Initial Process Total time = 5-7 days	New Process Total Time = 4 hours	Changes
DHS case workers invite SNAP Eligible ABAWDs to Orientation. This creates an Illinois account for the customer or syncs their DHS information to an existing Illinois workNet account. This process also unlocks the EPIC application for the customer.	**DHS case workers** invite SNAP Eligible ABAWDs to Orientation. This creates an Illinois account for the customer or syncs their DHS information to an existing Illinois workNet account. This process also unlocks the EPIC application for the customer.	**Process - No Change**
Customer attends EPIC Orientation Session.	**Customer** attends EPIC Orientation Session.	**Process - No Change**
DHS Case worker provides video overview. • Illinois EPIC Pilot Program Overview (4:23 min) • Illinois EPIC Pilot Program FAQ (6:37 min) • EPIC Orientation Slide Presentation (8:28 min) • Time for Q&A Time = 30min	**DHS Case worker** provides video overview. • Illinois EPIC Pilot Program Overview • Illinois EPIC Pilot Program FAQ • EPIC Orientation Slide Presentation • Time for Q&A Time = 30min	**Process - No Change** **Other changes:** Update customer intake handout and orientation videos. Available on www.ilepic.com Step 1 – EPIC Introduction.
Customer decides if they want to participate or learn more about their options.	**Customer** decides if they want to participate or learn more about their options.	**Process - No Change**
DHS Case worker directs them to look at the training programs available in their area and the related career information. Time = 20-40 min	**DHS Case** worker directs them to complete an interest inventory which takes approximately 20 minutes to complete. Base on the results they can look at the training programs available in their area and the related career information. Time = 40-60 minutes	**Process - Change Summary**– Customer completes interest survey to help them focus on careers that match their interest. It is important they select a training that matches their skills and interest rather than just selecting something that is available. **System Changes:** Added Career Cluster Inventory log in/link in www.ilepeic.com on Step 2 – Skills and Interests. Training program search is available on www.ilepic.com on Step 3 – Training Programs.

Initial Process Total time = 5-7 days	New Process Total Time = 4 hours	Changes
Customer decides if they want to participate or learn more about their options.	**Customer** decides if they want to participate or learn more about their options.	**Process - No Change**
Customer completes and submits their application. Time = 30-45 min	**Customer** completes and submits their application and checks in with a DHS case worker. Time = 30-45 min	**Process - No Change** **Other changes:** Update application questions related to drug test and criminal background. Application updates are based on CBO feedback so the system can make better recommendations. See Application update document for details.
Customer completes and submits the NOCTI. 21st Century Skills assessment. Time = 2 hours	N/A	**Process - Change Summary**– Do not have to spend 2 hours to take NOCTI during the intake process. Move the NOCTI to the CBO side so customers can complete the NOCTI after their training and earn the credential for their portfolio. **System Changes:** Update • www.ilepic.com webpage - Removed NOCTI • Intake tab – NOCTI section is inactive/not required. • Intake Dashboard – NOCTI information is available in a collapsed view. Customers flow from the application section to the Eligibility Review section (bypassing the NOCTI section).
DHS case worker sets up consent form follow-up meeting approximately 5-7 days out.	**DHS case worker** directs the customer to a case worker who will review their information and complete random assignment.	**Process - Change Summary**– DHS case worker either reviews the customer information or directs them to a case worker who will review their information. **System Changes:** Update • Intake tab –schedule follow-up section is inactive/not required
Wait 2 business days for NOCTI results to populate the Illinois workNet system.	N/A	**Process - Change Summary**– Do not have to wait 2 business days for NOCTI results.

Initial Process Total time = 5-7 days	New Process Total Time = 4 hours	Changes
		System Changes: Update • Eligibility review - Remove NOCTI requirement.
System recommends potential training programs based on application baseline assessment and NOCTI scores. • If the customer has < GED, they are only recommended for programs that have a Bridge program. • If they have >= GED and score less than 50% in the NOCTI reading, writing or math sections, they are only recommended for programs that have a Bridge program. • If they have >= GED and score >= 50% on NOCTI section, they can go to programs that offer or don't offer a Bridge program.	**System** recommends potential training programs based on application baseline assessment • If the customer has < GED, they are only recommended for programs that have a Bridge program. • If they have >= GED they can go to programs that offer or don't offer a Bridge program.	**Process - Change Summary**– NOCTI results are not considered in the recommendation process. **System Changes:** Update • Eligibility review process in EPIC Partner tools • Intake Dashboard – Remove DHS Admin and Commerce Review line items.
Each eligibility review team member (**DHS Admin, Commerce Admin, DHS Case Worker**) makes a recommendation. • If one person makes a recommendation, the customer can go through random assignment. • If all three indicate the person is not recommended, they are not offered the option of participating in the study. • DHS Admin or Commerce Admin answer Pre-Random Assignment Questions Time = 10 min (or less depending on the number of recommended training programs) x 3 = 30 mins	**DHS Case Worker** reviews system generated recommendations with the customer. • Case worker indicates the customer o Is eligible for the program. o Declines to participate before random assignment. o Is not recommended for the program. • Case worker completes the Pre-Random Assignment Questions. • If the program does not allow sex offenders, the case worker needs to look them up in http://www.familywatchdog.us/.	**Process - Change Summary** – • Case Worker is the only person who recommends training programs. • Case Worker will complete the two pre-random assignment questions. • If the program does not allow sex offenders, the case worker needs to look them up in http://www.familywatchdog.us/ **System Changes:** Update • Eligibility review process in EPIC Partner tools

Initial Process Total time = 5-7 days	New Process Total Time = 4 hours	Changes
	Time = 15 min (or less depending on the number of recommended training programs)	
Customer returns for the consent meeting.	N/A	**Process - Change Summary** – Customer does not need to return for a second meeting. **System Changes:** Update • Intake Dashboard – leave current customer information as is in the Scheduled for Consent, Needs to be scheduled for Consent, Did not attend consent meeting sections. Add a note to show those sections are no longer required. Once those people have completed the consent process we can remove those line items. Adjust how the customers flow through the Eligibility Review section of the dashboard.
DHS Case worker goes through the random assignment process. • If they are in treatment group they are assigned to a training program. • If they are in the E&T Only group, they are provided business as usual services. Time = 30min	**DHS Case worker** goes through the random assignment process. • If they are in treatment group they are assigned to a training program. • If they are in the E&T Only group, they are provided business as usual services. Time = 30min	**Process – No Change**