EPIC CBO Technical Assistance Webinar 05-09-2018 at 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 05/23/2018:

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 12 P.M. 05-09-18	2151 past due	Enrollment required	2151A past due	Minimal progress	No Progress	Situation Worse	Completion Status	SNAP Ineligible	Packets started/ready/done
A Safe Haven			1	1				1	
Albany Park Community Center							1		
Asian Human Services				1					
CARA			1						
Catholic Charities									
Central State SER									
CAPS - CG	1		8						
CAPS – Rose			3						
Homework Hangout									
Inspiration Corporation			1						
Instituto for Latino Progress									
Jane Addams Resource Corporation							1		
Lessie Bates Davis Neighborhood House								1	
Man-Tra-Con Corporation								1	
National Able Network			1				1	1	
North Lawndale Employment Network				1					
OAI, Inc.		1						1	

Phalanx Family Services									
Rock River Training Corp.			4						
Southland Health Care Forum			1				2	1	
Springfield Urban League			1				4		
Tri-County Urban League					2		1		
Two Rivers Regional Council					1			1	

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

DHS Security Privacy Control Questionnaire (SPCQ) Q&A with IDHS's Margaret Dunne

- Can digital signatures be used on the SPCQ?
    - Digital Signatures are now accepted
- How long is the process for approving the SPCQ?
    - It depends on if there are issues with the questionnaires. A quick screening is done, if issues are found the document is sent back to be corrected. The initial screening takes around 24 hours. Once it is submitted, with no error, is will go on to the security office for approval. The approval process at the security office takes around a week, it will be longer if additional issues are identified. If using an outsourced company, that would potential see the IDHS data a copy of the contract that includes signatures of both parties and language including confidentiality clause within the contract must be submitted with the SPCQ. Examples of outsource companies include an IT company, shredding company, or data storage company.
- Do we need to do an SPCQ for each program our agency offers?
    - No, only one SPCQ is needed for an agency, you do not need one for each program.
- The SPCQ is only good for one year, after one year does a new SPCQ must be resubmitted?
    - You can use the original submitted SPCQ if you switch out the first and last page. However, you must have used the most current version in order to reuse. If a new version has been made available, it must be used.
- Where do we submit the completed SPCQ?
    - Submit directly to margaret.dunne@illinois.gov
- What additional documents must be completed after the SPCQ has been approved?

- Additional documentation will be requested after the SPCQ has been approved. Deidre will send these out for the EPIC program.
  - Valid Data Sharing Agreement
  - Business Associate Agreement
- If I have questions in the future regarding the SPCQ who should I contact?
  - Contact margaret.dunne@illinois.gov. Be sure to copy Deidre Wesley, Tammy Stone, and Dee Reinhart.

May 14th Target Date for New Cohort

- We are on track for our start date of May 14th for the New Cohort.
- CBOs are invited to attend a training webinar for IDHS on May 11th at 10:00 A.M.
  - Webinar Link: https://siuccwd.adobeconnect.com/epicta
  - Phone Number: 866-821-1611
  - This webinar will be recorded and posted with the other archived EPIC training program.
- IDHS has agreed that CBOs can call customer in to attend appointments prior to their scheduled intake date. For example, if a customer is scheduled for the 20th and you call them and find out they are available to come in on the 15th, you can have them come in then.
  - However, customers cannot be recommended for sanction until after the scheduled date within the Online EPIC system has passed. So, if they did not show on the 15th they would have the chance to show again on the 20th. A conciliation cannot be recommended till the 20th.
    - Conciliation cannot be done early because the 2151 has the schedule appointment information, not the newly decided date.

Update Intake Appointments in the Online EPIC system

- All agencies need to have appointment dates entered in through the end of July (minimally) by 5/11/2018

Updated Training Program Descriptions

- All agencies need to have their training program descriptions updated by Friday, May 11, 2018.
  - After Friday we will be pulling a list of all the description to provide to IDHS so it **MUST** be updated by then.
- Make sure success ratio, placement ratios, and program info are updated and really sell your training program to potential students. Now that we have completed the studies 5,000 customer mark, you can include your agency name within the information.

CBO Primary Contact List

- Identify which of your staff is the primary person to contact with customer questions.
- Please make any updates to the contact sheet (remove anyone who no longer works with EPIC, add any new EPIC staff, and/or update any outdated info).

Upcoming Event in Chicago

- You are invited to attend Pilsen American Job Center Careers de Mayo, an Open House at the Chicago Workforce Center in Pilsen! The event will take place May 16th from 10:00 A.M. to 12:30 P.M. Feel free to share with anyone that might benefit from attending and receiving employment, adult education, healthcare, legal and housing resources. It is highly recommended that you are pre-registering prior to the event to avoid the registration table. This open house will have breakout sessions, presentations by community providers, and (best of all) free food! Clients, staff, friends of friends – anyone is invited to attend.
- Check out the Event Flyer for Careers de Mayo here: https://www.illinoisworknet.com/partners/EPIC/Documents/Careers%20de%20Mayo%20Event.pdf

Modifications

- During the training sessions CBO were given a sheet with the modifications. If you will be doing additional OJT please add this into your budget. We need to know if we will be adjusting your service numbers and outcome numbers. We also need to know what you anticipate spending from now to February.
- 10% admin, 40% Career Navigation, and 50%– blend between training work experience and support service.
- CBOs need to send the revised budget and performance file that was originally submitted in March with any changes planned based on adding work-based learning components (OJT, apprenticeships) OR send an email and indicate that what was submitted in March still applies. This needs to be sent to Tammy by Friday May 18th at Tammy.Stone@illinois.gov
- After further discussion with FNS, stipend will not be an option for EPIC customers.