

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**

- The following row needs resolved before next Wednesday, August 16, 2017.
 - Referral Pending - 2151 Past Due - **Do NOT remove appointment dates unless you are adding a new appointment right after.**
 - Referral Accepted & Enrollment Started - Enrollment Required **(12)**
 - Albany Park (1)
 - Inspiration Corporation (1)
 - Lessie Bates (6)
 - National Able (3)
 - Two Rivers (1)
 - Completion Status - Completion Documentation Needs Uploaded **(11)**
 - Cara (1)
 - CAPs Cottage Grove (22)
 - CAPs Roseland (2)
 - Lessie Bates (1)
 - North Lawndale (2)
 - Rock River (1)
 - Springfield Urban League (1)
 - Tri Count Peoria (1)
 - DHS Indicated SNAP Ineligible - CBO Action Required **(60)**
 - Safe Haven (2)
 - Albany Park (5)
 - CAPs Cottage Grove (4)
 - CAPs Roseland (5)
 - Inspiration Corp (2)
 - National Able Network (15)
 - North Lawndale (3)
 - Phalanx (2)
 - Rock River (12)

- **Updates**

- Intake dashboard - hide lines for Application not started, Incomplete Application 24 hours, and Incomplete Application older than 24 hours. Will open on selection.
- Staffing tool updates:
 - Access to previous months back to April 2017
 - Ready for Review shows when CBO is done with staffing
 - File download message will only appear when the file is downloading
 - All customers from an agency can be exported to a list and downloaded

- Step 2 - upload a 2151A is now a required step to complete the staffing packet.
 - "Back to Customer List" will now return to the filtered list for the office/agency selected.
 - "DHS Indicated Customer NOT Currently SNAP/EPIC Eligible" row in the Enrolled dashboard has been adjusted to only show customers who have not been enrolled by the CBO.
 - "No Longer SNAP Eligible - Uploaded Completed 2151" in the Completed section only include enrolled customers who have been marked as "No Longer SNAP Eligible".
- **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/Pages/Resources.aspx>
- **Job Retention Step**
 - When a customer begins the 90 day retention period the Job Retention step needs added to the customer Career Planning Section in the ISTEP
 - The start date will be the day the customer was employed
 - The end date will be:
 - If customer completed 90 – The date the 90day retention was completed. Then the step should be marked as successfully completed
 - If the customer did not complete 90 days – The date the customer lost employment. Then the step will be marked as unsuccessful completion. If the customer gets another job and you begin retention again you will add a new retention step.
 - Customers can still receive retention services for 90days after they gain employment regardless of their SNAP eligibility.
 - <http://www.dhs.state.il.us/page.aspx?item=75460>
 - *“During the 90/150 day retention period, the Provider may authorize supportive services for those customers who were assigned to the Provider at the time of the cancellation if:*
 - *the case was canceled due to employment;*
 - *the request is made within the first three fiscal months after the customer last received cash benefits; and*
 - *the case is receiving a medical extension or has been swapped to Medical Assistance No Grant (MANG).”*
- **Exiting Exempt customer who are not being engaged**
 - If you have any customers who are marked as exempt and are not being engaged they should be marked as “Did Not Complete” with the exit reasons “Dropped From Program”. The exit date will be the date the customer became exempt or stopped engagement. A case note should be left stating when the customer stopped attending,

any communication you had with DHS in regards to the customers participation, your outreach attempts to the customer, and any other pertinent information.

- **Case Noting**

- DHS has asked that CBOs leave their case notes on the progress page and DHS leaves their case notes on the profile page.

- **Completion Information**

- We have updated the progress page document to better detail the completion information steps (page 6).
- <https://www.illinoisworknet.com/partners/EPIC/Documents/EPIC%20Progress%20page%20FINAL.pdf>

- **Success Stories**

- We really need DHS and CBOs to start submitting success stories that they are aware of so we can help get the word out about the benefits of EPIC.
- Please upload all of your EPIC success stories here:
<http://www.illinoisworknet.com/WIOA/success/Pages/Success-Story-Guide.aspx>
- Instructions for helping your customer write a success story:
<https://www.illinoisworknet.com/DownloadPrint/Guide%20for%20writing%20your%20success%20story.pdf>
- Instructions for Providers writing their customer's success story:
<https://www.illinoisworknet.com/DownloadPrint/Guide%20for%20writing%20a%20customers%20success%20story.pdf>
- Contact epic@illinoisworknet.com with any questions.