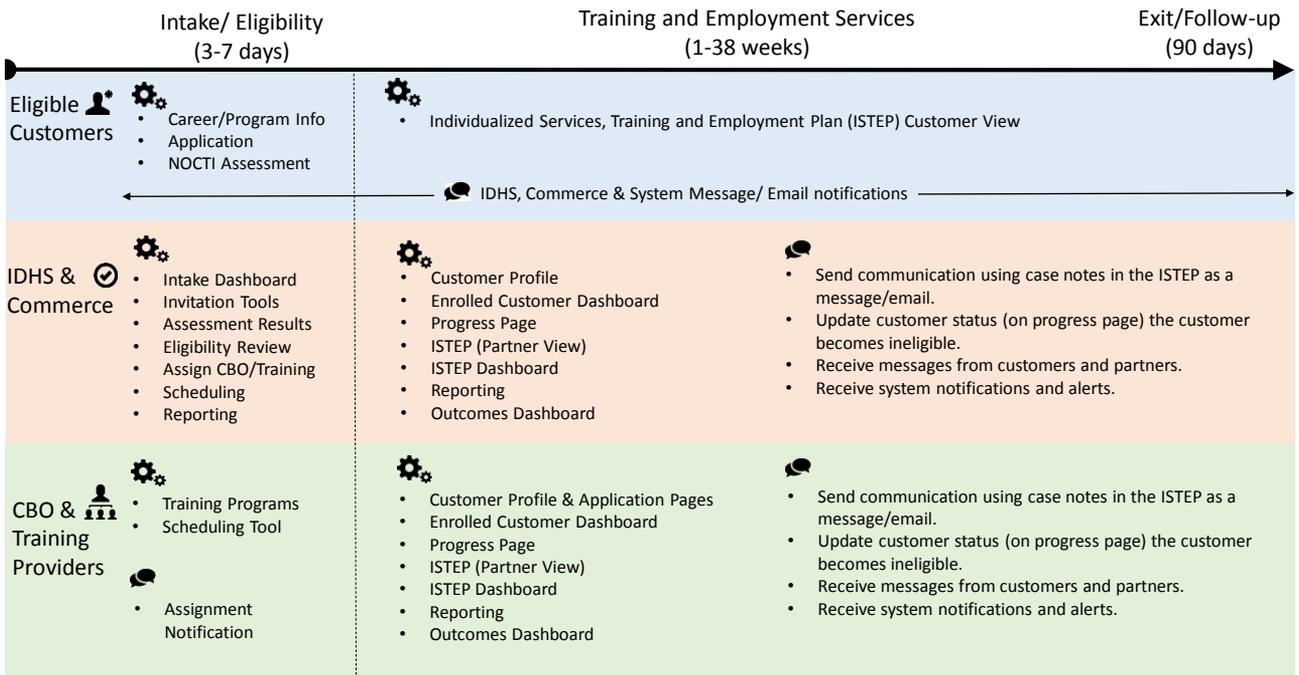


Illinois workNet EPIC Partner Tools for Facilitation, Engagement, and Tracking



May 16 & 19, 2016

Illinois workNet: Facilitation (⚙️) and Communication (💬) Tools



CBO Impact In Intake/Eligibility Process



Training Program Information



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



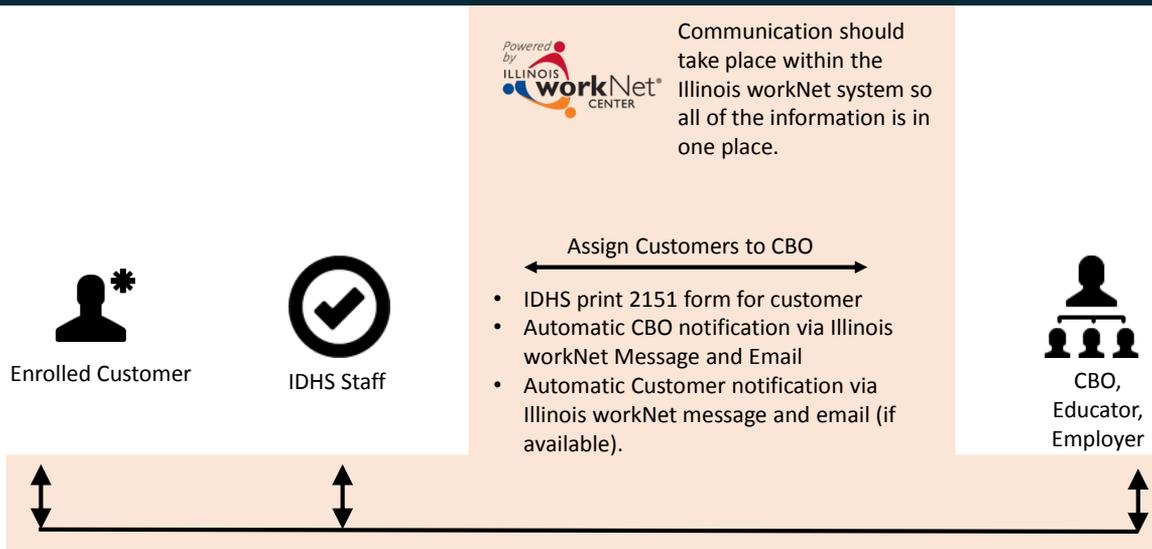
Provides the criteria for the Illinois workNet system to provide a list of potential training programs for the Eligibility Review Team.

CBO Role In EPIC Training Program Assignment Process

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



Scenarios

What are possible scenarios that need to be addressed?

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.

	Count	%	Loss Rate	Success Rate
CBO Enrollment Verification Status				
⚠ Referral Pending - Appointment has not been Scheduled	29	69%		
Referral Pending - Scheduled Appointment	0	0%		
⚠ Referral Pending - Enrollment Verified Past Due	4	10%		
⚠ Referral Pending - Appointment No Show	1	2%		
Appointment Complete & Enrollment Started 2151 Form Needed	1	2%		
Appointment Complete & Enrollment Verified	6	14%		100%
DHS Review - Recommending Sanction - Upload 2151A Form	1	2%	100%	
DHS Indicated Customer NOT Currently Snap Eligible	0	0%	0%	
Total	42			
Recommended Course of Action (Based on most recent 2151A form) - Upload monthly progress between the 1st and 5th of each month				
⚠ CBO needs to upload - Past Due	3	50%		
2151A Not Needed - Form is Not Required Until Next Month	1	17%		33%
2151A Forms Up-to-date	2	33%		67%
Total	6			
2151A Client's Progress: (Based on 2151A Up-to-date uploaded forms)				
⚠ Situation Worse	0	0%		
⚠ No Progress	0	0%		
⚠ Minimal Progress	0	0%		
Acceptable Progress	1	50%		100%
Substantial Progress	0	0%		0%
Completed	0	0%		0%
Non-Cooperation	0	0%	0%	
Conciliation	0	0%	0%	
DHS Review - Recommend Sanction	1	50%	100%	
Total	2			

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Progress Page Initial Appointment

HOME DASHBOARDS CUSTOMERS RESOURCES REPORTS MESSAGES

HI.INFO@TRAIN17_SIUCCWD.COM

PROFILE PROGRESS PAGE ISTEP SERVICES OUTCOMES CASE NOTES ASSESSMENTS REPORTS

CASE NOTES(0)

Profile

First Name 1

Last Name 1test

Email [Show More Contact Information](#)

User Name 11981

Other Participant ID 8152

DHS Case ID/ENAP Unit ID 2032032032031

RIN 258582025

Application Submitted 4/29/2016

Eligibility Review Recommended

Assignment EPIC SNAP E&T Services on 5/2/2016

CBO Agency Assignment The Cara Program - Main Campus

Enrollment Status Not Enrolled

[Reset Password](#)

Training provider/agency staff use the Progress page to track and communicate customer status and progress to the DHS office. This includes:

- Agency Primary Contacts for the Customer
- Enrollment Documentation
- Monthly Updates and Changes in Activity

*These items populate the Enrolled Customer Dashboard

Related Instructions:

- Progress Page (PDF)
- Enrolled Customer Dashboard (PDF)

DHS Contact

DHS Office Information:
SNAP E&T Office 1642 W. 59th Street 1st Floor
Chicago, IL 60636

DHS Contact*

DHS Caseworker Team1

[Update](#)

CBO Contact

CBO Agency Information:
The Cara Program - Main Campus 237 S. Desplains
Chicago 60681

CBO Contact*

CBO Test1

[Update](#)

Initial CBO Appointment

Upload Completed 2151 Form After Initial Appointment

Download 2151 Form

Date	File Name	Note	Uploaded By	Remove
No files have been uploaded				

Appointment Status*

Customer did not show up to first appointment

IL444-2151 Form



State of Illinois
Department of Human Services

Referral Form

6A(1 Year)

Office Stamp/Address:

REFERRED TO: _____ DATE: _____

Agency: _____ Contact: _____

Address: _____ Phone: _____

Appointment Status: Walk-In Please initiate contact Scheduled for Date: _____ Time: _____

SERVICE NEED/PROGRAM (check one) the shaded area requires completion of a consent to release information.

<input type="checkbox"/> Adoption	<input type="checkbox"/> Legal Services	<input type="checkbox"/> Basic Needs	<input type="checkbox"/> Education/Training
<input type="checkbox"/> Child Risk/Safety	<input type="checkbox"/> Mental Health	<input type="checkbox"/> Child Care	<input type="checkbox"/> Immigrant Services
<input type="checkbox"/> Disability Services	<input type="checkbox"/> Senior Services	<input type="checkbox"/> Child Support (only)	<input type="checkbox"/> Refugee Services
<input type="checkbox"/> Domestic Violence	<input type="checkbox"/> Substance Abuse	<input type="checkbox"/> Cash, SNAP, Medical	<input type="checkbox"/> Transportation
<input type="checkbox"/> Health	<input type="checkbox"/> Youth Services	<input type="checkbox"/> Employment	

Program(s) referring to (use the name(s) identified in the assessment): _____

- 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.

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Progress Page

Participant is not completely enrolled with a CBO until a 2151 form has been uploaded.

Update

Schedule CBO Appointment

If no appointments are available, or the customer can't attend the available appointments contact The Cara Program - Main Campus @ 312-798-3300

List

Calendar

Show 50 entries

Location Name	Date	Time	Details
Main Desplains Office	5/13/2016	2:00 PM - 2:30 PM	Set Appointment
Main Desplains Office	5/19/2016	8:00 AM - 9:00 AM	Set Appointment

Showing 1 to 2 of 2 entries

Previous
1
Next

5

Scenarios

- The EPIC customer states during their initial CBO appointment they have ill/disabled family members that live in another state. The customer cares for the family members, which is their higher priority, 1-3 weeks every few months. They would, however, like to participate in the program. How could customer complete a training program and/or sustain employment?
- The EPIC customer states during their initial CBO appointment they have domestic/mental/emotional issues; however, would like to participate in the training program.
- If you have a client who comes in but does not score highly enough on the TABE can we re-assign them to a different CBO or are they required to take our Bridge program to hopefully raise scores to the point where they are eligible for our training?
- DHS staff refers customer with incorrect profile information in Illinois workNet. How do we rectify?
- Other scenarios?

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Progress Page: Enrollment & Monthly Update

Training Program Placement

Identify the training program assignment for this person. The actual start/completion dates and current status will be recorded in the customer's Individualized Services, Training, and Employment Plan (ISTEP).

CBO Enrollment Status *

Not Enrolled ▼

Program Assignment *

Catering Test Program (Initial Assignment) ▼

[Update](#)

Change in Activity / Monthly Update

1. Download the 2151A form and update the document in Adobe Reader. If you need to download Adobe Reader, go to <http://get.adobe.com/reader/>
2. Save the updated 2151A form to your computer and then upload the document.
 1. The monthly update 2151A form must be uploaded between the 1st-20th of each month.
 2. Changes in activity 2151A can be uploaded at anytime.

[Upload 2151A form](#)

[Download IL444-2151A](#)

Notice	Date	Progress	File Name	Note	Uploaded By	Remove
No files have been uploaded						

IL444-2151A Form

State of Illinois
Department of Human Services **Change Progress Report Form** 6A(1 Year)

CLIENT INFORMATION

Person Served: _____ Birth Date: _____ Male Female SSN(last 4 digits): _____
 Case Name: _____ IDHS Case Number: _____ RIN: _____
 Address: _____ City: _____ Zip Code: _____

IDHS OFFICE

IDHS Office Name (#): _____ Local Office Liaison: _____
 Address: _____ Phone: _____
 City: _____ Zip Code: _____ Fax: _____

PROVIDER INFORMATION

Provider: _____ Phone: _____
 Address: _____ City: _____ Zip Code: _____
 Contact: _____ Fax: _____

Use one Change Progress Report per activity. You may fill out only the bottom portion and staple to the top.

Activity	Code	Time or start date	Hrs./Week/ Monthly	Activity for TANF or SNAP/EAT	Code	Reporting month:	
						Time or start date	Hrs./Week/ Monthly
<input type="checkbox"/> Subsidized Work	NA			<input type="checkbox"/> Job Search/Readiness	200		
<input type="checkbox"/> Work First - TANF	211			<input type="checkbox"/> Vocational Training	350		
<input type="checkbox"/> Job Skills Training - TANF	222			<input type="checkbox"/> Basic Education - ABE	353		
<input type="checkbox"/> Post Sec Ed/2 SGPA-TANF	300			<input type="checkbox"/> Basic Education - GED	354		
<input type="checkbox"/> Voc Training/2 SGPA-TANF	301			<input type="checkbox"/> Basic Education - HS	355		

- This document is for the CBO to report monthly progress.
- CBO will complete the document and upload it into the system between the 1st-5th of each month.

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Illinois workNet: Progress Page & Dashboard Facilitation/Communication Tools



Enrolled Customer



IDHS Staff



Use Progress Page & Enrolled Customer Dashboard

← CBO Report Progress to IDHS

← Monitor to ensure customer Maintains SNAP Eligibility →



CBO,
Educator,
Employer



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



Scenarios

- The customer is incarcerated and cannot complete training.
- If a customer opts out, what proof do CBOs have?
 - Will documentation be provided by DHS in workNet?
 - Can a customer return to the program once they've opted out of the study?
- Something changes within the customer's household that makes them ineligible for SNAP benefits (ex. Someone gets a job, moves out, etc). What do you do?
- Do we have flexibility to adjust the length and part time hours the customer works if they need additional time? Can a customer retake classes they struggle with?
- Our program is more than 120 hours per month. If someone will not agree to do more than 120 hours in a month, can we extend their time in the program by a week or two so they get the same amount of hours as other customers?

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Scenarios

- In the case of WIOA, if a client becomes ill and cannot physically complete training and/or continue to work, can we neutrally exit them with proper documentation from a medical provider?
- Can we add additional training programs based on customer interest within the designated industries?
- If a customer starts the third week of the month and their training will not begin until the following month, what activities can we provide to count towards the required monthly hours?
- What do career navigators do with the negative talk from family members and friends?

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ISTEP: Communicate Next Steps & Document Progress

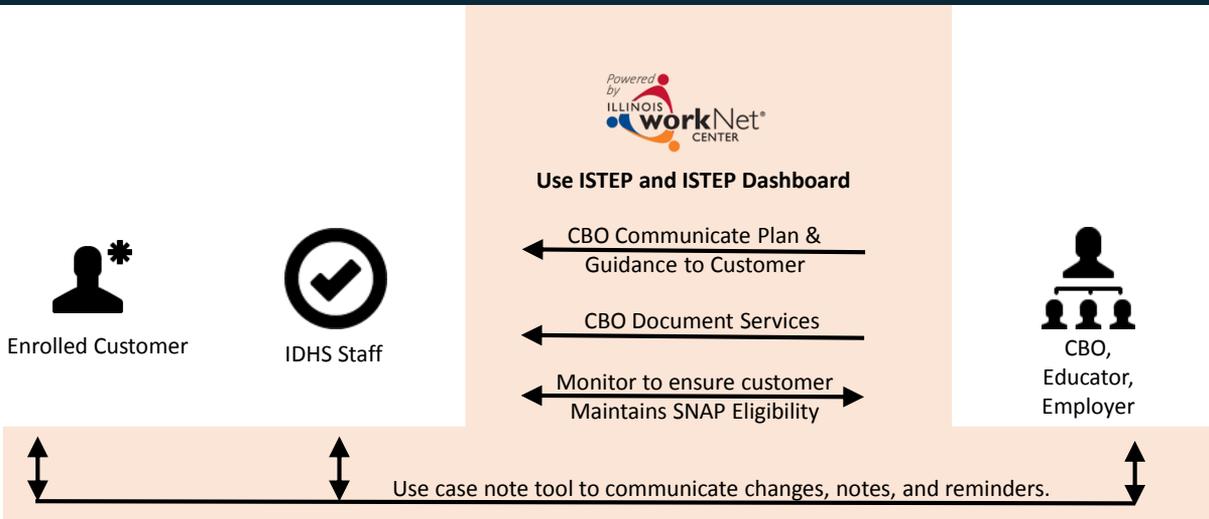
ISTEP = Individualized Services, Training, and Employment Plan

The screenshot shows the 'EPIC ADVENTURA' dashboard. At the top, there are navigation tabs: DASHBOARDS, CUSTOMERS, RESOURCES, REPORTS, and a user profile. Below this is a sub-header for 'EPIC ADVENTURA' with tabs for PROFILE, ISTEP, SERVICES, OUTCOMES, CASE NOTES, ASSESSMENTS, and REPORTS. The 'ISTEP' tab is active, showing a 'Timeline' section with sub-tabs for Personal Development, Career Planning, Academic / Technical Skills, and Highlights / Notes. The main content area is titled 'ACHIEVING YOUR CAREER & TRAINING GOALS' and is divided into three columns: 'GOALS', 'ACCOMPLISHMENTS', and 'Profile'. The 'Profile' column lists personal information like First Name (Epic), Last Name (Adventura), Email, and other IDs. The 'GOALS' column lists 'Career pathway choice', 'Target occupation', 'Wage Goal', 'Short Term Goal', and 'Long Term Goal'. The 'ACCOMPLISHMENTS' column has buttons for 'Show Assessments', 'Show Credentials', 'Show Services', 'Show Work-Based Learning', and 'Show Permanent Employment'.

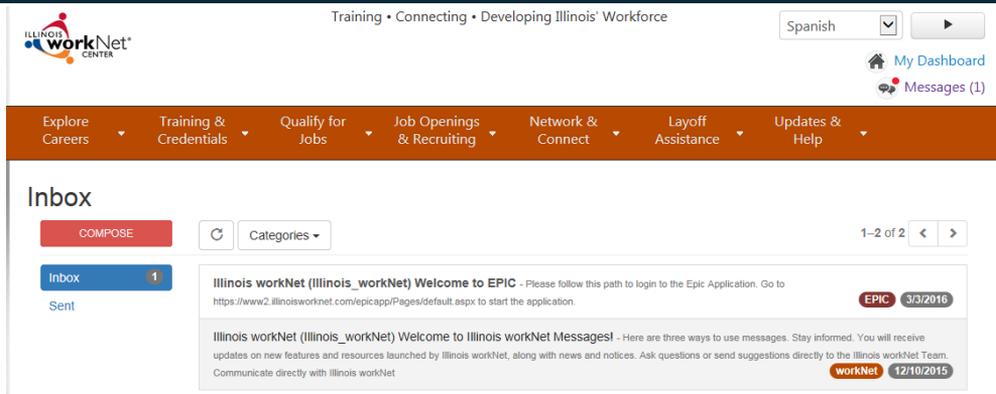
- Identify activities the customer will need to complete and services they receive.
- Document status of the service/activity.
- Document the credentials that were earned as a result of successfully completing the activity (i.e. training program).
- Document worksite placement.
- View overall status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

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Illinois workNet: ISTEP & Dashboard Facilitation/Communication Tools



Message/Email Tools



Emails & account messages are sent:

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

CASE NOTES(0)▼

Scenarios

Cannot pass a drug test

- Create a case note and use the function to email and notify DHS case worker.
- Complete a 2151A and upload it at that time, do not wait for the monthly submission.
- Work with DHS to find supportive services to enroll them into a drug treatment program.

Missed multiple appointments / classes with no excuse

- Create a case note and use the function to email and notify DHS case worker.
- Complete a 2151A and upload it at that time, do not wait for the monthly submission.
- Recommend reconciliation process through DHS.
- This could impact receipt of SNAP benefits.

Consistently tardy

- Create a case note and use the function to email and notify DHS case worker.
- Complete a 2151A and upload it at that time, do not wait for the monthly submission.
- Work with client on workplace skills, especially the attendance section. See if there is another mode of transportation or travel schedule that could be worked out.

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Scenarios

Family is sick / has to take someone to doctor

- Create a case note, and use the function to email and notify DHS case worker.
- If training or work experience can be coordinated with family care, nothing needs to be done. If it will impact training etc, notate in case notes. Follow procedures if it is long-term.
- This could impact SNAP benefits.

Got kicked out of where they stay

- Create a case note, and use the function to email and notify DHS case worker.
- Complete a 2151A and upload it at that time, do not wait for the monthly submission.
- This could impact participation in the program if the new residence is no longer in the appropriate study related counties.

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Scenarios

Shows up high / drunk

- Create a case note and use the function to email and notify DHS case worker.
- Complete a 2151A and upload it at that time, do not wait for the monthly submission.
- If this happens consistently, find supportive services to enroll them into a drug/alcohol treatment program.
- This could impact participation in the program if they are no longer SNAP eligible.

Argues with staff / trainers

- Create a case note. Use the function to email and notify DHS case worker.
- Complete a 2151A and upload at the time. Do not wait for the monthly submission.
- Request a reconciliation. This could impact SNAP benefits and make customer ineligible for EPIC program.

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employment opportunities • personalized services
individualized training • career planning

Funding for research provided by the United States Department of Agriculture (USDA).
USDA is an equal opportunity employer and provider.



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
Bruce Rauner, Governor

