

Scenario	CBO Action	DHS Action	EPIC Partner Tools	Customer Action
<p><b>The EPIC customer states during their initial CBO appointment they have ill/disabled family members that live in another state. They have to care for family members, which is their higher priority, 1-3 weeks every few months. They would, however, like to participate in the program. How could customer complete a training program and/or sustain employment?</b></p>	<p>Place in a short term training program.</p> <p>Work with a temporary agency to find employment that can work around the family commitment times.</p> <p>Option - Place in Employment Services Only</p>	<p>Follow standard IDHS procedures</p>	<p>Illinois workNet Resource - The workplace essential skills program in Employment 101 focusing on Attendance and Work Ethic</p> <p>CBO - Enroll in a Training/Employment Only Services program using the Progress Page.</p>	<p>ABAWD - Complete a minimum of 80 hours/month as part of the training program requirements.</p> <p>Voluntary/Exempt - Complete training program requirements.</p>
<p><b>The EPIC customer states during their initial CBO appointment they have domestic/mental/emotional issues; however, would like to participate in the training program.</b></p>	<p>They can participate in training.</p> <p>If they are not currently receiving services for this barrier, the CBO should provide or refer them to services.</p>	<p>If they are currently receiving services, the service should be marked on their 2151 form. These services may/may not be used toward their 80 hour minimum requirement.</p>	<p>The barrier can be noted in a case note.</p>	<p>Customer needs to participate in these services to help manage this barrier.</p>

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<b>If you have a client who comes in but does not score highly enough on the TABE can we re-assign them to a different CBO or are they required to take our Bridge program to hopefully raise scores to the point where they are eligible for our training?</b>	<p>If a customer does not score well on a TABE test, we anticipate that you would enroll the customer in a Bridge program.</p> <ul style="list-style-type: none"> <li>• Use the case note function to notate what the TABE scores are.</li> <li>• Add the additional activities on the customer's I-STEP in the Academic / Technical Skills tab for Recommended Next Steps.</li> </ul>	N/A	CBO - Enroll customer into the training program using the Progress Page.	Customer completes a Bridge program and then training program.
<b>DHS staff refers customer with incorrect profile information in Illinois workNet. How do we rectify?</b>	CBO needs to contact DHS primary contact for the customer.	DHS staff update the IES system with the correct contact information.	<p>Short term - Send updates to <a href="mailto:epis@illinoisworknet.com">epis@illinoisworknet.com</a></p> <p>Long term solution - Illinois workNet will be synced with IES. IES is the primary source for the contact information.</p>	Customer provide correct contact information.
<b>The customer is incarcerated, and cannot complete training.</b>	Document in a case note where and when you heard from the customer. Copy the case note to the DHS contact. Being incarcerated disallows their food stamps.	The customer is incarcerated, and cannot complete training.	Document in a case note where and when you heard from the customer. Copy the case note to the DHS contact. Being in incarcerated disallows their food stamps.	The customer is incarcerated, and cannot complete training.
<b>If the customer opts out,</b>	If that training money has	The customer continues	This will be noted in the	Customer calls the EPIS 800

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<p><b>what proof do CBOs have?</b></p> <p><b>Will documentation be provided by DHS in workNet?</b></p> <p><b>Can a customer return to the program once they've opted out of the study?</b></p>	<p>been obligated prior to opting out of the program, the customer can continue in the training program. The CBO will then get credit for that completion.</p> <p>The customer cannot receive additional EPIC services until 2019.</p> <p>NO additional funds can be spent on the customer after they opt out of the program</p>	<p>business as usual, SNAP E&amp;T services or community only services.</p>	<p>Enrolled Dashboard in the Recommended Course of Action section.</p> <p>When the information is pulled in from the EPIS system, we will automatically add a case note for which you will receive notification.</p>	<p>number (844-288-5645) to leave the study, and their participation ends.</p> <p>Customers are directed in the Informed Consent document to contact their current SNAP E&amp;T or EPIC SNAP E&amp;T service provider to inform you of their decision to leave the study.</p>
<p><b>If changes happen within the customer's household that makes them ineligible for SNAP benefits (ex: Someone gets a job, moves out, ect). What do you do?</b></p>	<p>CBO notates change in household to let the DHS case worker know there has been a change in household.</p> <p>If DHS determines they are ineligible and training money was obligated prior to ineligibility, the customer can continue in the training program. The CBO will then get credit for that completion.</p> <p>NO additional funds can be spent on the customer while ineligible.</p>	<p>DHS is responsible for determining eligibility.</p>	<p>DHS - Marks customer as ineligible on the progress page. This will come from the IES system when available.</p> <p>CBO - It is up to the CBO to determine if the customer should remain enrolled or be exited from the program.</p> <p>Notification - automatic email sent to customer and a case note added in their file</p>	<p>Complete obligated portion of training program.</p>

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	If they are SNAP eligible in the future and there are still openings in the program, the customer can be enrolled back into a program.			
<b>Do we have flexibility to adjust the length and part time hours the customer works if they need additional time? Can a customer retake classes they struggle with?</b>	We want the customers to be successful. If that requires tutoring, additional support, repeat classes, we can consider all options.	N/A	CBO - <ul style="list-style-type: none"> <li>• Note any deficiencies in case notes.</li> <li>• Add additional steps or training in the ISTEP</li> </ul>	Customer complete training program requirements.
<b>Our program is more than 120 hours per month. If someone will not agree to do more than 120 hours in a month, can we extend their time in the program by a week or two so they get the same amount of hours as other customers?</b>	Extend the number of weeks so the customer only completes between 80-120 hours per month.	N/A	CBO - <ul style="list-style-type: none"> <li>• Adjust the ISTEP timeline for that customer.</li> <li>• Note monthly progress on 2151A.</li> <li>• Create a case note to notate the specific reasons why the individual requires the special consideration.</li> </ul>	Customer complete training program requirements.
<b>In the case of WIOA, if a client becomes ill and cannot physically complete training and/or continue to work, can we neutrally exit them with proper documentation from a medical provider?</b>	<p>EPIC does not have a neutral exit. The customer can be exited from the program, but it should be determined on a case-by-case basis.</p> <p>Collect required documentation. For example, you may need a doctor's note stating their restrictions.</p>	DHS will determine if customer is exempt.	<ul style="list-style-type: none"> <li>• Scan in any documentation from the medical provider.</li> <li>• Add case note and notify DHS caseworker.</li> <li>• Complete 2151A at the time of the notification; do not wait for monthly submission.</li> <li>• Adjust Timeline.</li> </ul>	Customer provides necessary documentation.

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			<ul style="list-style-type: none"> <li>If medical condition is severe enough, the customer may need to call to exit the study.</li> </ul>	
<p><b>Can we add additional training programs based on customer interest within the designated industries?</b></p>	<p>Yes, you can add additional training services based on customer interest within the designated industries that align with employer skill needs. These programs may or may not be funded through EPIC (depending on your grant agreement).</p> <p>Co-enrollment with other funding sources is encouraged.</p> <p>Additional activities for a customer may include any career planning activities required to help them obtain and keep a job.</p>	N/A	CBO - Update the ISTEP to include the additional services.	Customer complete training program requirements.
<p><b>If a customer starts the third week of the month and their training will not begin until</b></p>	The 80 hours of required activity per month begin upon completion of initial	N/A	Tools that may be used include Employment 101 on Illinois workNet and the	Customer complete training program requirements.

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<p><b>the following month, what activities can we provide to count towards the required monthly hours?</b></p>	<p>appointment/enrollment.</p> <p>If you are completing the intake in the third week of the month, the hours are prorated at 20 hours per week.</p> <p>If a training class does not begin for a week, the customer can begin any testing associated with your organization, Career Planning Activities, or Personal Development Activities.</p> <p>Another option to consider is community service, other volunteer activities, or work experience.</p>		<p>Resume Building Tool powered by Optimal Resume. CBO - Documents activities in the ISTEP</p>	
<p><b>What do career navigators do with the negative talk from family members and friends?</b></p>	<p>Need to determine best practice and shared with all team members.</p>			