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

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

- Intake/ Eligibility (3-7 days)
- Training and Employment Services (1-38 weeks)
- Exit/Follow-up (90 days)

- Individualized Services, Training and Employment Plan (ISTEP) Customer View
- IDHS, Commerce & System Message/ Email notifications

- 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

- Customer Profile & Application Pages
- Enrolled Customer Dashboard
- Progress Page
- ISTEP (Partner View)
- ISTEP Dashboard
- Reporting
- Outcomes Dashboard

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- Update customer status (on progress page) the customer becomes ineligible.
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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.

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

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).

Enrolled Customer  IDHS Staff  CBO, Educator, Employer

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.

Progress Page Initial Appointment
- 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.
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?
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.
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?

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?
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.

Illinois workNet: ISTEP & Dashboard Facilitation/Communication Tools

Use ISTEP and ISTEP Dashboard

- 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.
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.

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.
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.

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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