EPIC CBO Technical Assistance Webinar 04-25-2018 3 P.M.

Agenda

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

Enrolled Dashboard:

CBOs, who have customers in any of the following rows, must have them resolved and out of the rows by 05/09/2018:

2151 Past Due

CBO Needs to Upload – Past Due

Completion Status – Completion Documentation Needs Uploaded

DHS Indicated SNAP Ineligible – CBO Action Required

Agency as of 1 P.M.	2151	Enrollment	2151A	Minimal	No	Situation	Completion	SNAP
on 04-25-2018	Past	Required	Past	Progress	Progress	Worse	Status	Ineligible
	Due		Due					
A Safe Haven								
Albany Park							1	
Community Center								
Asian Human Services					2		1	
CARA								
Catholic Charities								
Central State SER							1	1
CAPS CG								
CAPS – Rose								
Homework Hangout								
Inspiration Corporation								
Instituto for Latino								
Progress								
Jane Addams Resource								
Corporation								
Lessie Bates Davis				1				
Neighborhood House								
Man-Tra-Con								
Corporation								
National Able Network							1	
North Lawndale				1				
Employment Network								
OAI, Inc.		1			2			
Phalanx Family Services								
Rock River Training								
Corp.								

Southland Health Care				2	1
Forum					
Springfield Urban				3	
League					
Tri-County Urban			2		1
League					
Two Rivers Regional					
Council					

Reminder: You can uncheck customers who no longer need a staffing packet.

Benchmark Report & Definitions

CBOs need to check the CBO Benchmark Reports weekly to correct any customers who
are not showing or incorrectly showing. Utilize the CBO Benchmark Report definition
document to identify which row aligns to each benchmark and how to update
customers to show in specific rows. If your CBO Benchmark Report is not accurately
reflecting your benchmarks, email Olivia, Dee, or Tammy.

Program Descriptions

- You can include your location name in the description and *sell* your program to potential trainees for the new cohort. All program descriptions must be updated to include as much information possible.
- All programs should be updated by:
 - Region 1 May 4, 2018
 - o Region 2-5 May 1, 2018

Staffing Packets – 47 CBO/DHS Completed

CBOs should be completing the staffing packet, in the online EPIC system, for all
customers needing to be staffed each month.

Credential Report

- Ensure you are using standardized language for each customer when entering the credential name. Each credential name should accurately identify the customer's earned credential. Do not use titles such as Copy of License or Forklift Training, the actual credential name should be entered.
- All CBOs must review the export of their Credential Report by 05/25/2018 to ensure credential names used accurately reflect the credential. If not, update the credential name in the customers Services/Outcomes tab.

EPIC Customer Engagement Discussion for New Cohort

- Training via CBO along with training with employers, incorporate OJT.
- Phone lines were opened to discuss possible incentive options to utilize keeping customers motivated, moving forward with the New Cohort.
 - Incentives could possibly be given for completing different trainings, a measurable skill, or grade gain.
 - Providing childcare: Most participants are ABAWDS. A case-by-case approval would be needed because there are customers exempt with dependents. It will be approved as an average, if needed review for these types of supportive services.
 - Many individuals liked the idea of a small graduation after completion of the program!
 - Continued participation: If a customer has perfect attendance monthly or bimonthly for CBO appointments and training, an incentive could be awarded.
 - o Provide a portfolio folder to keep resume and other related material.
 - Help school loan payoff that restrict customers from getting Pell grants.
 - o Incentives for providing employment verification (gift card, gas card, etc.).
 - Incentive for completing retention.
 - o Additional assistance needed on customer's car insurance or repairs.
 - Dental assistance: Dentures and/or repairs.
 - Internet access: Internet Essential through Xfinity is offered for low income families for \$9.95/month.
 - o Phone.
 - o Tablets for finishing the program successfully or for customers in school.
 - Flash Drives for completing a training.
 - o Professional Development Opportunities.
 - CBOs could do training programs for money management, how to work with reentry individuals, rental assistance, assistance with utilities, Spanish pro, and other areas to help your organization meet the goals.