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Two Rivers Regional Council								

Reminder: You can uncheck customers who no longer need a staffing packet.

### **Benchmark Report & Definitions**

- CBOs need to check the CBO Benchmark Reports weekly to correct any customers who are not showing or incorrectly showing. Utilize the CBO Benchmark Report definition document to identify which row aligns to each benchmark and how to update customers to show in specific rows. If your CBO Benchmark Report is not accurately reflecting your benchmarks, email Olivia, Dee, or Tammy.

### **Program Descriptions**

- You can include your location name in the description and *sell* your program to potential trainees for the new cohort. All program descriptions must be updated to include as much information possible.
- All programs should be updated by:
  - Region 1 – May 4, 2018
  - Region 2-5 – May 1, 2018

### **Staffing Packets – 47 CBO/DHS Completed**

- CBOs should be completing the staffing packet, in the online EPIC system, for all customers needing to be staffed each month.

### **Credential Report**

- Ensure you are using standardized language for each customer when entering the credential name. Each credential name should accurately identify the customer’s earned credential. Do not use titles such as Copy of License or Forklift Training, the actual credential name should be entered.
- All CBOs must review the export of their Credential Report by 05/25/2018 to ensure credential names used accurately reflect the credential. If not, update the credential name in the customers Services/Outcomes tab.

## EPIC Customer Engagement Discussion for New Cohort

- Training via CBO along with training with employers, incorporate OJT.
- Phone lines were opened to discuss possible incentive options to utilize keeping customers motivated, moving forward with the New Cohort.
  - Incentives could possibly be given for completing different trainings, a measurable skill, or grade gain.
  - Providing childcare: Most participants are ABAWDS. A case-by-case approval would be needed because there are customers exempt with dependents. It will be approved as an average, if needed review for these types of supportive services.
  - Many individuals liked the idea of a small graduation after completion of the program!
  - Continued participation: If a customer has perfect attendance monthly or bi-monthly for CBO appointments and training, an incentive could be awarded.
  - Provide a portfolio folder to keep resume and other related material.
  - Help school loan payoff that restrict customers from getting Pell grants.
  - Incentives for providing employment verification (gift card, gas card, etc.).
  - Incentive for completing retention.
  - Additional assistance needed on customer's car insurance or repairs.
  - Dental assistance: Dentures and/or repairs.
  - Internet access: Internet Essential through Xfinity is offered for low income families for \$9.95/month.
  - Phone.
  - Tablets for finishing the program successfully or for customers in school.
  - Flash Drives for completing a training.
  - Professional Development Opportunities.
  - CBOs could do training programs for money management, how to work with re-entry individuals, rental assistance, assistance with utilities, Spanish pro, and other areas to help your organization meet the goals.