EPIC CBO TA Webinar 10/25/2017

Below is a summary of the CBO webinar. You can watch the full recording of any CBO weekly TA webinar here: https://www.illinoisworknet.com/partners/EPIC/Pages/ArchivedTraining.aspx

Agenda

CBOs who have customers in any of the following rows must have them resolved and out of the row by 11/08/2017:

Agency	Enrollment Required	2151A Past Due	Minimal Progress	No Progress	Completion Status	SNAP Ineligible
A Safe Haven		1	5	3		6
Albany Park Community Center	1			1	2	5
Asian Human Services			1	2	1	1
CARA	3					1
Catholic Charities						3
Central State SER			3		1	
CAPS – CG		3		1		9
CAPS – Rose		3			1	14
Homework Hangout						
Inspiration Corporation					1	1
Instituto for Latino Progress						2
Jane Addams Resource Corporation	1 – 6-6					1
Lessie Bates Davis Neighborhood House	8		6		1	
Man-Tra-Con Corporation						
National Able Network	2			2		7
North Lawndale Employment Network						6
OAI, Inc.				4	2	1
Phalanx Family Services	1					2
Rock River Training Corp.	1		1			1
Southland Health Care Forum			2			2
Springfield Urban League				1		
Tri-County Urban League			7	11	1	16
Two Rivers Regional Council						

Enrolled Dashboard:

CBO needs to upload - Past Due

Completion Status - Completion Documentation Needs Uploaded

- **CBOs Who Did Not Meet the Deadline for Correcting Customer Information (as of 10/25/17):**
  - o **CBOs who did not meet the deadline for correcting customer information will be receiving a phone call to determine why the information was not corrected by the 10/25/2017 deadline and to ensure it is taken care of imminently.**
    - **2151A Past Due:**
      - **CAPs Roseland – 2**
      - **CAPs Cottage Grove – 2**
      - **A Safe Haven – 1**

- ■ **Completion Documentation Needed:**
  - **Albany Park – 2**
  - **Asian Human Services – 1**
  - **Inspiration Corp. – 1**
  - **Tri-County Urban Peoria - 1**
- **Adding Training Programs:**
  - If you are interested in adding additional training programs, contact Tammy Stone at Tammy.Stone@illinois.gov
- **Customer Ineligible Due to Workforce:**
  - DHS is in the process of reviewing eligibility of EPIC customers. You may have noticed an increase in Case Notes regarding SNAP eligible customers.
  - Many customers are losing their benefits because they are not renewing their SNAP. We will work with DHS to see if we can get the CBOs trained on their new system to help ensure customers are aware of their renewal date, so they are not losing their benefits. We are also working with DHS to see if customers, who lose their benefits due to missing their redetermination date, can be reinstated quickly if the customer completes the Redetermination Process, so there is no gap in service.
- **Re-engaging Customers:**
  - Now that we have reached our 5k, we are working with DHS to iron out the Re-engagement Process.
  - Our next webinar will cover the new process for re-engaging customers. If needed we may schedule a meeting sooner to review the process.
  - All customers who are being re-engaged will need a new appointment scheduled, DHS should be scheduling those. If you notice you have customers that are being re-engaged and you have met with them but they do not have an updated appointment dates entered into EPIC, send an email to epic@illinoisworknet.com with the customer's Other Participant ID Number and the date the customer came in for their re-engagement appointment.
- **Contacting DHS About Case Note Questions:**
  - The DHS EPIC Admin Team is in the process of reviewing eligibility of EPIC customers. You may have noticed an increase in Case Notes regarding SNAP eligible customers. In the majority of these cases, that are indicated as ineligible without a reason, the customer did not follow the process/policy for redetermination and their SNAP expired. If they are sanctioned or cancelled due to employment, you will see that as the reason in the Case Notes
  - If you have any questions regarding a case note left by DHS, CBOs need to reach out to the primary contact at the customers assigned DHS office and cc Deidre.Wesley@Illinois.gov
  - The DHS EPIC Admin Team will be updating the status of each customer's eligibility at least once a month. The Admin Team does not have access to the customers information in the DHS IES, therefor CBO's will need to contact DHS staff from the customer's local office to discuss or answer questions related to the customer's status.
- **Update-Adding Completion Information for Hired by Employer Customers:**
  - This update will be pushed out by Monday October 30, 2017.
  - Two new fields have been added to the Employer Information section that opens when the customer is exited as Completed: Hired by Employer.
    - Industry – This should represent the industry the customer's position falls within. If the Industry does not match the industry the customer was trained in, this will require you to add a comment to specify why.

- Hire Source – Select from one of the three options to show what the CBOs role was for the customer obtaining employment.
    - All CBOs will need to go back and update this for all customers who have been exited as Completed: Hired by Employer. We will be making phone calls next week to ensure this gets taken care of.
- **Quarterly Periodic Financial, Program Reports, and Grant Modifications:**
    - An email was sent to all CBOs with the reports and instructions. If you did not receive this email, please let Tammy Stone know by email Tammy.Stone@illinois.gov
    - A walk through of completing the report can be found within the webinar.