EPIC CBO TA Webinar 8/16/17

Below is a summary of the CBO webinar. You can watch the full recording of any CBO weekly TA webinar here:
https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx

Agenda

- **Enrolled Dashboard**

Agency	2151 past due	Enrollment required	2151A past due	Minimal progress	No Progress	Completion Status	SNAP Ineligible	Target Occupation missing	Staffing Packets Ready/Done
A Safe Haven				3					59/0
Albany Park Community Center		1			3			16	2/0
Asian Human Services		3						11	7/1
CARA		3							9/1
Catholic Charities				2				1	6/11
Central State SER				17		2	2	5	22/0
CAPS - CG		2	32			6	1	3	31/0
CAPS – Rose			1			2	5	5	0/0
Homework Hangout									0/0
Inspiration Corporation		5	2		1			4	0/0
Instituto for Latino Progress			2				3	15	23/5
Jane Addams Resource Corporation							1	1	2/1
Lessie Bates Davis Neighborhood House		8		10		1			0/0
Man-Tra-Con Corporation				2					0/0
National Able Network		4		2	1	12	6	6	32/0
North Lawndale Employment Network						2		29	0/0
OAI, Inc.								10	20/0
Phalanx Family Services							3	12	7/0
Rock River Training Corp.,				5	1	1	21	8	0/0
Southland Health Care Forum				2					0/0
Springfield Urban League				2	2	1		21	0/0
Tri-County Urban League			66			1		65	0/0
Two Rivers Regional Council		2	1	1	1			25	0/0

- **Progress Page Flow Chart**
  - We have put together a flow chart for the progress page that walks through how to use the different forms and tools throughout your intake and engagement process with the EPIC customers. We are working on finalizing this document and will make it available on the EPIC partner page next week.
    - https://www.illinoisworknet.com/partners/EPIC/Documents/DHS%20Forms%20and%20Progress%20Page%20Flow.pdf
  - A full list of our EPIC resources can be found here: https://www.illinoisworknet.com/partners/EPIC/Pages/Resources.aspx

- ******REMINDER******
  - SNAP E&T Cost Data Workbook for round 5, which covers the following period: April 1, 2017-June 30, 2017 is **due August 20, 2017.** Please send the workbook to Tammy Stone at Tammy.Stone@illinois.gov. and cc: Kelley Monzella at KMonzella@mathematica-mpr.com.

- **Self-Reporting Webinars**
  - We will be scheduling Self Reporting webinars with all CBOs on August 28 & 29. The webinars will be around 30 minutes long. CBOs will self-report on the following areas:
    - Enrolled Dashboard Yellow Rows
    - ISTEP Dashboard Yellow Rows
    - Usage of the "Job Retention" step for customer who have successfully completed and were hired by an employer.
  - The webinar information is below:
    - http://siuccwd.adobeconnect.com/epic/
    - Phone: 855-802-8559 Meeting Code 5864
  - The webinar schedule are below:
    - Monday August 28th – 10:00am – 10:30am
      - Group 1 (Region 1)
        - A Safe Haven
        - Albany Park
        - Asian Human Services
        - SER
    - Monday August 28th – 11:00am – 11:30am
      - Group 2 (Region 1)
        - Cara
        - CAPs – Cottage Grove
        - CAPs – Roseland
        - OAI
    - Monday August 28th – 1:00pm – 1:30pm
      - Group 3 (region 1)
        - National Able
        - North Lawndale
        - Phalanx
        - Southland Healthcare Forum
    - Tuesday August 29th – 10:30am -11:00am
      - Group 4 (region 1)
        - Catholic Charities
        - Inspiration Corp
        - Instituto
        - Jane Addams
    - Tuesday August 29th – 10:00am – 10:30am

- Group 5 (regions 4 & 3)
  - Homework Hangout
  - Tri-County Peoria
  - Tri-County Bloomington
  - Springfield Urban League
- Tuesday August 29th – 2:00pm – 2:30pm
  - Group 6 (regions 5, 4, & 2)
    - Man-tra-con
    - Lessie Bates
    - Rock River
    - Two Rivers

- **EPIC Jeopardy Game**
  - CBOs split up into groups and participated in and EPIC Jeopardy game. Below is a list, broken up by topic, of the questions and answers from the game.
    - DHS Forms
      - What form is used to reflect the customer's initial CBO appointment
        - 2151
      - What two forms are required to be uploaded after enrolling a customer?
        - 2151A and 3085
      - What form(s) should be included on the progress page of a customer who was never enrolled?
        - 2151 ONLY
      - What form is uploaded once a customer has completed EPIC and has finished retention?
        - A 2151A marked as complete
      - What forms are uploaded if a customer needs to be put through conciliation?
        - 2151A marked with "Conciliation" and a 2846G with the conciliation appointee information.
    - ISTEP
      - When do you add steps to the customer's ISTEP?
        - After they have been enrolled
      - What button do you use to supply the customer with a copy of their ISTEP plan?
        - Print Customer Copy
      - What it the title of the step used to reflect a customer is getting retention services?
        - Job Retention
      - True or False: The ISTEP is used to determine what benchmarks a CBO has reached for each customer.
        - True
      - If the customer is receiving a service or training from an outside provider where is that notated?
        - Within the step in the "Service Provider for this Step" section
    - Policy
      - What is the time frame for uploading a customer's 2151 after their initial appointment?
        - 48 hours
      - Who is responsible for conciliation appointments if the customer does not show up for their initial appointment with the CBO? What documentation needs uploaded?
        - DHS. A 2151 marked as "No Contact" needs uploaded, no other documentation should be uploaded.
      - How many hours a month is a mandatory customer required to participate in order to keep their SNAP benefits?

- o 80 hours a month
  - True or False: Customers are to be provided with a copy of their initial ISTEP plan.
    - o True
  - If a customer attends a conciliation appointment what form must be uploaded to show the requirements for the customer to remain active and how long is the form good for?
    - o 3392 and it is good for 30 days after being signed.
- ▪ Procedures
  - How is weekly follow-up with customers documented?
    - o Case Notes
  - If a customer is rejected what must be uploaded/added to the customer progress page?
    - o A 2151 marked with "Referral Rejected" and a case note with the reason why the customer was rejected.
  - True or False: CBOs can exit unenrolled customers.
    - o False
  - How many days does a CBO have to determine if they are going to accept a customer?
    - o 5 business days
  - If a CBO offers work experience what documentation must be uploaded to the agencies tab for each worksite?
    - o Worksite Assessment & Worksite Agreement
- ▪ Processes
  - What is customer required to be a recipient of to participate in EPIC?
    - o SNAP
  - True or False: Customers you send as reverse referrals have to be sent back to you if they get selected for EPIC?
    - o False, It is encouraged that customers be sent back to the CBO who referred them. However, if a customer wants to participate in a program offered else where they can.
  - What form must DHS receive 3 days prior to the staffing?
    - o 4333
  - Where do you document and upload a copy of credentials earned by the customer during the EPIC program?
    - o ISTEP
  - If a customer wants to participate in a different training program that your location does not offer what are the next steps.
    - o Documenting the customer request in the case notes and contacting the state EPIC team to get the customer moved.
- ▪ Odds & Ends
  - What type of customer is the target of the EPIC grant?
    - o DHS SNAP ABAWD
  - What does ABAWD stand for?
    - o Able Bodied Adults Without Dependents
  - Who provides funding for EPIC?
    - o US Department of Agriculture Food and Nutrition Services
  - What is the url where all resources are located?
    - o http://illinoisworknet.com/epicpartners
  - What do we always need more of?
    - o Success stories!!!