

**Items on the dashboard** – Olivia G. will be checking in with the CBO's to help you stay current you're your enrolled dashboard. The items that you specifically need to watch are in yellow/white:

- Referral Pending – Appointment has not been Scheduled – you may need to add appointment times or there was an issue with the appointment calendar
- Referral Pending – Need 2151 – you need to upload a version from Adobe Reader using the GREEN upload button.
- Referral Pending – 2151 Past Due – it is beyond the 48 hours of the appointment date and a 2151 has not been uploaded.
- Referral Accepted & Enrollment Started - Enrollment Required – you need to click the Enrolled button and select a program.
- CBO needs to upload – Past Due – this is the monthly 2151A required between the 1<sup>st</sup> and 5<sup>th</sup> of each month

### **Training Programs**

Training Program Description – The description needs to sell the program and give the customers in-depth details about what the program entails. Review your training program descriptions for potential updates.

Training Program – Look at the drug test and background check questions. Both the old and new questions need to correspond because some of the customers who came in in the beginning are using application version one and all customers should have the same requirements. For example if you answered no drug test required for the old question the new question should be no drug test required. You can update the old question to match the new or vice versa, they just need to be as similar as possible.

### **Future Updates:**

Staffing procedure documents have been uploaded to the EPIC Resources page. DHS staff person will upload a file back to the CBO upload tab in the CBO profile area. The CBO will follow up on any of the staffing comments. A message will be sent out when this update is available.

### **Exit Status**

The progress page will have a new look to help make it easier to use. To open each section you will click on the drop down arrow. You will be able to select an Exit Status to help follow the customer after they exit the training program. This will help you continue to follow the customer for the 90 day follow up period. Additional information will be provided later.

### **Financial**

The roll over is complete so you can now request cash again.

Mathematica will be on the webinar next Wednesday to answer any questions you have about the document they sent you today, you can reach out to them directly if you have any specific questions. They are due within 30 days.

DGR – If you have not already sent your report to Tammy you need to send it in ASAP.

A new data system will be implemented and it will change the structure of the report, more information will be provided down the road.

### **Decentralization**

Decentralization will begin on Friday the 5<sup>th</sup> so there will be a lull in referrals to CBO in the Chicago area while they get set up and participate in training for the new offices.

### **Reverse Referrals**

A Reverse Referral document has been uploaded to the restricted resources, follow the guidelines when filling out the information.

Referrals cannot be TANF recipients. Primary target is ABAWDS but we can receive customers who are not considered ABAWDS as long as they don't receive TANF.

Make sure to inform the customer that EPIC is a pilot program and there is a 50/50 chance they will be selected to participate in the EPIC program.

### **Outreach**

An employer flyer has been uploaded to the EPIC resources page that you can use to reach out to Employers in your area to help get the customers employed. The best way to guarantee placement is the employer relationships, which many of you have.

Find videos, webinar recordings and training/resource documents at <http://illinoisworknet.com/epicpartners>