

## ONLINE RESOURCES

You can access the following through the EPIC Partner Guide [www.illinoisworknet.com/epicpartners](http://www.illinoisworknet.com/epicpartners).

- Direct link to the EPIC Partner Tools
- Full List of Resources and Instructions
- Archived Training Webinars and Documents
- Intake Tool Tutorials

## QUESTIONS & ANSWERS

**Question:** How do we request Illinois workNet EPIC accounts?

**Answer:** Go to <http://www.illinoisworknet.com> and select sign-up. Then have the Director of your organization send an email with all of your CBO users and what their role should be (i.e., CBO access) to [epic@illinoisworknet.com](mailto:epic@illinoisworknet.com).

**Question:** Will the Illinois workNet partner accounts be linked? For example, both can access information, and changes to the database, additions, etc. Can these changes be seen by everyone from the organization who has an Illinois workNet account? Are both accounts sharing the same database?

**Answer:**

- Partners are given access to EPIC tools via their Illinois workNet partner account, so it is not a duplicate.
- Customers are given access to EPIC customer tools via their Illinois workNet individual account, so it is not a duplicate. Their information is saved with all of their other Illinois workNet saved information.

**Question:** If we have clients currently assigned to us in our EPIC Tool, should we be reaching out to them at this time? Also, will we get a notification via email when clients are assigned to us?

**Answer:** If you have clients assigned, you need to reach out to them and set an appointment. You will receive a daily summary email notice when customers are assigned to your organization.

**Question:** Do we set the appointments, or is DHS selecting an appointment time?

**Answer:** Initially, the CBO will be setting up the appointment time. When the appointment/progress page tool is available, you will provide appointment slots and the case workers will set the customer's appointments based on your specified availability.

**Question:** Do the clients get their first choice of training programs? It looks like they select three areas.

**Answer:** *SNAP clients are assigned to a training program based on their interest and capacity to be accepted determined on baseline requirements. As long as the person qualifications meet, they should be able to select their first choice.*

**Question:** Will DHS reach out to all No Shows and/or will providers have responsibility to follow-up with No Shows

**Answer:** *The CBO will need to alert DHS if there is a no show for a CBO referral. This is especially important if you are in an area where there are mandatory SNAP E&T participants.*

**Question:** Can agencies complete reverse referrals to the local office? From time to time we do internal assessments and find that we have customers who will qualify for services.

**Answer:** *CBO's can do a reverse referral as long as the person is a SNAP recipient. They have the same 50/50 chance of being assigned as anyone else does.*

**Question:** We received our first referral but I don't believe they're eligible for the selected training program since they do not currently have CNA, but they are qualified for another training program we offer. Can we manually change the training program they are participating in, in workNet?

**Answer:** *Initially, let the Illinois workNet team know who needs to have their training program referral adjusted. Please send the information to [epic@illinoisworknet.com](mailto:epic@illinoisworknet.com). With the release of the Progress page, the CBO will be able to change the training program assignment to another training program offered by the CBO. There will be two other options, the CBO could choose to provide employment services only or request a transfer to another CBO.*

**Question:** Our staff has CBO access but are unable to use all of the functions of the portal that you are discussing today. Please advise how to gain full access to site for our staff.

**Answer:** *The Illinois workNet programmers are currently working on the calendar/schedule tools.*

**Question:** When will we get an executed contract? Our finance department requires them for audits.

**Answer:** *Contracts will be coming out this week, hopefully. If you need a letter of intent before the executed contract is finished send an email to [epic@illinoisworknet.com](mailto:epic@illinoisworknet.com).*