

EPIC CBO Technical Assistance Webinar 06-20-2018 at 3 P.M.

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 06/27/2018:

2151 Past Due

CBO Needs to Upload – Past Due

Completion Status – Completion Documentation Needs Uploaded

DHS Indicated SNAP Ineligible – CBO Action Required

Dashboard Numbers: Track your customers for the new Dashboard items. We have been experiencing a few glitches and must know if your customers are showing in the right lines on the Dashboard.

Please address the following Dashboard items for your agency:

Agency as of 1:30 P.M. 06-20-2018	Application Not Started	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	34	2						1	2	
Albany Park Community Center	7	8	3					2	2	
Asian Human Services	1									
CARA	2		1							
Catholic Charities	12		1							
Central State SER	32		10						1	
Homework Hangout	7									
Inspiration Corporation	8	3	1							

Instituto for Latino Progress										
Jane Addams	3	1								
Lessie Bates	6		3	1				2		
Man-Tra-Con	6				1				1	
National Able	15		5			2		1		
North Lawndale	8	3								
OAI, Inc.	10		6	2	1	1				
Phalanx	31	1	5						1	
SUL	4	1	1	3				2	1	
Tri-County	1									
Two Rivers	23		1							

Dashboard

- **CBOs working with CONTROL GROUP & TREATMENT GROUP customers – the dashboard issue discussed on yesterday’s call has been corrected, you now have access to all dashboards needed.**
- If you notice any of your customers showing incorrectly in the Dashboard, send an email to Olivia and Dee with the customer’s other participant ID, name of the row they are currently in, and name of the row you believe they should be in.

“New” Applications Not Complete Row

- This new row will be added to the Application section on the Dashboard. It will pull out of the “Not Started” row and the customers whom have a 2151 uploaded with No Contact or Referral Rejected marked.

Communicating with DHS on Customer Issues

- Contact Olivia and Dee with any customer issues you experience. Olivia and Dee will work with Deidre, with IDHS, to correct the issues within the appropriate office/staff.

Benchmark Report

- We will be making updates to the Benchmark Report to include additional steps that will count for the Academic Services section. We will have more information on the next webinar, once the updates have been approved by Commerce.

On the Job Training

- A new step has been added called, On the Job Training, located under the Academic and Technical Skills tab. Add this step to any customer that has done On the Job Training.

Social Security Number (SSN) Entry Error

- DHS staff is not able to verify if a customer's SSN is entered incorrectly. They will make the customer as "Unable to Verify" and leave a comment with the reasoning and next steps they will take. DHS will re-invite the customer right away, so the customer can move forward, as long as they have all of the customer's info. If they are unable to invite a customer for any reason, they will identify it in the note and specify that the CBO needs to re-invite using the correct SSN.

Next CBO TA Webinar

- We will NOT be having our next webinar in two weeks, as it will be July 4th. Our **next webinar** will be **June 27, 2018**.

Customers for Video Success Stories

- Please consider any of your customers, who would be a good representative for the success of your program, to participate in a video for EPIC. Please email a list of customers to epic@illinoisworknet.com.