EPIC CBO Webinar 7-27-16

Training Programs:

Need to update the description to explain the program so the customer can understand what they are getting into and what they will get out of the program. Include any pre-requisite information the customer needs to have in order to get into the training program.

Restricted Resources

New documents have been uploaded:

> DHS Conciliation Overview for CBOs – Steps for CBOs to follow are located on the 3rd page of the document.

> A DHS Key Contact list is available.

> Under DHS Resources we included a CBO contact list – Look through this document and ensure it is correct and we have key EPIC program contacts for your agency. We need direct extensions or phone number and email addresses. Email updates to epic@illinoisworknet.com

Enrolled dashboard

Referral Pending – Appointment has not been scheduled – these are crucial to the customer tracking through the dashboard properly. Please check this section daily.

Referral Pending 2151 Past due – the initial 2151 has not been uploaded. Form must be manipulated in Adobe Reader to have the form be read in the EPIC system. Then scroll on the page and select the enrolled option, program entered and click Update.

CBO needs to upload – Past Due - Submit a 2151A monthly between the 1st and the 5th.

Situation worse or No progress - do they need conciliation

ISTEP Dashboard:

No Steps Identified- Dee and Olivia will be following up

Right after enrollment add steps for the customer. Then go in and edit it with a start date starting at a later day. Example you can add a step now and go in and set the start date as September 2.

If you do something regularly at your agency that is currently not in the list of steps provided, you can email the step that you want included to epic@illinoisworknet.com

Employment:

If you have a customer who has been employed you will need to continue to submit a 2151A form every 30 days for that customer for 90 days follow-up period.

If the customer is not employed for the full 90 days (the 90 days does not include the weekends it is a 3 month work week period) you will need to continue to fill out and upload the 2151A form for 150 days.

NOCTI:

Customers who used application 2 for enrollment did not complete a NOCTI. We request that all application 2 customers complete a NOCTI at the end of their program, just before job search. We would like to have all customers who took the NOCTI at orientation, take it again at the end of the training program so we can compare them. We would use this to determine if the customers were able to learn basic workplace skills.

NOCTI results may be used as a credential when looking for a job. They can present their NOCTI test certification to show an employer that they have knowledge in workplace skills.

It can also help the CBOs to determine which areas the customer are falling behind so you can focus on working with customers in those areas.

You can find information on how to give the NOCTI on the EPIC resource page. Feel free to get ahold of Olivia or Dee with any questions on how to use NOCTI, we can walk you through the process.

Cost Report:

If you did not get your report in you have until Monday to get it in to Tammy.

When you pull up the report you will need to fill out anything in yellow.

The Grant amount will be the total Grant amount

There is a section for success stories that you can include in this document; however, if you include a success story in the document you need to also send it to epic@illinoisworknet.com

A trial balance will also need to be included. It should tie back to how you are entering the cost in the GRS system and the report.

Illinois Provider Cost Sheet:

When filling this out you will notice that sections of this document you will select prefilled out dropdown boxes.

Titles - would be considered career navigators, trainer, administration it is whoever is going to be charged to this grant. These will be pre filled out for you to select.

Responsibilities - would be case management, orientation/ assessment, employment and outreach, etc. These will be pre filled out for you to select.

Primary responsibilities - would be Office support, mentoring, tutoring, client support, etc. These will be pre filled out for you to select.

Direct Services – the supported services being provided are broken down for you to select which category you are working.

Type of Facility - admin office, training facility, etc. These will be pre filled out for you to select.

More instruction will be provided on how to fill this out by the time you receive it to fill it out.

Reverse Referral:

This is a good practice for Mandatory areas and a suggestion for the Voluntary areas:

Complete a 2151. Send a paper copy with the customer.

a. indicate REVERSE Referral

b. in the address section, change the address to 1642 W. 59th St.

c. indicate EPIC Program as the contact.

This is in effect until 8/5/16. We will address the process again after the decentralization is complete.

Remind the customer there is a 50/50 chance of being assigned to the EPIC Treatment Group.

NO EPIC services may be provided until the customer is assigned to the treatment group.

SNAP recipients receiving TANF benefits are not eligible to participate in EPIC. Our target area is ABAWDS.