

EPIC CBO TA Webinar 4/12/17

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

- **Enrolled Dashboard**
 - The following row needs resolved before next Wednesday, April 26, 2017.
 - Referral Pending - 2151 Past Due (10)
 - Referral Accepted & Enrollment Started - Enrollment Required (7)
 - CBO needs to upload – Past Due (108)
 - Completion Status - Completion Documentation Needs Uploaded (9)
- **Updates**
 - 3085 Form
 - This form is now required to be completed by all EPIC customers.
 - All customers should sign the form and the CBO should upload it to the customer's Progress Page.
 - If customers are not providing pay stubs during the retention period, use DHS Form 3085 to verify employment. If you have your own Employment verification form, please ensure that the same fields are included on your form as on the DHS form.
 - You can find the instructions for using this form here:
<https://www.illinoisworknet.com/partners/EPIC/Documents/EPIC%20Employee%20Retention%20DHS%20form%203085%20process.pdf>
 - System Updates
 - All updates made to EPIC are posted to the updates page on the EPIC partners resources page -
<https://www.illinoisworknet.com/partners/EPIC/Pages/Updates.aspx>
 - Added line to Enrolled dashboard "CBO Enrollment Verification Status" in the RED area to reflect customers who are exempt and elect not to participate. DHS will have indicated the customer is Exempt. An uploaded 2151 indicates there was no contact from the customer at the initial intake appointment. The yellow line on the Enrollment Status section for "Referral Pending - No Contact from Customer / Recommend Conciliation" reflects only customers who are non-exempt and did not attend intake orientation.
 - An Assessment Dashboard has been added to view customer assessment status in items currently saved in Illinois workNet.
 - The date a customer was enrolled will now show in the training program enrollment section of a customer's Progress Page.
 - Updated Employment Only Text on Enrollment section of Progress Page to Pre-employment only.
 - On Assignment Tab in Profile section, a link was added for a Sanction letter. Upon upload of a 2151 and enrollment in a program by a CBO, the system will automatically generate a message/email with the same Sanction letter language in it.

- In the ISTEP, you can now add providers and times to each step.
 - Dashboard wording changes included:
 - Progress Page - Exit Information changed to Completion Information; Changed "Upload a 2151A and related required documentation" to "Item Needed - Upload a 2151A Form (Marked as Completed) in the Change in Activity/Monthly Update section below." Changed "exit" to "completion" in all lists.
 - Enrolled Dashboard - Changed "Hired by Employer - In Follow-up Period" to "In Follow-up Period." Changed "Exited" to "Completion" in two areas.
- **EPIC Customers**
 - Assigned to the treatment group
 - Customers are randomly selected to participate in EPIC. 50% of customers go into the EPIC group and 50% of customers go into the traditional SNAP E&T group.
 - Customers who are selected for the EPIC group cannot participate in regular SNAP E&T services unless:
 - They withdraw from EPIC (once a customer withdraws they are completely out of the study and cannot participate for three years).
 - They are exempt customers who drop out of the EPIC program.
 - The customer has lost their SNAP benefits and then reobtained them at a later date.
 - If you are assigned a customer for SNAP E&T participation and they show in your EPIC customer group, send an email to epic@illinoisworknet.com with the customer's other participant ID# and a brief explanation of the situation.
 - Properly Enrolling Customers
 - On the Progress Page in the training program enrollment section, you must:
 - Mark the customer as enrolled in the CBO Enrollment Status section.
 - Select the program the customer is assigned to in the Program Assignment section.
 - After a customer is enrolled, go to the ISTEP and select the customer target occupation, target pathway, and add steps if you have them ready to add.
 - Customers who are No Shows for their initial appointment
 - For customer who misses their initial appointment, the CBO needs to:
 - Attempt to contact the customer to determine why they did not show and set a new appointment date (within 48 hours of the customer's original appointment).
 - Leave case notes of your outreach attempts.
 - If you are unable to contact the customer or reschedule, upload a 2151A with "No Contact" marked (within 48 hours of the customer original appointment).
 - DHS is responsible for handling these customers. DHS will attempt to reschedule the customer with you or put them

through the appropriate conciliation process. Do **not** upload a 2151A for this customer or continue to enter in case notes in regard to this customer, until the customer shows up for an appointment.

- Retention Only Customers
 - Retention Only Customer must be sent back to DHS no later than April 18.
 - The CBO needs to upload a 2151A with No Longer Appropriate for Provider Services checked, and notify the primary DHS contact at the customer local office via email that the customer was sent back to DHS.
 - DHS Contact List:
<https://www.illinoisworknet.com/partners/EPIC/EPICRestrictedDocuments/DHS%20Primary%20Contacts%20for%20CBOs.pdf>
- Exit Documentation Needed
 - For customers missing exit documentation, you need to have appropriate documentation uploaded for these customers no later than April 18.
 - See instructions here:
<https://www.illinoisworknet.com/partners/EPIC/Documents/Exit%20Information%20document.pdf>
- **Success Stories**
 - We really need DHS and CBOs to start submitting success stories that they are aware of so we can help get the word out about the benefits of EPIC.
 - Please upload all of your EPIC success stories here:
<http://www.illinoisworknet.com/WIOA/success/Pages/Success-Story-Guide.aspx>
 - Instructions for helping your customer write a success story:
<https://www.illinoisworknet.com/DownloadPrint/Guide%20for%20writing%20your%20success%20story.pdf>
 - Instructions for Providers writing their customer's success story:
<https://www.illinoisworknet.com/DownloadPrint/Guide%20for%20writing%20a%20customers%20success%20story.pdf>
 - Contact epic@illinoisworknet.com with any questions.
- Part time employment
 - Utilize Paid Work Experience and Mentoring
 - Counts toward 20 hours per week
 - How to fill out 2151A
- Provider Managers
 - CBOs should not be receiving emails from IDHS Provider Managers. If an email is received from a Provider Manager, the CBO should forward it on to epic@illinoisworknet.com
- DCEO quarterly reports are due May 1
 - Tammy covers what areas need completed and how they need completed in the webinar.