

**Conciliation Process:**

- Follow the DHS process to ensure the customers are tracked properly.
- Customer NO SHOW - for initial appointment, DHS will ensure correct steps are taken.
  - Complete the 2151 form indicating that the NO Contact with Customer.
  - Add a case note stating that the customer never showed.
  - Send it as a message and email to DHS contact and the Eligibility Review Team/DHS Caseworker.
  - If the customer contact is made, schedule an appointment, add case note, send as message and email to DHS contacts.
- After enrollment - If the customer does not show up after they have been enrolled in the training program, the CBO:
  - Add Case Note notifying by email and message DHS primary contact.
  - Per your CBO procedure (1 unexcused absence, 3 unexcused, etc.) complete 2846g form and send.
  - Complete these items as soon as possible to ensure effective action.
  - If the customer returns, determine cause of absence. If good faith, rescind the conciliation process. Add appropriate case note and message.
  - We will forward the amount of required communication between you and the customer as approved by DHS administration.
  - If customer does not show to conciliation appointment, or does not contact you during the conciliation period, complete a 2151A form to request sanction.

*For more information, see these items from the IDHS website in italics.*

*[http://www.dhs.state.il.us/page.aspx?item=75443#a\\_Conciliation](http://www.dhs.state.il.us/page.aspx?item=75443#a_Conciliation)*

*H. Conciliation (Job Placement with Retention and Special Project Providers when indicated in their approved request for funding)*

*Job Placement with Retention and Special Project Providers, when indicated in their approved funding request, will initiate the conciliation process for all participants who, without good cause, do not:*

- *accept a bona fide offer of employment; or*
- *cooperate with the assigned countable activity; or*
- *complete all assigned activities listed on FSE&T Employability Plan (Form 2839) to meet federal participation requirements.*

*See Appendix D for the conciliation process. ((link below))*

*NOTE: A participant who fails to report to/complete/cooperate with the Earnfare work assignment where he has the opportunity to earn up to \$294 per month is not subject to a sanction and should not be included in the conciliation process. If the Provider cannot re-engage the participant, refer the individual back to the FCRC via the Change Progress Report Form (Form 2151A) with an explanation of the circumstances.*

*If conciliation efforts are unsuccessful, the Provider must:*

*follow Department conciliation policy and request a sanction from the FCRC via the Change Progress Report Form (Form 2151A); and*

*notify the FCRC within 30 days of the date that the Provider learned of the instance of non-cooperation. ((case note in EPIC immediately))*

*Prior to requesting a sanction, the Provider will work with the individual in an effort to re-engage him in the program.*

*If the individual who failed to cooperate has good cause, the Provider will document all good cause reasons on the Change Progress Report Form (Form 2151A) to explain why the participant was not referred back to the FCRC for non-cooperation.*

*Link for Appendix D*

*<http://www.dhs.state.il.us/page.aspx?item=75453>*

***The Conciliation Process:***

- *determines why a mandatory participant failed or refused to comply with SNAP E&T requirements;*
- *determines whether good cause exists; and*
- *provides the person another chance to comply.*

*Conciliation must be conducted before sanctions are imposed.*

*The conciliation period begins the day after the Provider learns the participant did not comply with requirements. The period continues for up to 30 calendar days.*

*During this period, a notice (Form 2846G) is sent scheduling the conciliation meeting. If it is determined that good cause does not exist, inform the participant of the specific requirement (Form 3392) and the consequences of not complying. The participant is told what is needed to comply and the date by which it must be done to avoid sanction. This date cannot be later than the last day of the conciliation period. If necessary, provide transportation expenses to enable the participant to attend conciliation meetings.*

*The participant must act to comply within the conciliation period, unless unable to do so by events beyond their control. The act of compliance must be verified. If the participant refuses to comply without good cause, end the conciliation period early and request a sanction from the FCRC via Change Progress Report Form (Form 2151A). Document the participant's refusal to comply in their case file.*

*If the participant does not comply during the conciliation period, the sanction action is requested no later than the last day of the period. The sanction may be retracted if it is later verified that the participant complied by the end of the period.*

***Good Cause Reasons***

*Examples of good cause include, but are not limited to:*

- *death in the family;*
- *illness or incapacity;*
- *required court appearance or being temporarily in jail;*

- *family crisis;*
- *an emergency situation;*
- *lack of reasonably available transportation;*
- *severe weather;*
- *job referral does not meet appropriate work or training criteria;*
- *lack of any supportive service or other resource as determined by the Employability Plan, to the extent it presents a major barrier to SNAP E&T activity;*
- *current participation in employment or training that is in line with the employment related goals of the program. These efforts must later be approved (e.g., individual is unable to participate because they were in a GED class);*
- *failure to comply due to symptoms of a condition for which the participant has been referred for rehabilitation services;*
- *failure of staff to correctly forward information to other staff;*
- *failure of the participant to comply because of attendance at a test or a mandatory class or function at an education program whether or not such program is officially approved by the Provider or SNAP E&T;*
- *lack of reading or writing skills by the participant;*
- *failure of the participant when it is determined that the individual should be in a different SNAP E&T component or exempt;*
- *lack of reasonably available day care; and*
- *non-receipt of mail by the participant of a notice advising them of a program requirement, if documented by the individual.*

### **EPIC Training Models:**

- You can find the EPIC Training Models document at <https://www.illinoisworknet.com/partners/EPIC/Pages/Resources.aspx> under Planning.
- Clearly defined information on what type of assessments and processes are in place to ensure the customer is going into the correct training program need to be kept.
- MODELS
  - Model 1 – Bridge program to help individuals with reading and math levels below 8th grade and/or needs English as a Second Language (ESL) training. This prepares them for Model II or III.
  - Model 2 – Adult education for individuals that need to earn their high school equivalency certification, upgrade their basic skills, earn a community college basic certificate and/or obtain an industry-recognized credential.
  - Model 3 – Lacking industry related skills or credentials; or SNAP participants that have successfully completed Models I and II. Community-based organizations will offer enhanced short-term training opportunities to SNAP recipients in key growth industry areas.
    - If customer is getting college credit it must be from a community college or credit-bearing postsecondary school that is working with the CBO and/or if they are getting a credential it needs to be an Industry recognized credentials.

- Customers can move through the models, once they complete model 1 they can move to model 2 and so on.

#### ISTEP:

- The steps you assign to the customer determine which model was selected.
- All Career Planning and Academic/Training services selected will update their IWDS record.
- The ISTEP dashboard allows you to see the number of customers and where they are in completing their steps.
- All customers default to “On Track”. A CBO career navigator or DHS case worker must go to the customer file and mark them as “Off Track”. Review the “Off Track” items to determine what is required to get the customer back on track as soon as possible.
- If you have selected **Completing EPIC Training Program** as a step for your customer– IWN will be contacting CBOs to determine which of the three **Completing EPIC Training Program CTE** steps is most suitable for the customer.
- After you add a step you can edit it to change the status, start date, due date, and add notes, if it required or recommended.
  - The ability to add credentials has been updated so you can add multiple credentials if needed. They don’t have to complete the step to add a credential. You can add any credentials that may be required for that program while it is open. Once the step is completed you can make “Yes” under where it asks if a credential was earned and put in the credential information.

#### Updates:

- Upload any file to any tab on ISTEP by selecting “upload a document” located under the customer’s profile information on the left side.
- View a summary of all the case notes in the Cases Notes tab.
- View any IWN assessment the customer completed under the assessments tab. Coming soon is the ability to add external assessment results.
- Under **Resources > Agencies** we added an **Upload** tab to allow you to upload a file that you may use for your agency and you can chose to make it available to CBO’s or CBO’s and DHS. Currently only .pdf, but will be expanding to other file types. Example: If you need to upload the 4333 document or a worksite agreement you can include it here.
- Under **Resources > Agencies** we added an **Payroll** tab you enter a start and end date and then download the pay roll templet
  - The Worksite and Worksite Name have not yet been included in the system (\*\*coming soon)

#### Cash Request and Entering Your Costs:

- View more Fiscal information  
<https://www.illinoisworknet.com/partners/EPIC/Pages/Resources.aspx> under Fiscal.
- Cash Request were due July 20, 2016 at 4:00 pm for a month period.

- Following yesterday's deadline, a brief shut down period will occur until mid-august. No cash requests will be fulfilled.
- Turnaround time on cash requests will be around 5-10 business days from the comptroller's office.
- The 4<sup>th</sup> quarter report is due the end of July – Make sure to name the file "Grant Number" "DGR" "06302016" (Department Grantee Report) is due. Tammy will be sending an email with the report. Enter your information in the YELLOW boxes.
- The report will be changing in structure so the report following the July the report will look a lot different.
- If you make an error in your cash request you can correct it by sending tammy an email at [tammy.stone@illinois.gov](mailto:tammy.stone@illinois.gov) and she can try to make adjustments when she is going through them.

**\*\*End Notes and Reminders\*\***

We are starting the marketing process and need the names of radio stations/newspapers in your area so we can reach out to them! Email us at [epic@illinoisworknet.com](mailto:epic@illinoisworknet.com)

There will be a decentralization process taking place at DHS in Chicago in the month of August.