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

Agency as of 1 P.M. 12-20-2017	2151 Past Due	Enrollment Required	2151A Past Due	Minimal Progress	No Progress	Situation Worse	Completion Status	SNAP Ineligible	Packets Started/Ready/Done
A Safe Haven			2	5	1			1	2/23/16
Albany Park Community Center							1		5/16/0
Asian Human Services				1	1			1	0/14/0
CARA									0/2/4
Catholic Charities				1	1			2	1/6/14
Central State SER								1	0/27/2
CAPS - CG				1	1				5/60/0
CAPS – Rose	1							9	1/19/0
Homework Hangout				1					
Inspiration Corporation									1/0/2
Instituto for Latino Progress								1	0/8/11
Jane Addams Resource Corporation								1	0/0/1
Lessie Bates Davis Neighborhood House		4							0/0/0
Man-Tra-Con Corporation									0/0/9
National Able Network			2	1	1			3	26/57/0
North Lawndale Employment Network								2	4/15/0
OAI, Inc.									1/4/16
Phalanx Family Services		2							3/6/5
Rock River Training Corp.,				3	1		2	1	1/51/0
Southland Health Care Forum				2				2	
Springfield Urban League					1	3		2	
Tri-County Urban League				2	3		5	2	
Two Rivers Regional Council									

Update

- ISTEP Dashboard –
    - The ISTEP Dashboard has been updated to provide an in-depth view of areas customers are being engaged in activities. Each section of the ISTEP Dashboard has a Show/Hide Steps button, under Staff Assisted Steps, that provides a breakout of how many steps the customer has in the specific IWDS Service. To see what IWDS Service a step belongs to, look at the 5th column when you are in the model window, to Add Steps to the customer's ISTEP.
    - A new status of "Not Required" has been added to the Timeline & Status of each section on the ISTEP Dashboard. This option should be used after the customer has been assessed and it has been determined there are no steps.

- Enrolled Message – The auto populated email and Case Note sent to customers have been updated to use the text below:
    - **Subject** - You have been Enrolled into the EPIC Program
    - **Message** - Important Note: You have been Enrolled by (CBO assigned to) in the EPIC program! While participating in EPIC you must follow DHS policy, if you do not attend required meetings or assigned activities, you may be sanctioned for not complying. While participating in the EPIC program you will be required to abide by DHS policies and procedures. If you miss a meeting or fail to complete an assigned activity, a meeting will be scheduled with you to find out why. If meetings and activities are missed or you do not comply with an activity assignment, your SNAP benefits may be reduced or stopped. Reasons for not complying, such as illness or unexpected emergencies, may be excused and will prompt a rescheduling of the activities that have not been completed. Contact program staff as soon as you know that you will be unable to fulfill a meeting or assigned activity. Reference IDHS Documentation: DHS 4538 (R-02-16) SNAP Employment and Training Program English Spanish

Re-engaging Customers

- DHS is working to identify customers for re-engagement. This process will mirror the first process of the meeting with customers. Once a customer has been identified as Eligible & Ready to Be Re-engaged, DHS will update their status in EPIC and it will re-set the customer's profile by un-enrolling them and unexciting them. This is done because the customer must be reevaluated by the CBO to determine if they will be a good fit. DHS will then call the customer into their local office to complete DHS' re-assessment process and re-schedule them with the CBO. Customer must be scheduled by DHS; CBOs should not be reaching out to schedule customers. CBOs are required to follow policy regarding 48-hour 2151 upload, assessing, and enrolling customers when working with any re-engagement customer.

Grant Modification and Actual Service Numbers

- Approaching the two-year term for the grants – we will be reaching out to CBOs to review and see if you'd like to extend. We will review performance, spending, etc. when assessing this.
- Tammy sent out a work book regarding Actual Service Numbers that needs to be completed by each CBO.

Benchmarks

For a customer to reach the "Care Only Services Benchmark" they must:

- Have 4 or more staff assisted services that have a <u>complete status</u> and are one of the following IWDS Services:
    - Paid Work Experience

- o Job Search
- o Career Planning

For a customer to reach the "Academic Services Benchmark" they must:

- Have at least one Academic/Technical service with a <u>complete status</u> and one of the following services/steps:
  - o Attend adult education and literacy classes
  - o Raise your Math and Reading skills to 8.0 through a Bridge Program
  - o Improve your Math and Reading skills
  - o Improve your English language skills to 8.0 through a Bridge program
  - o Improve your English language skills
  - o Complete EPIC Training Program (Industry-Recognized Certificate Only)
  - o Complete EPIC Training Program (CTE/College Credit)
  - o Complete EPIC Training Program (Work Experience)

Holiday Closure

Illinois workNet will be closed December 25, 2017 – January 1, 2018. Dee Reinhard will be available that week to answer any questions and provide support as needed. Our programmers will not be in the office; if any issues arise that require a programmer's assistance, Dee will let them know when they return to the office January 2, 2018.