

GET STARTED

1. Make sure all staff who need to access EPIC tools have an Illinois workNet account.
2. Request access to EPIC tools. For new requests, send an email to info@illinoisworknet.com. Include the following information:
 - a. Agency name
 - b. Staff name
 - c. Staff email address
 - d. Let us know that you are requesting CBO access for EPIC tools.

BACKGROUND INFORMATION

DHS staff is completing the EPIC Intake process. The intake process includes:

- DHS staff identifying and recruiting eligible SNAP recipients/customers.
- Customers completing the EPIC application and Career Cluster Inventory assessment.
- DHS case worker recommending training programs based on baseline requirements and assessment results.
- DHS completing random assignment.
- DHS assigning EPIC services group (treatment group) customers to a training program.
- Illinois workNet system notifying CBO staff of assignment via Illinois workNet message and email.

CBOs ACCESS ASSIGNED CUSTOMERS

1. View these customers through the EPIC Partner Tools.
 - a. Log into www.illinoisworknet.com and go to your dashboard.
 - b. Select Partner Tools.
 - c. Select the EPIC partner tool and you will see a list of customers who have been assigned to your organization.
2. Contact the customer to set up an initial appointment to engage them in services.
 - a. Select the customer information link to view their profile and plan.
 - b. Select the Profile tab.
 - c. Select the application tab to view customer contact information.
3. If the customer does not have an email account, help them create one. Then have them log into their Illinois workNet account and update their profile to include their email.

The customer will log into www.illinoisworknet.com and go to their dashboard.

 - a. Select Update My Profile.
 - b. Enter in their email address and save changes.
4. Complete the 2151 form and upload to Illinois workNet **no later than 48 hours after initial appointment date.** (Use this process until the Progress page is available).
 - a. Select the customer information link from the list to view their profile and plan.
 - b. Select the ISTEP tab.
 - c. Select the Personal Development tab and upload the completed 2151 form. If they do not show up for the appointment, add a note in the ISTEP case notes section.
5. You can add case notes to the customers ISTEP Plan as needed. Additional information will be provided regarding using the ISTEP.

CURRENTLY IN DEVELOPMENT

- An **appointment calendar** for the CBO to enter open appointment times for initial customer appointments. DHS case worker will use the appointment calendar to schedule the customers first meeting before leaving the random assignment meeting.

- **Progress page and Enrolled Customer Dashboard** to communicate progress of customers enrolled in the EPIC SNAP E&T Services Group.

Mock Up - DHS view after assignment to the treatment group

EPIC Group Assignment

EPIC Icon | Dashboard | Customers | Reports | Hi, Natasha

Profile | ISTEP | Services | Outcomes | Case Notes | Assessments | Reports

Profile Details | General Information | Intake Activities | Eligibility Review | **Assignment** | Treatment Group Only

Customer Profile Information

Random Assignment Date: 3/1/2016
Random Assignment Group: EPIC SNAP E&T Services

Program Assignment* (L)
Medical Assistant Employment Prep Program

Schedule CBO Appointment (L)
Albany Park Community Center Appointment Times

Time	3/14 Monday	3/15 Tuesday	3/16 Wednesday	3/17 Thursday	3/18 Friday
10:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11:00AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:00 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2:00 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3:00 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

No appointments? Use message tool to send a message to the CBO to let them know a person has been assigned but an appointment could not be set. CBO will need to follow-up and contact the customer within 1 week.

1. Save | 2. Download Referral Form | 3. Download Cover Letter

Send email/message with appointment reminder that can update outlook (and other) calendars.

Mock Up - CBO Schedule/View Appointments

EPIC Group Assignment

EPIC Icon | Dashboard | Customers | Resources | Reports | Hi, CBOaccount

Training Programs | Appointment Times

Schedule Open Appointment Times

Select time slots available for EPIC Customer First meeting (L)

Time	3/14 Monday	3/15 Tuesday	3/16 Wednesday	3/17 Thursday	3/18 Friday
10:00 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11:00AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1:00 PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2:00 PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3:00 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

View Customer Appointment Times

3/16 Wednesday 10:00 AM - Meet with Sid Luckman

Mock UP - CBO Updates Progress Page

EPIC Group Assignment

EPIC Icon

Dashboard

Customers

Reports

Hi, Natasha ▼

Profile
Progress Page
ISTEP
Services
Outcomes
Case Notes
Assessments
Reports

Treatment Group Only

Customer Profile Information

Initial CBO Appointment

Scheduled Date: 3/16/2016

Upload completed 2151 Form After Initial Appointment

Customer did not show up to appointment

CBO Enrollment Status: Enrolled ▼

Exited

Training Program Placement

Program Assignment* ⓘ

Medical Assistant Employment Prep Program ▼

Employment Services Only

Assign customer to a different CBO.

If CBO decides customer is not a good fit, there are 2 options.
 Provide Employment Services Only or request for them to be assigned to a different CBO.

If they are un-assigned from a training program, the count of customers assigned to the training program will automatically be adjusted in the system.

Change in Activity/ Monthly Update

Submit 2151A Form

[Hide 2151A History](#)

05/01/2016	Monthly Update	<i>Submitted by ntelger</i>
04/26/2016	Change in Activity	<i>Submitted by ntelger</i>
04/15/2016	Recommend Sanction	<i>Submitted by ntelger</i>
04/01/2016	Monthly Update	<i>Submitted by ntelger</i>

CBO will complete online form that will populate the required IDHS 2151A Form

Required IDHS 2151A Form

State of Illinois
Department of Human Services

Change Progress Report Form

6A(1 Year)



2151A Form

CLIENT INFORMATION							
Person Served:		Birth Date:		<input type="radio"/> Male <input type="radio"/> 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.						Reporting month:	
Activity	Code	Time or start date	Hrs./Week/ Monthly	Activity for TANF or SNAP E&T	Code	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/2.5GPA-TANF	300			<input type="checkbox"/> Basic Education - GED	354		
<input type="checkbox"/> Voc Training/2.5GPA-TANF	301			<input type="checkbox"/> Basic Education - HS	355		
<input type="checkbox"/> Post Sec Education - TANF	342			<input type="checkbox"/> Work Experience	530		
<input type="checkbox"/> Community Service-TANF	346			<input type="checkbox"/> Self-Employment	540		
<input type="checkbox"/> Job Retention	541			<input type="checkbox"/> Child Under 1	781		
<input type="checkbox"/> Job Readiness - SNAP E&T	215			<input type="checkbox"/> Substance Abuse	783		
<input type="checkbox"/> Earnfare - SNAP E&T	453			<input type="checkbox"/> Domestic Violence	784		
<input type="checkbox"/> Comp Earnfare - SNAP E&T	454			<input type="checkbox"/> Mental Health	788		
<input type="checkbox"/> Community Work - SNAP E&T	531			<input type="checkbox"/> Other	789		
Check the client's progress on the activity:				Recommended course of action for the client:			
<input type="checkbox"/> Situation worse <input type="checkbox"/> No progress				<input type="checkbox"/> Program completed			

Job Skills Training - TANF (222)	Includes any training or retraining directly related to employment. The training develops or enhances a client's skills in the areas of writing, reading, math, oral or written business communication, or new industry technology. For TANF, counts if combined with 20 hours of another countable activity.
Post Sec. Education 2.5 GPA - TANF (300)	Programs that lead to associate's or bachelor's degree or a degree in a specialized field. For TANF, add one hour of study time for each classroom hour. Stop the counter if a GPA of 2.5 is maintained while in full-time attendance.
Voc Trng/2.5 GPA - TANF (301)	Usually short term programs that prepare client for a specific type of work. For TANF, add one hour of study time for each classroom hour. Counts for 12 months maximum, but can be extended by combining with 20 hours of another countable activity. Stop the counter if a GPA of 2.5 is maintained while in full-time attendance. After 24 months, the TANF client must meet the work requirements.
Post Sec. Education - TANF (342)	Programs that lead to associate's or bachelor's degree in a specialized field. For TANF, add one hour of study time for each credit or classroom hour.
Community Service - TANF (346)	Unpaid work that client finds and arranges such as for a school, church, non-profit, or government agency.
Job Readiness - SNAP E&T (215)	Includes counseling, job placement services, skills assessment, etc. Gives the client a chance to return to work by refining job seeking and interviewing skills through intensive training.
Earnfare - SNAP E&T (453)	Earnfare is a work program for SNAP clients who volunteer to participate. A non-custodial parent of a child receiving TANF may be court-ordered to participate. Earnfare participants work up to 80 hours a month for up to 6 months and may earn up to \$294.00 per month. For Earnfare, the local office recruits participants and employers. For Comprehensive Earnfare, the contractor must recruit participants and employers.
Comp Earnfare - SNAP E&T (454)	
Community Work - SNAP E&T (531)	Unpaid work that the client finds and arranges such as for a school, church, non-profit, or government agency.
Job Search/Readiness (200)	Includes job placement activities, job club and job readiness workshops. In a SNAP E&T situation job search may be for no more than 6 weeks within a 12 consecutive month period. For TANF, job search contact counts as 4 hours of activity. A TANF client may only participate in 4 consecutive weeks, not to exceed 6 weeks in a 12 month period. The time restriction can be extended by combining with 20 hours of another countable activity.
Vocational Training (350)	Usually short term programs that prepare client for a specific type of work. Includes vocationally focused ESL/GED or ESL/GED directly related to employment. For TANF, add one hour of study time for each classroom hour. Counts for 12 months maximum, but can be extended by combining with 20 hours of another countable activity. After 24 months, the TANF client must meet the work requirements.
Basic Education - ABE (353)	Includes basic and remedial education. For TANF, add one hour of study time for each classroom hour, ESL not tied to work is countable. After 24 months, the TANF client must meet the work requirements.
Basic Education - GED (354) (countable T.S. only)	GED classes. For TANF, add one hour of study time for each classroom hour. After 24 months, the TANF client must meet the work requirements.
	High School classes to secure diploma. For TANF, add one hour of study time for each classroom hour. After 24 months, the TANF client must meet the work requirements.

Basic Education - HS (355) (countable T.S. only)	Clients placed in a supervised assignment with public, private, or not-for-profit employers, organizations, and governmental agencies that have an agreement with the Department. A formal agreement is needed between the provider and work experience sponsor. The Department pays workman's compensation. The activity is subject to fair labor standard laws.
Work Experience (530)	Includes self-employment development training program and technical assistance programs.
Self-Employment (540)	Includes training on job related issues, job coaching and counseling, and follow-up with employers to address issues or problems on the job.
Job Retention (541)	Used to report activities for an exempt person with a child under age one, if no other activity code applies: Counseling or group sessions to explain the benefits of establishing paternity and obtaining support health-related education, other activities that help more the family toward self-sufficiency.
Child Under One (781)	Client is actively participating in treatment services to address substance problem which impede self-sufficiency.
Alcohol/substance abuse (783)	Client is actively participating in service to cope with domestic violence issues which impede self-sufficiency.
Domestic Violence (784)	Client is actively participating in mental health/counseling services to address the issues which impede self-sufficiency.
Mental Health (768)	Rehabilitation services, foster parenting, or other program.

Check the client's progress on the activity: Situation worse No progress Program completed

Minimal progress Acceptable progress Substantial progress No change/continue SP Amend SP (copy attached)

Non-cooperation Conciliation Completed Joint staffing needed Additional referrals Recommend sanction

Client went to work **Check any change in supportive service needs**

Employer Name: _____	Type of Supportive Service	Funds Provided	Made Referrals	Request Payment - DHS
Contact: _____ Phone: _____	<input type="checkbox"/> Child Care			
Address: _____	<input type="checkbox"/> Job Search allowance			
City: _____ Zip: _____	<input type="checkbox"/> Medical Exams			
Job Title: _____	<input type="checkbox"/> Dental <input type="checkbox"/> Optical TANF			
Start Date _____ First Pay: _____	<input type="checkbox"/> Work activity allowance TANF			
Wages/hr: _____ Hours/wk: _____	<input type="checkbox"/> Transportation			
Health Insurance: <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Other: _____			

No longer appropriate for provider services. Provide reason: _____

IDHS Client Status Change

Provider Signature: _____ Date: _____



Attach copies of any service/treatment plans, discharge summaries, client notices, etc.

CLIENT ACTIVITY CODES

NOTE: Activities listed below in bold print represent those work or work-related activities which meet TANF federal participation guidelines when applied to single parent families (category 04) or two parent families (category 06). Single-parent families must participate in countable activities 30 hours per week. Two parent families must participate in countable activities 35 hours per week. If there is a time restriction for a TANF client's participation in that activity to count for federal participation, it is indicated in the description section.

Activity/Code	Description
Subsidized work - TANF	Training activity in which client obtains a job on a full or part time basis with a public or private employer which received a subsidy for providing training. During the training program, clients engage in work which enables them to gain skills and knowledge needed to retain employment at program end, or obtain other employment where skills can be utilized. Income received is budgeted like earnings by the local office and is picked up through earned income codes. For TANF, limited to 6 months in length.
Work First - TANF (211)	Families designated as an 04 case are placed on subsidized work assignment 80 hours/month. Two-parent families work 120 hours/month.
Other (789)	



COMMENTS:|

Mock Up - Enrolled Dashboard

CBO Enrollment Verification Status	
Referral Pending - Scheduled Appointment	
Referral Pending – Enrollment Verified Past Due	
Referral Pending – Appointment No Show	
Appointment Complete & Enrollment Verified	
DHS indicated Customer NOT Currently Snap Eligible	
Recommended Course of Action (based on most recent 2151A form)	
CBO Need to upload - Past Due	
DHS to review 2151a Current – Amend SP	
2151a Current – Joint Staffing Needed	
2151a Current – Additional Referrals	
2151a Current – Recommend Sanction	
2151a Current – No Change/Continue SP	
Program Complete	

