

EPIC CBO Technical Assistance Webinar 06-06-2018 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 06/06/2018:

2151 Past Due

CBO Needs to Upload – Past Due

Completion Status – Completion Documentation Needs Uploaded

DHS Indicated SNAP Ineligible – CBO Action Required

Dashboard Numbers: Track your customers for the new Dashboard items. We have been experiencing some glitches and need to know from you if your customers are showing in the right lines on the Dashboard.

Please address the following Dashboard items for your agency:

Agency as of 6:30AM 6-6-18	Application Not Started	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	13			2				1	1	1/0/0
Albany Park	9		3	2				2		0/0/0
Asian Human Services	1									0/0/0
CARA	2		1							0/5/0
Catholic Charities	6	1			2					1/12/0
Central State SER	11			7						0/0/0
Homework Hangout	8	6								
Inspiration Corp	6									0/0/0
Instituto for Latino Progress				1						1/5/0
JARC	1	1								0/0/0
Lessie Bates	1	1	1							

Man-Tra-Con	6				1					
National Able Network	3					1		1		24/5/
North Lawndale	4									1/3/0
OAI, Inc.	11				2	1				1/6/0
Phalanx Family Services	17									0/0/0
Springfield Urban League	10		3	2				2	1	
Tri-County Urban League					1					
Two Rivers Regional Council	23	1							2	

“New” Applications Not Complete Row

- This new row will be added to the Application section on the Dashboard. It will pull out of the “Not Started” row, those customers who have a 2151 uploaded that have No Contact or Referral Rejected marked.

TANF customers cannot receive EPIC benefits

- nobody in the household can be receiving TANF, unless it is a child who has aged out of the parent’s TANF case.
- Customers will have to go to the DHS office. Receiving benefits without doing required hours will catch up with the customer.

Customers for video success stories

- please consider any of your customers, who would be a good representative for the success of your program, who would want to participate in a video for EPIC.

Cost Workbook Due

- The Cost Study workbook for round 8, which covers the following period: **January 1, 2018 - March 31, 2018** are due **June 10, 2018**. You received this workbook form Kelley Monzella around May 10, 2018. Please complete the workbook and email to Tammy Stone at Tammy.Stone@illinois.gov

Status of Modifications

- Modification are moving through the DCEO grant processing system this week and next week. You should anticipate receiving the grant within the next two weeks for signature. It is critical

that you return the modification with the AUTHORIZED signature as soon as you receive it. The grants must be executed before the end of the State fiscal year 6/30/2018. Commerce has a lot of priority grants, that must be executed, so your immediate attention to this will help with the processing flow. I will need a form from your organization of a justification letter for the modification. The letter needs to be on company letterhead, signed by the authorized signature and identify a change in budget, service number change and date change to 12/31/2018. Return this to Tammy Stone ASAP. There is one change we have to make in the grant agreement and that is the end date. DHS is requesting a grant date extension but until that is received, we will be issuing the grant end date to December 31, 2018. Once we receive approval for the grant extension, the EPIC grants will have to be modified again to extent to 2/28/2019. This will probably be done in the third or fourth quarter to also allow for any other adjustments that might need to be made in funding.

Updates

The following updates have taken place:

- Added report print button to the ISTEP report.
- New Cohort updates
 - Added the ability to select a DHS primary contact by office.
 - Fixed CBO agency reporting location.
 - Removed a duplicate "Cook" county listing.
 - Repaired a broken link on the Progress Page.
 - When CBO contact is selected by the CBO on the application, it will lock on the DHS verification options.
 - Customers can be enrolled in any program offered by the CBO.
 - Three dates were added to the Invite export list - Date Invitation Created, Date Eligibility was Approved, and Customer Intake Appointment Date.
 - Emails will be auto sent to Primary Contacts when appointments are scheduled with organization.
 - Reason added to Eligibility review - DHS determined customer will remain in Traditional SNAP E&T.
 - When a customer is invited by DHS or CBO, the invitation is generated, and a pop-up will open with the customer's Username and Password.
 - Fixed a reporting option to show the Progress option on a list generated by clicking on a Dashboard number.
 - Text change on the Invite page to say: IDHS accepts the eligibility request.
 - An error message "Appointment date is not available" will be generated if an appointment date has been filled. Super Admins have the ability to select a new appointment no matter who created the invitation.
 - Super Admins have flexibility to make changes to an application without accepting it in the system.
 - Adjustments to the way the line that tracks customers who have not started the application reports.