

EPIC CBO Webinar 12/21/16

Agenda:

- Dashboard
- Update CBO Primary Contacts
 - Be sure to keep your contacts updated, if information changes or needs to be added be sure to email epic@illinoisworknet.com
- Customer Checklist
 - Create a checklist of the steps you go through with the customer.
- Participation – 80
 - Mandatory customers are required to be engaged 80 hours a month in order to be SNAP eligible.
 - Voluntary customers should be engaged the same; however, they cannot be sanctioned if they do not meet that 80 hour requirement.
- What can CBO do for the customer?
 - Use a sales approach and attempt to sell your program to the customer by showing them what your program can do for them.
- Social Media
- Program Success with ExOffenders
 - Courtney Carson with Springfield Urban League