

Agenda

Enrolled Dashboard:

CBOs, who have customers in any of the following rows, must have them resolved and out of the row by 12/20/2017:

2151 Past Due

CBO Needs to Upload - Past Due

Completion Status - Completion Documentation Needs Uploaded

DHS Indicated SNAP Ineligible - CBO Action Required

*Dashboard numbers are from 2:30 P.M. 12/06/2017

Agency as of 2:30 P.M. 12/06/2017	2151 Past Due	Enrollment Required	2151A Past Due	Minimal Progress	No Progress	Completion Status	SNAP Ineligible
A Safe Haven			6	2	1		2
Albany Park Community Center							
Asian Human Services			6				1
CARA							
Catholic Charities				1			
Central State SER			24			1	1
CAPS – Cottage Grove			5		3		
CAPS – Rose	1		36			5	2
Homework Hangout				1			
Inspiration Corporation			3				
Instituto for Latino Progress	1		1				
Jane Addams Resource Corporation			2				1
Lessie Bates Davis Neighborhood House		4				1	3
Man-Tra-Con Corporation							
National Able Network			1		1		3
North Lawndale Employment Network			1				2
OAI, Inc.			1				
Phalanx Family Services	1						3
Rock River Training Corp.	1		30	1	4	2	
Southland Health Care Forum				2			2
Springfield Urban League			8	1	5		1
Tri-County Urban League				2	3	5	11
Two Rivers Regional Council	1						

Benchmark Report

- We will be working on updating this report to align with changes made to the Enrolled Dashboard. We will notify all CBOs once this report has been updated in the system.
- All CBO Locations need to complete the EPIC Actual Service Number Report workbook and submit it to Tammy Stone at Tammy.Stone@illinois.gov. This should be submitted to Tammy no later than 12/13/2017.

- Link to Workbook:
<https://www.illinoisworknet.com/partners/EPIC/Documents/EPIC%20Actual%20Service%20Numbers%20Reported%20by%20CBO.xlsx>
- We will be making visits to all CBO's: to review case files in order to ensure information has been uploaded into the system properly and to ensure it is triggering benchmarks within the system.
- Tammy will be working with each CBO to determine if they want to extend the grant.

Staffing Tool

- Ensure you are using the Staffing Tool Instruction Guides when completing the Staffing Packets to ensure they are completed accurately.
- Link to Instructions:
<https://www.illinoisworknet.com/partners/EPIC/Documents/Staffing%20Reports%20and%20Documents.pdf>
- Below are some items Dee has found that are not being completed correctly:
 - 2151A Needs to be Filled Out Correctly
 - Include Actual Case Notes Instead of All Auto-Generated Case Notes
 - 4334 Comments Need to be Detailed
- After the staffing, be sure the signed 4334 is being uploaded back into the Staffing Report and you are marking who (DHS and/or CBO) has signed it.

Completing 2151A

- The reporting month will be the month that you are uploading the 2151A, for Example: Dec 2017.
- On the Dec 2017 upload, the Activities Reported will be for the month of November.
 - The dates entered will need to be November dates.
- Enter in the hours engaged in each activity for the month and specify if it is hours-per-week or hours-per-month.
- Check the clients Progress Level (always) and Recommended Course of Action (if needed).
- Include a comment on the third page and especially if the client has Minimal, No Progress, Situation Worse, Conciliation, or Non-Cooperation on the Progress Level which requires a comment explaining the situation.
- Link to Instructions: UPDATED
https://www.illinoisworknet.com/partners/EPIC/Documents/Completing%20a%202151A_Final.pdf

Case Notes

- CBOs should be documenting their encounters with customers and progress on a regular basis. Any time a service is provided, or CBO is working one-on-one with a customer a Case Note should be left.

ISTEP

- Steps entered into the ISTEP should have dates that align with the Activities Reported on the 2151A.

Certificates of Completion

- The 'Other' and 'Other Advanced Educational Degree and Occupation Degree' are no longer Type options for Credentials.
- Certificates of Completion should be uploaded to the appropriate step with the new 'Certificates of Completion' Type selected.

Re-engaging Customers

- DHS is working to schedule customers for re-engagement appointments with CBOs. This process will mirror the first process of meeting with customers. CBOs are required to follow the policy regarding a 48-hour 2151 upload, assessing, and enrolling customers when working with any re-engagement customer.