

EPIC CBO Technical Assistance Webinar 07-18-2018 at 3 P.M.

**Agenda:**

Below is a summary of the CBO webinar. You can watch the full recording of any CBO TA webinar here: <https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx>

**Enrolled Dashboard:**

**CBOs, who have customers in any of the following rows, must have them resolved and out of the rows by 08/01/2018:**

Dashboard Numbers - Track your customers

If you have questions, please call Dee or send her an email.

- Home Office: (847) 464-2286
- Mobile: (708) 822-2152
- Email: [dreinhardt@illinoisworknet.com](mailto:dreinhardt@illinoisworknet.com)

Agency as of 11AM 7-18-18	Application Not Started	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	1				1	1			1	
Albany Park Community Center	5	4	6							
Asian Human Services				3				2	1	
Catholic Charities			1							
Central State SER	3		5							
Homework Hangout										
Inspiration Corporation	2		1						1	
Instituto for Latino Progress										
Jane Addams Resource Corporation	5	3	2							
Lessie Bates Davis Neighborhood House			2							
Man-Tra-Con Corporation			1	1				10		
National Able Network	3		3	1				1		
North Lawndale Employment Network	2		4					4		

OAI, Inc.	6		5	1						
Phalanx Family Services	6		7					7	2	
Springfield Urban League	1				1					
Tri-County Urban League			1					1		
Two Rivers Regional Council			2							

**Western is now called Ogden** – EPIC has updated this for the Office List in Reports, etc.

**DHS Offices Customer Call In Days** – Use the schedule below to schedule a presentation at the Cook County FCRC to recruit customers for your program. To ensure you are speaking with the person in charge of EPIC, use the DHS Primary Contact List.

- Presentations on webinars: North Lawndale Employment Network and National Able Network will be on July 27<sup>th</sup>.

Region	FCRC	OFC #	Call-In Days
R1 North	Humboldt Park	231	Any day
R1 North	Lower North	228	T, Th
R1 North	Northern	233	M, W
R1 North	Northside	204	Th
R1 North	Northwest	237	M
R1 North	South Loop	202	T, W
R1 North	Special Units	209	Th
R1 North	West Suburban	229	M, T, W
R1 North	Ogden	201	Arrange
R1 South	Calumet Park	213	M, T, W
R1 South	Englewood	208	T, W, Th
R1 South	Mid-South	203	T, W, Th
R1 South	Roseland	236	M, T, W
R1 South	South Suburban	226	T, W, Th
R1 South	Southeast	218	T, Th
R1 South	Woodlawn	212	T, Th

**Cost Study Guidance With Mathematica** – The Cost Study Workbook should only reflect the treatment of customers for staff costs and overhead costs. Refer to the email sent from Tammy Stone at 2:00PM on July 16, 2018 and also referenced on the webinar by Kelley Monzella and Julie Worthington Hartnack.

**Program Close-Out** – Look for the email under Separate Cover. Please review the list to see if the dates are still accurate. Anything longer than 30-weeks requires a co-enrollment with another training program. Remember: If you do not have a program offering, you will not have customers referred to your agency. You can add new programs with approval by Dee, Olivia and Tammy (all 3). Your response is due by July 25<sup>th</sup> to Dee for the program updates.

**Re-engagement Process** – We have implemented a new re-engagement process with DHS. In order to clean up the list and the required status update/appointment with DHS, you may notice a change in some of your numbers and customers.

**CBO Contact Updates** – There is a new, efficient tool that allows Dee and Olivia to update all of the agency's customers at once for CBO Contacts. Also, it allows Dee and Olivia to update the primary and secondary contacts of an agency in order for two people to receive notifications about customer Case Notes, etc.

**WEX Or Permanent Employers For Survey** – Please supply a list of work experience business partners and/or permanent employment partners to Dee by July 25<sup>th</sup> for inclusion in an online survey about the EPIC program.

**Success Story** – If you have not already, please send an email to [epic@illinoisworknet.com](mailto:epic@illinoisworknet.com) by July 25<sup>th</sup> of any customers, who are willing to participate, in a recorded interview.

**Updates** – Please review all updates to become familiar with changes in EPIC. You can find all updates, which includes updates that have not been shared since our last webinar on June 27<sup>th</sup> by going to this link: <https://www.illinoisworknet.com/partners/EPIC/Pages/Updates.aspx>