

Agenda

Below is a summary of the CBO webinar. You can watch the full recording of any CBO TA webinar here:

<https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx>

Enrolled Dashboard:

CBOs who have customers in any of the following rows must have them resolved and out of the rows by 2/14/2018:

2151 Past Due

CBO Needs to Upload - Past Due

Completion Status - Completion Documentation Needs Uploaded

DHS Indicated SNAP Ineligible - CBO Action Required

Agency as of 12PM 1-31-18	2151 past due	Enrollment required	2151A past due	Minimal progress	No Progress	Situation Worse	Completion Status	SNAP Ineligible	Packets started/ready/done
A Safe Haven		1		1			1		
Albany Park Community Center	1		1					1	
Asian Human Services					2		2	1	
CARA									
Catholic Charities			1	2					
Central State SER									
CAPS - CG			2	2	2		1		
CAPS – Rose			4	1			2	9	
Homework Hangout									
Inspiration Corporation									
Instituto for Latino Progress									
Jane Addams Resource Corporation							2		
Lessie Bates Davis Neighborhood House		1	1						
Man-Tra-Con Corporation									
National Able Network		1	4		2			3	
North Lawndale Employment Network				1					
OAI, Inc.									
Phalanx Family Services		1							

Rock River Training Corp.,									
Southland Health Care Forum				2				1	
Springfield Urban League					1			2	
Tri-County Urban League				2	3		4	2	
Two Rivers Regional Council		1							

DHS Presentation on Using the IES System

If anyone has any questions regarding the DHS presentation, please send them to Deidre.Wesley@illinois.gov. Please check out the webinar for more information on completing the Security & Privacy Control Questionnaire.

Security & privacy Controls Review

- Margaret Dunne hosted a webinar over IES
- A Security and Privacy Control Questionnaire (SPCQ) must be completed and approved by security office prior to being provided access to the DHS system IES
 - IES works best if using IE 11, some functionality will not work if using other browsers.
- Organizations are required to have security measure set in place to ensure customers information remains secure when storing and transferring data.
 - DHS/HFS Security requires Encryption if your agency transmits or electronically stores Personal Identifying Information.
- Organizations should follow general guidelines for protecting computers from being accessed by unwanted outside parties.
- There are Mandatory Security Controls that must be set in place, which the SPCQ look at:
 - Password and Patch Management
 - Virus Protection
 - Security Controls
 - Wireless Access Requirements
 - System Log Review
 - Visitor Log
 - Training
 - Secure Storage
- When completing the questionnaire do not leave any responses blank. If there are blank responses in the SPCQ it will be sent back.
- The Current version of the SPCQ is 3.5.
 - 4.0 coming soon
- Additional forms will need completed depending on what type of organization you are an how you will use the IES system.

Manage My Case

- Allows customers to update case information and manage accounts
 - Check Benefits
 - Report Changes
 - Change Benefit Status
 - Upload Documents
 - Check Statuses
- Customers must complete an application prior to getting access (including log in information).
- Customer have to link their old case to the new IES Manage My Case System.
- When logging in for the first time, customer must have completed ABE Identity Proofing Verification.
- Manage my case has four pages:
 - Case Summary
 - Benefit Detail
 - Contact Info
 - Account Management