

EPIC CBO Technical Assistance Webinar 06-27-2018 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 07/18/2018:

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 10:30AM 6-27-18	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	10 – 6-27		1					1		
Albany Park Community Center		9	3	1				2	2	
Asian Human Services				1						
CARA										
Catholic Charities		4	1							
Central State SER		10	10	1					1	
Homework Hangout										
Inspiration Corporation				2						
Instituto for Latino Progress									1	
Jane Addams Resource Corporation	1-6/27	2								
Lessie Bates Davis Neighborhood House			3							
Man-Tra-Con Corporation					1				2	
National Able Network			8			2		1	2	
North Lawndale Employment Network			3							
OAI, Inc.			8		1	1				
Phalanx Family Services			11						1	
Springfield Urban League			2	1				3	1	
Tri-County Urban League								1		
Two Rivers Regional Council			1							

Cost Study Data Workbooks

- The following CBOs did not submit their workbooks. These must be submitted to Tammy ASAP, if you cannot get them to her by 6/30/2018, email her with a reason why.
 - Albany Park
 - Asian Human Services
 - Central State SER
 - Homework Hangout
 - National Able
 - Lessie Bates Davis Neighborhood House
 - North Lawndale Employment Agency
 - Southland Healthcare Forum
 - Cara
- The next cost study workbook will only include cost related to treatment group customers. We are waiting the evaluation team's final approval on the process of how that will be identified.

Uptown and Special Units moved

- Uptown is now referred to as Northside. Northside and Special Units are located in the same office. The new address is on the list.
- The DHS Primary Contact list has been updated to include Northside.
- You must be logged in to access this document:
<https://www.illinoisworknet.com/partners/EPIC/EPICRestrictedDocuments/DHS%20Primary%20Contacts%20for%20CBOs%206-27-18.pdf>

Contact List

- Please review the CBO contact list and send Dee any information that needs updated by NOON on 6-28-18.

Adding Programs

- CBOs can add new training programs, but they need to be approved by Tammy Stone. These training programs should be a short-term training program in demand fields. CBOs must prove program meets both requirements before the being approved.

Other Service Steps

- This step can be used for customer's finger prints, background checks, and drug tests. If it was done for work experience or employment this step will be added to the career section of the ISTEP. If it was done for a training program the step should be added to the academic section of the ISTEP.

Never Started Steps

- If a customer Never Started a step, and you are no longer working with them, remove that step.

Benchmark Report

- The benchmark report will be updated. Customers who do work experience will be counted for academic services. Additionally, updates will be made to count unsuccessfully completed customer to the enrolled in academic service number.

Success Story Videos

- 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.

CBO Promote Program

- CBOs will now be presenting on DHS webinars. We will use the CBO webinar and emails to schedule CBOs. We need agencies to present 10AMish on July 13 and 27. CBO's will have 5 minutes each. We can take 2 more CBOs for each date to present.

Updates

- All updated are posted here:
<https://www.illinoisworknet.com/partners/EPIC/Pages/Updates.aspx>
- The following updates have taken place:
 - An Agency column has been added to the New Cohort Excel export lists.
 - Super admin can remove a Control Group record from a customer's progress History tab.
 - Control Group directions were updated on the progress page template.
 - Super Admin can delete appointments for customers who have two appointments for the same time.
 - Control Group tool has been pushed to production.
 - Super Admin can move a customer to a new CBO.

EPIC Grant Modifications

DCEO has received all the signed modification back except from one agency. This modification included a date extension and a scope of work change to performance. We will be doing another modification once DCEO receives an executed Unified Intergovernmental Agreement (UIGA) from DHS. This will hopefully happen the July 1.

DCEO will be sending out an IDES Internal Control Questionnaire (ICQ) to obtain access to wage data information for the EPIC system. Tammy Stone will be working with you on this process.