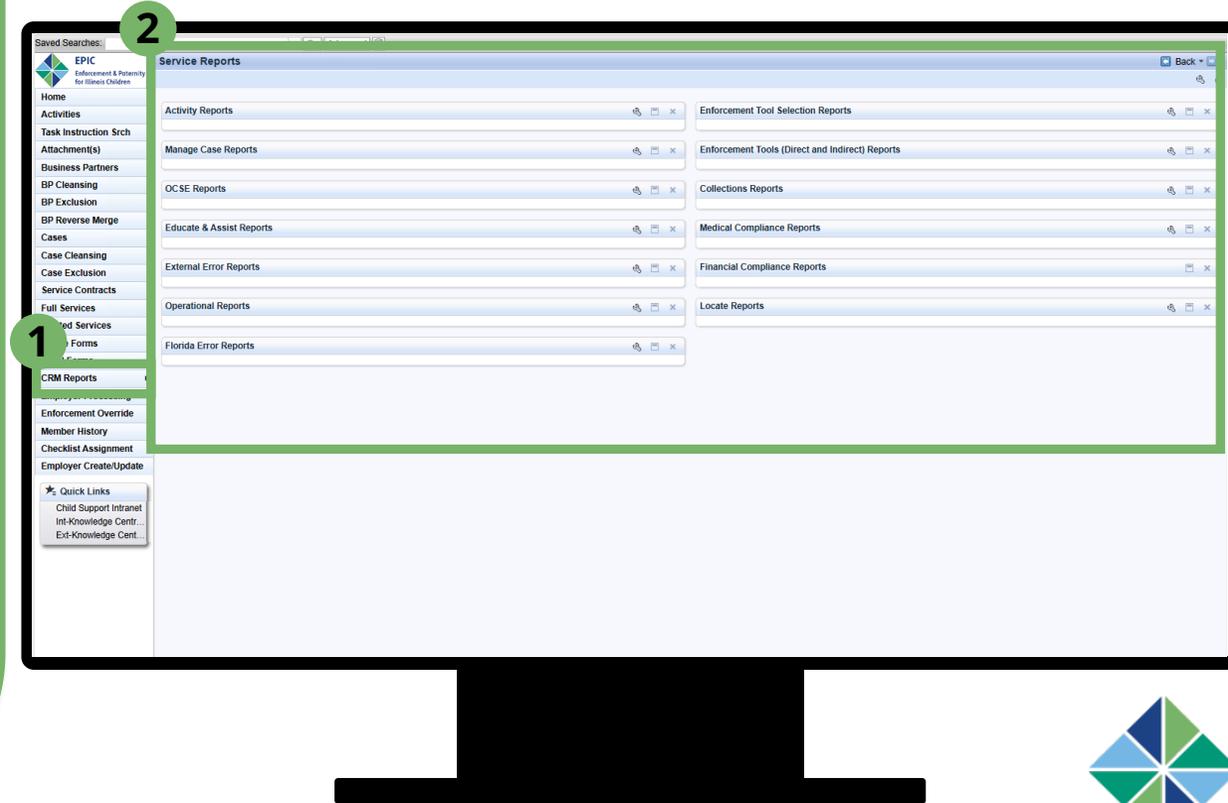
**Reports** provide insights into case statuses, compliance actions, and other relevant metrics.

Online reports aim to create a seamless, electronic case management system that reduces paper waste and enhances accessibility. Access to specific **Reports** is role dependent.

- 1 Select **CRM Reports** from the **Navigation Bar** to open the **Service Reports** page.
- 2 Then select a **type of report** to locate and run the desired report.

Examples of commonly accessed reports include:

- **Appointment Schedule Report:** shows office appointments, court hearings, etc. for the following week
- **Emancipation Report:** lists dependents who will turn 18 in the next 12 months
- **Delinquency Report:** lists cases that are behind on payments.
- **Outstanding Tasks Reports:** available to supervisors to ensure work is completed and re-assign as needed.



# EPIC Training



# Training & Implementation Services (TIS)

---

- Learning Management System
- Child Support Academy





# What is a Learning Management System?

A Learning Management System (LMS) is a software application designed for the administration, documentation, tracking, reporting, and delivery of educational courses, training programs, or learning and development programs.

## Key Features of an LMS

- Course Management
- Tracking and Reporting
- User Management
- Accessibility
- Personalization

Docebo – The Learning Management System (LMS) Software HFS procured

Child Support Academy – The Name Selected for our Internal LMS Site



**EPIC**

Enforcement & Paternity  
for Illinois Children

# Accessing Child Support Academy



**HFS**

Illinois Department of  
Healthcare and Family Services

[HFS Home](#)

[Illinois.gov](#)

[JB Pritzker, Governor](#)

[Elizabeth M. Whitehorn, Director](#)

Search this site

[CSS HOME](#)

[UNITS](#)

[POLICY](#)

[KIDS](#)

[PERFORMANCE](#)

[DIRECTORY](#)

[EPIC](#)

EPIC Home

EPIC Guiding Principles

The Gazette & Headlines



## Child Support Services



# EPIC

Enforcement & Paternity  
for Illinois Children

## EPIC

HFS Portal Home > Divisions > Child Support > EPIC



# EPIC

Enforcement & Paternity  
for Illinois Children

Knowledge Central

or

Child Support Academy

Videos

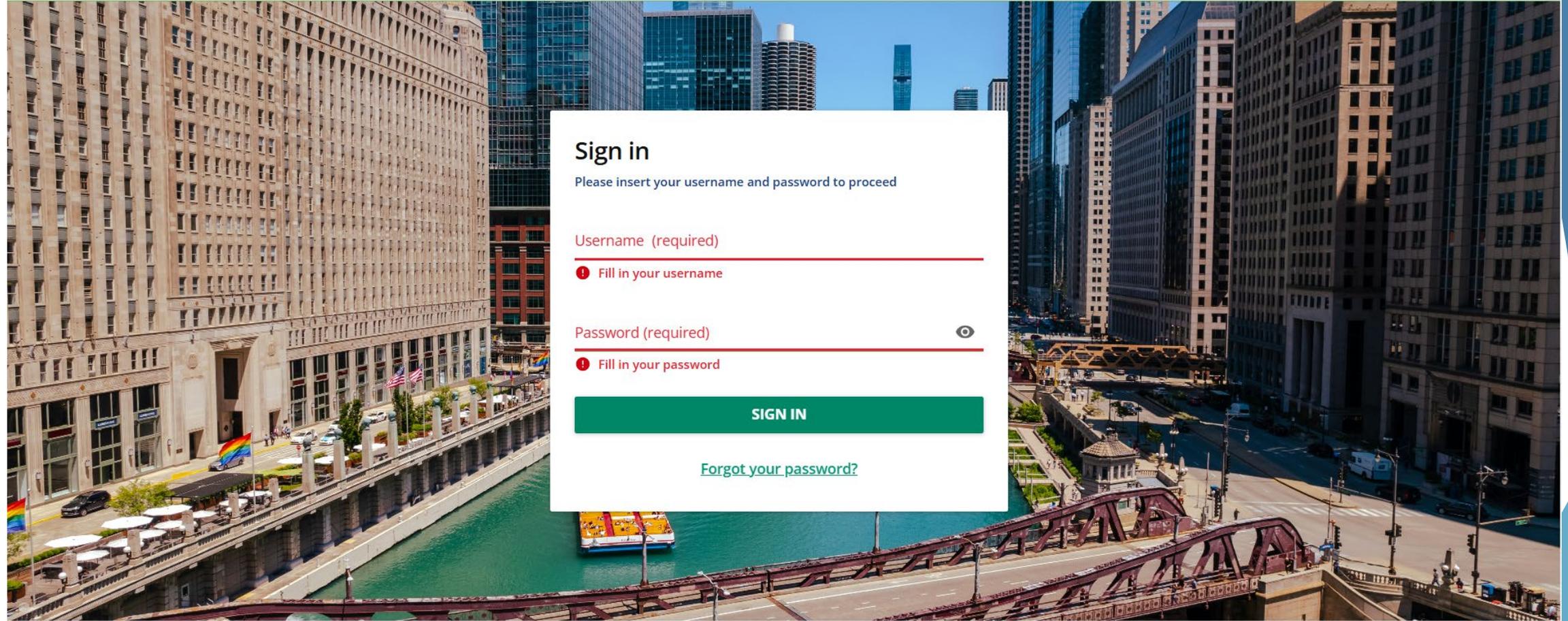


# EPIC

## Enforcement & Paternity for Illinois Children



ENGLISH ▾



### Sign in

Please insert your username and password to proceed

Username (required)

! Fill in your username

Password (required)

! Fill in your password

SIGN IN

[Forgot your password?](#)

[Web Accessibility Missing & Exploited Children](#) [Amber Alerts](#) [Illinois Privacy Info](#)

[Governor JB Pritzker](#) © 2024 State of Illinois



EPIC

Enforcement & Paternity  
for Illinois Children



Search content in the platform



Dashboard

### Welcome to Child Support Academy

**Dashboard**

**Child Support Services**  
Illinois Department of  
Healthcare and Family Services

### Your enrolled training courses

1 Item

**Completed**

EPIC Overview Webinar Course  
Introduction  
Introduction to an EPIC Learning Strategy

EPIC 101 Overview Webinar

Calendar navigation controls:

- Grid icon
- Download icon

September

Today

Sep 2025

S	M	T	W	T	F	S
31	1	2	3	4	5	6



# EPIC

Enforcement & Paternity  
for Illinois Children

## Your enrolled training courses

1 Item

10/22/2025

SESSION INFORMATION    EVENTS    SYLLABUS    INSTRUCTORS    REPOSITORY

### Session information

Event 1   
 Attendance Full online   
 Video conference tool Custom tool   
 Duration 1h 30m

### Session events

1 ended events | 0 scheduled events

OLDEST TO NEWEST    AGENDA

2025  Show ended events

Wed 03 Sep

**Ended**

9/3 Session

🕒 09/3/2025, 10:30 am - 12:00 pm (GMT -05:00) America/Chicago

Online | Custom tool | 1h 30m

[ADD RECORDING](#)

### Course syllabus

1 Lesson | 2h 30m

EPIC Overview Webinar Course Evaluation

Survey

### Session instructors

4 of 20 instructors

Caitlin Zabloutney Email   
 Celeste Kannall Email   
 Celeste Kannall Email   
 Deb Packard Email

[View all](#)

### Repository

Search all folders...

IL TIS EPIC Overview Webinar Learner Guide

1 - 1 of 1

Completion status

**Course completed**

Completed on: 09/3/2025 12:05:53 pm

1 of 1 lessons completed

[RETAKE THE COURSE](#)

My sessions

2 sessions

LEARNER    INSTRUCTOR

Show ended sessions

9/3 Session

09/3/2025, 10:30 am - 12:00 pm (GMT -05:00) America/Chicago

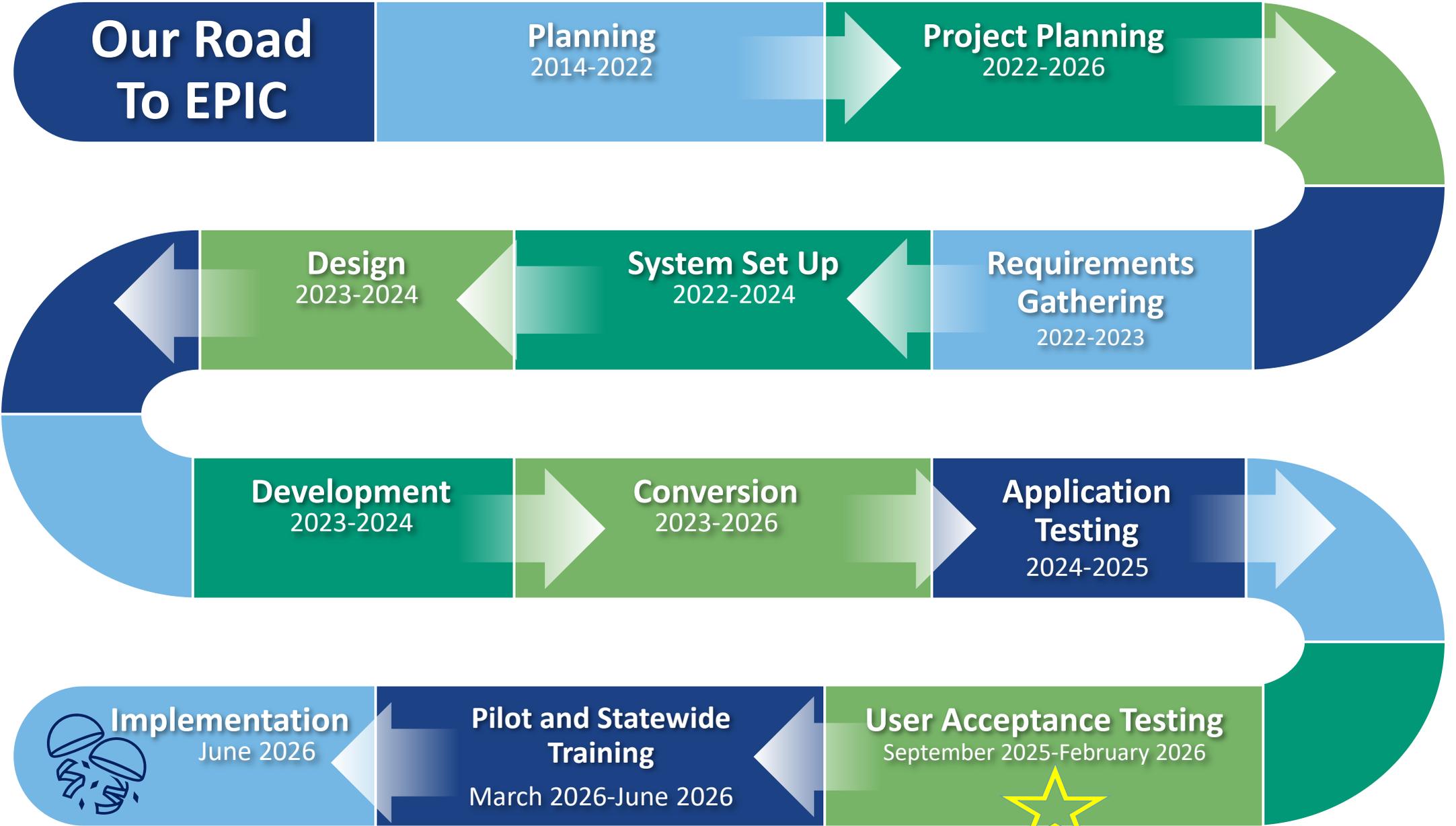
1 event | Full online | Custom tool | 1h 30m

Course upcoming events

No upcoming events

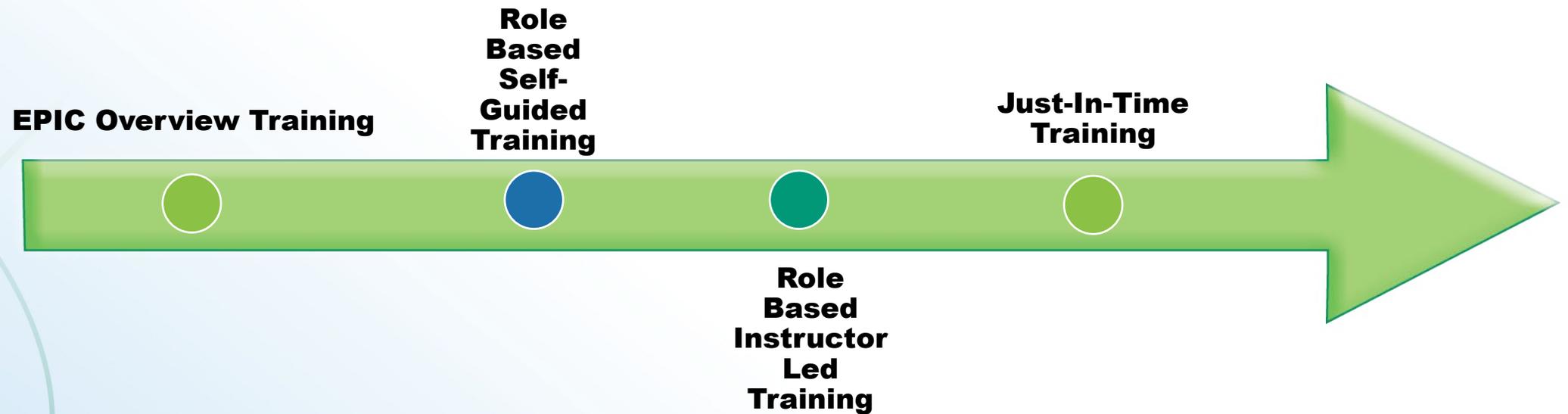
**What's Next?**





  
**\*You Are Here\***

# Statewide Training





# Questions?

Email Address: [HFS.DCSSTeamEPIC@illinois.gov](mailto:HFS.DCSSTeamEPIC@illinois.gov)