

Below is a summary of the CBO webinar. You can watch the full recording of any CBO weekly TA webinar here:
<https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx>

Agenda

CBOs who have customers in any of the following rows need must have them resolved and out of the row by 10/25/17:

Enrolled Dashboard:

CBO needs to upload - Past Due

Completion Status - Completion Documentation Needs Uploaded

Agency	2151 past due	Enrollment required	2151A past due	Minimal progress	No Progress	Completion Status	SNAP Ineligible	Target Occupation missing	Staffing Packets Ready/Done
A Safe Haven			1	5	3	1	4	3	74/0
Albany Park Community Center		1				2	2	2	7/0
Asian Human Services				1	2	1	2		0/1
CARA									4/0
Catholic Charities					1		1		21/0
Central State SER			2	3			3	2	23/0
CAPS - CG			30	1		1	4	1	22/0
CAPS – Rose			2				1		
Homework Hangout								1	
Inspiration Corporation						1			1/1
Instituto for Latino Progress				2					19/0
Jane Addams Resource Corporation		1 – 6-6					1	1	/1
Lessie Bates Davis Neighborhood House		5	1	4				1	16/0
Man-Tra-Con Corporation						1			7/4
National Able Network		6	2		2		2	6	21/0
North Lawndale Employment Network								32	0/0
OAI, Inc.					4				21/0
Phalanx Family Services		1 – 8-30		1			1	2	19/0
Rock River Training Corp.,				2		1	2		
Southland Health Care Forum				2					
Springfield Urban League		1 – 9-13	1		1		1	5	
Tri-County Urban League			31	1		1	7	63	

Two Rivers Regional Council						2			
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- **Updating Customers Training Programs on the Progress page if they are realigned internally.**
 - If a customer decides to participate in another training program at your location be sure that you are updating the training program they are enrolled in on the progress page.
- **Customer Employed Part-Time:**
 - Customers who are employed less than 30 hours a week need to be engaged in additional activities so that their total engagement, including hours worked, meets 30 hours. For example, if they work 25 hours they will need engaged in an additional 5 hours of a non-core activity.
 - If the customer's benefits were cancelled based on earnings they do not have to meet the 30-hour requirement for part-time employment.
- **Sanction Process**
 - Once a customer has been recommended a customer for sanction you the customer needs to complete that process with DHS. If the customer calls you and asks to be reengaged, after sanction has been recommended and prior to DHS leaving a case note on the result of a sanction, the customer will have to wait till after they meet with DHS.
 - If good cause is determined during their sanction they will be sent back to you with a new 2151 and a case note will be left explaining the good cause reason by DHS.
 - If good cause is not found the customer will be sanctioned and lose their benefits for a period of time. After the customer gets their benefits back their eligibility status will be updated, a case note will be left by DHS, and the customer will return with a 2151.
 - The only situation this would not apply in is if you accidentally upload a 2151A recommending sanction for the wrong customer. In that case the 2151A should be deleted and a case note should be left explaining what happened.