EPIC CBO TA Webinar 8/30/17

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

- **Enrolled Dashboard**

Agency	2151 past due	Enrollment required	2151A past due	Minimal progress	No Progress	Completion Status	SNAP Ineligible	Target Occupation missing	Staffing Packets Ready/Done
A Safe Haven								1	
Albany Park Community Center	2					1		3	
Asian Human Services		2			4			1	
CARA		1							
Catholic Charities									
Central State SER				19				1	
CAPS - CG									
CAPS – Rose		5	1			4	10	17	
Homework Hangout									
Inspiration Corporation				1				6	
Instituto for Latino Progress									
Jane Addams Resource Corporation							1	1	
Lessie Bates Davis Neighborhood House		8		2				1	
Man-Tra-Con Corporation				2					
National Able Network		3		3			5	7	
North Lawndale Employment Network		3		1				31	
OAI, Inc.		1						4	
Phalanx Family Services						1			
Rock River Training Corp.,							1		
Southland Health Care Forum				2					
Springfield Urban League				2	2			20	
Tri-County Urban League			37	7	5	1		64	
Two Rivers Regional Council		2		1		1		25	

- **EPIC CBO's With Past Due Approved Fiscal Reports (DGR)**
  - It is imperative that you work with your Fiscal staff to address any questions related to the reconciliation of the Trial Balance Report and what is reported in the GRS!!! Cash could be shut off if it is not reconciled.
  - If the GRS and Trail Balance report do not match you will need to create cross walk document that tie it together and shows where the number were reported.
  - This should be included with the DGR report.
  - The following CBOs need to reach out to their Trail Balance Reviewer to determine what is need on their Trial Balance:
    - ASIAN HUMAN SERVICES
    - THE CATHOLIC CHARITIES
    - COMMUNITY ASSISTANCE PROGRAMS
    - INSPIRATION CORPORATION
    - INSTITUTE FOR LATINO PROGRES (Instituto)
    - JANE ADDAMS RESOURCE CORPORATION
    - OAI, INC.
    - PHALANX FAMILY SERVICES
    - SOUTHLAND HEALTH CARE FORUM
    - SPRINGFIELD URBAN LEAGUE
    - CARA PROGRAM
    - TWO RIVERS COUNCIL FOUNDATION
    - TRI COUNTY URBAN LEAGUE
- **Observation & Worksite Evaluations**
  - These two assessments are valuable tools. They are recommended but not required to use by EPIC providers.
  - In the footer of the EPIC partner page there is a link for Partner Resources. On our Partner Resources page you can go to the assessment page and find various assessment (with user guides) that are available through Illinois workNet.
  - CBOs can utilize the assessment dashboard to see how many of their customers have completed various assessments in Illinois workNet.
  - On the assessments tab CBOs can enter in observational evaluations and worksite evaluations results.
  - Observational Evaluation Purpose: Measure workplace skills that are demonstrated over time.
  - Worksite Evaluation Purpose: Measure workplace skills that are demonstrated at a worksite during a work-based learning experience.
- **How to handle issues with scheduling staffings**
  - If you have reached out to a DHS office to schedule a staffing and do not hear back from them. Send a follow up email and c.c. Deidre Wesley. Deidre will help ensure that the FCRC responds to your scheduling request in a timely manner.
    - Deidre.Wesley@illinois.gov
- **Process for Recommending Sanction**
  - Before a CBO can recommend Sanction they must first do a conciliation with the customer. DHS cannot sanction the customer unless the following documentation has been uploaded into the customer progress page.
    - 2151A marked with conciliation
    - 2846G completed with conciliation appointment information
  - If the customer does not attend the conciliation appointment the CBO will need to upload a 2151A with recommend sanction marked.

- o If the customer does attend the conciliation appointment, a 3392 will need completed and uploaded to the customer progress page. If they violate the terms of the conciliation agreement within 30 days the CBO can then upload a 2151A with recommend sanction marked.
- **Illinois Adult Learning Hotline**
  - o The Illinois Adult Learning Hotline provides referral services for students, volunteers, and employers wishing to access adult education and literacy and programs throughout Illinois.
  - o Find more info on the Illinois Adult Learning Hotline here: https://www.illinoisworknet.com/partners/EPIC/Documents/Illinois%20Adult%20Learning%20Hotline.pdf
- **Customer Copy of the ISTEP**
  - o After a customer has been enrolled the CBO will set up an initial plan with the customer and include steps in the customer ISTEP. After the steps have been added the "Print Customer Copy" button should be used to print out a copy of the ISTEP for the customer. An additional copy should be printed so the customer can sign it, this copy should be kept in the customer's paper file.
  - o When the "Print Customer Copy" button is used a case note will be to the customer's profile and a message will be sent to the customer with instruction for how they can access a customer view of their ISTEP.
    - ▪ Case Notes: *"Your Individualized Services, Training and Employment Plan (ISTEP) is available in your Illinois workNet account. Select the link to view the plan or go to www.illinoisworknet.com and login to your account. Select My dashboard and select EPIC to see your EPIC ISTEP and related information. If you do not know your password, contact your provider primary contact."*
- **Poll Questions**
  - o On today's webinar we had 3 poll questions for our CBOs to answer. If you, or someone from your organization did not answer them in the webinar please email your answers to epic@illinoisworknet.com
    - ▪ Q1. Would your location be interested in opening up additional training programs for customer to select from?
    - ▪ Q2. Are there any obstacles or barriers that are preventing you from adding additional training programs? If so what are they?
    - ▪ Q3. Will you need additional funds to add new training programs?