The EPIC pilot program is part of a larger National study and includes a robust evaluation process associated with the pilot projects to test a range of innovative and promising approaches and strategies that can be implemented into the existing SNAP E&T program.

It has the potential to address the unmet needs of a large number of underemployed and unemployed SNAP participants in Illinois who need basic and technical skills and work experience (i.e., enhanced on-the-job learning) along with support services to get good jobs, increase earnings, and reduce reliance on public assistance.

Design a Formula for Success
Illinois workNet: Provide Access to Customers

The Illinois workNet Team Provides Initial Access To EPIC Tools. To request access to EPIC tools you must:

- Have an Illinois workNet account.
- Provide level of access (IDHS, CBO, Educator, Employer), Region/Office, Name, and Email
- Send requests to epic@illinoisworknet.com.

IDHS staff are provided access to customers in their region/office.

CBO staff access customers that have been assigned to their organization.

Educators or Employers can be given access to specific customers using teams.

- If you are a CBO with more than one training provider/location, you can give access to a subset of your total customer pool. For example, if you have Rend Lake and John A Logan as your training providers, you can set up a team so that Rend Lake staff only have access to Rend Lake students.
- If you have employers who are providing work experience, you can give them access to customers assigned to their organization.
Illinois workNet: Facilitation (🛠️) and Communication (💬) Tools

**Intake/ Eligibility (3-7 days)**
- Eligible Customers
  - Career/Program Info
  - Application
  - NOCTI Assessment

IDHS & Commerce
- Intake Dashboard
- Invitation Tools
- Assessment Tools
- Eligibility Review
- Assign CBO/Training
- Scheduling
- Reporting

**Training and Employment Services (1-38 weeks)**
- Individualized Services, Training and Employment Plan (ISTEP) Customer View

CBO & Training Providers
- Training Programs
- Scheduling Tool

**Exit/Follow-up (90 days)**
- Send communication using case notes in the ISTEP as a message/email.
- Update customer status (on progress page) the customer becomes ineligible.
- Receive messages from customers and partners.
- Receive system notifications and alerts.

- Customer Profile
- Enrolled Customer Dashboard
- Progress Page
- ISTEP (Partner View)
- ISTEP Dashboard
- Reporting
- Outcomes Dashboard
Intake/Eligibility Process

The EPIC Pilot begins with IDHS offices or IDHS designees. The program eligibility process is critical to the success of the project. The design of the pilot, requires a SNAP E&T and EPIC SNAP E&T services group of equal numbers for comparison. Once people are put into these groups they will not be removed.

IDHS has customers go through an application/assessment process that is used to:

- Match them with the careers based on their skills and interests.
- Determine if they meet the baseline requirements to succeed in the field.
- Identify customer that are motivated to fully participate.
- Match them with the CBO program that can best meet their needs.
CBO Impact In Intake/Eligibility Process

Populates the Training Program Map and customer application with open EPIC training program without revealing the provider.

Provides the criteria for the Illinois workNet system to provide a list of potential training programs for the Eligibility Review Team.
Enter your appointment times so that DHS can schedule the initial meeting while customers are in their office.

Email/Message is sent to CBO staff and customer.
Illinois workNet: Intake Assignment Facilitation/Communication Tools

Communication should take place within the Illinois workNet system so all of the information is in one place.

Assign Customers to CBO

- IDHS print 2151 form for customer
- Automatic CBO notification via Illinois workNet Message and Email
- Automatic Customer notification via Illinois workNet message and email (if available)
- Customer will bring a hard copy to the initial meeting.
- CBO will complete the document and upload it into the system within 2 business days of the initial meeting.

This document is for the CBO to report monthly progress.
- CBO will complete the document and upload it into the system by the 1st of each month.
After Assignment: CBO Engages Customers

Progress Page allows you to:

• Communicate outcome of initial customer status meeting.

• Formally enroll the customer into your program.

• Provide updates to the DHS staff.

• Populates the Enrolled Customer Dashboard for a filtered list of customers who need their information updated.
Illinois workNet: Progress Page & Dashboard Facilitation/Communication Tools

Use Progress Page & Enrolled Customer Dashboard

- CBO Report Progress to IDHS
- Monitor to ensure customer maintains SNAP Eligibility

Use case note tool to communicate changes, notes, and reminders.

- Enrolled Customer
- IDHS Staff
- CBO, Educator, Employer
ISTEP: Communicate Next Steps & Document Progress

ISTEP = Individualized Services Training and Employment Plan

• Identify activities the customer will need to complete and services they receive.
• Document status of the service/activity.
• Document the credentials that were earned as a result of successfully completing the activity (i.e. training program).
• Document worksite placement.
• View overall status with the ISTEP dashboard.
• Customers will have a customer view.
Enrolled Customer

IDHS Staff

CBO Communicate Plan & Guidance to Customer

CBO Document Services

Monitor to ensure customer maintains SNAP Eligibility

Use case note tool to communicate changes, notes, and reminders.

Use ISTEP and ISTEP Dashboard

CBO, Educator, Employer
Emails & account messages are sent:

- Automatically through Illinois workNet to notify customers of updates, program opportunities, and required action.
- Case workers and career navigators can send emails/messages through the message tool or through the use of case notes.
Enhancing Training Program Information

Build onto the current Training Program Profile:

- **About This Program** – highlights how it is offered and credentials earned upon successful completion.

- **Requirements** – includes current baseline requirements plus any additional information that is needed to make a good referral to the program.

- **Courses/Competencies/Credentials** – provides more detailed information about what is included in the training program and what they will earn upon successful completion.

- **Career Advancement** – provides the career path, stackable credential information, and specific programs in that area available to help them advance in their career.

Use the information to populate:

- Training Program Map/Page for better referrals.

- ISTEP to communicate expectations and next steps.
• **Dashboards** – Provide an overview of where customers are in the EPIC program and access to a filtered list of customers based on their status.

• **Export** – Export lists of customer to access additional information about the customer such as contact information, EPIC status, assessment information, and outcomes.

• **Reports** – Use custom reports in the report section. Export the information to an Excel spreadsheet.

• **Payroll Upload** – Upload payroll information for work experience. Receive notification of approval through the system.
1. Participate in weekly CBO TA Webinars.
   Schedule and participation information:
   • Wednesdays 3:00-4:00 PM
   • Phone: 866-821-1611 (You can call in or listen through speakers)
   • Webinar: http://siuccwd.adobeconnect.com/epic/


3. Log in to EPIC dashboard. The link to log in is available in multiple locations:
   • At the top of the EPIC Partner Guide www.illinoisworknet.com/epicpartners
   • In the Partner Tools section of My Dashboard (when you are logged into your Illinois workNet account)
   • Direct URL (https://apps.il-work-net.com/Epic/Admin/Customer)

4. Attend training in person and online.
   • Upcoming new releases will be provided during the next CBO Training Webinar.
   • In person training dates will be scheduled in May. Dates and locations will be sent out and discussed during CBO TA webinars.
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