

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				8	5		1	2	59/0
Albany Park Community Center	3						1	1	0/0
Asian Human Services		1							0/1
CARA									8/0
Catholic Charities				2	1		1	1	18/0
Central State SER	3							1	14/0
CAPS - CG			13	1		1	7	2	28/0
CAPS – Rose			55				2	18	0/0
Homework Hangout	3								NA
Inspiration Corporation			4		1	1	2	6	0/2
Instituto for Latino Progress									24/4
Jane Addams Resource Corporation							1	1	0/1
Lessie Bates Davis Neighborhood House		2		3					NA
Man-Tra-Con Corporation				2					NA
National Able Network		1			2		5	8	54/0
North Lawndale Employment Network	1			1			3	32	1/0
OAI, Inc.					4			1	23/1
Phalanx Family Services		1							12/12
Rock River Training Corp.,		1					2		3/0
Southland Health Care Forum				2					0/0
Springfield Urban League		1		1	1		1		NA
Tri-County Urban League			33			1		65	NA
Two Rivers Regional Council					1			25	NA

- **How to Handle Issues with Scheduling Staffing's**
 - If you have reached out to a DHS office to schedule a staffing but do not hear back from them, send a follow-up email and c.c. Deidre Wesley. Deidre will help ensure that the FCRC responds to your scheduling request in a timely manner.
 - Deidre.Wesley@illinois.gov
- **Adding Credentials to ISTEP**
 - Moving forward (09/13/2017) with customers, make sure you are following this process for customers who earn Industry or Academic Recognized Credentials. *Do not include certification of completion.*
 - Go to customer's ISTEP.
 - Go to Academic and Technical tab.
 - Find the step they earned the credential in.
 - Mark successfully completed and mark "yes" a credential has been earned.
 - Complete the following fields for the credential information.
 - **The Institution field: Name of organization that provided the credential.
 - **In the Description field: Enter in the name, of the stackable credential, based on what the Industry Recognized Credential is. This should align with the credentials listed in your grant agreement.
- **Using Work Experience for Customers**
 - Because EPIC is a pilot program, any compensation a customer makes in paid work experience is exempt. Meaning this will not go against the customer's budgeting of income, so they will not lose or get their benefits decreased because of making additional money in paid work experiences.
 - Paid work experience is being underutilized with EPIC customers, we need to start getting more customers into paid work experience positions that align with the customer's career pathway interest.
 - Make sure you are using the payroll upload for customers in paid work experience.
- **Cannot Exit Non-Enrolled Customers (Update Coming Soon)**
 - If a customer has not been enrolled with your organization, you should not be exiting them from the program.
 - We will be pushing out an update that prevents CBOs from exiting unenrolled customer.
- **Program Implementation Life After 5k**
 - We are around 160 away from reaching our 5,000 Random Assignment group.
 - A decision was made to shut down the random assignment after we reach 5,000. We will be working to re-engage EPIC customers who are no longer active or participating in the group.
 - The focus will be aligning customers to the CBOs who need the numbers to reach their goals.
 - To help engage these customers, we are considering opening up training programs to allow additional programs.
- **Link to updated Instruction documents:**
 - ISTEP –
 - <https://www.illinoisworknet.com/partners/EPIC/Documents/ISTEP%20Instructions.pdf>
 - 2151A –
 - https://www.illinoisworknet.com/partners/EPIC/Documents/Completing%20a%202151A_Final.pdf