



Completing a 2151A to submit on the EPIC Progress Page for a Customer

1. Login to your EPIC Dashboard for partners* (only) <http://www.illinoisworknet.com/epicDashboard>.
2. Main Menu > Select Customers.
3. Find the customer for whom you want to submit a 2151A.
4. Go to Progress Page.
5. Download a 2151A.
6. Open form in Adobe Reader or Adobe Acrobat (*changes to form will not save if completed in browser window.*)
7. Customer information and CBO information should automatically fill the form.
8. Complete the following sections:
 - a. Check a box for Activity in which the customer was engaged.
 - b. Enter start date for the activity – the start date is the initial date of activity *for the reporting month*. i.e. the customer activity started in August and continued through December. If reporting in November, the date would read 10-1-YY.
 - c. Enter hours completed for the month you are reporting. Mandatory customers are required to complete 20 hours per week of an activity – approximately 80 per month. There is no maximum number of hours. We encourage voluntary participants to complete 80 hours as well.
 - d. Job Retention – **for job retention only**, enter the *date the customer was employed* on all 2151A's reporting job retention. Enter number of days in the time period block. i.e. date hired was 4-3-17, reporting month is June 2016, number of days would be around 80 days. On 7-3-17 an additional 2151A would be submitted for 90 days. (See Customer Completion Status Instructions for more details). This is the only section on the 2151A that reports days not hours per week.

Use one Change Progress Report per activity: You may fill out only the bottom portion and staple to the top. Reporting month: Oct 2016

Activity	Code	Time or start date	Hrs./Week/ Monthly	Activity for TANF or SNAP E&T	Code	Time or start date	Hrs./Week/ Monthly
<input type="checkbox"/> Subsidized work	NA			<input type="checkbox"/> Job Search/Readiness	200		
<input type="checkbox"/> Work First - TANF	211			<input type="checkbox"/> Vocational Training	350		
<input type="checkbox"/> Job Skills Training - TANF	222			<input type="checkbox"/> Basic Education - ABE	353		
<input type="checkbox"/> Post Sec Ed/2.5GPA TANF	300			<input type="checkbox"/> Basic Education - GED	354		
<input type="checkbox"/> Voc Training/2.5GPA TANF	301			<input type="checkbox"/> Basic Education - HS	355		
<input type="checkbox"/> Post Sec Education - TANF	342			<input type="checkbox"/> Work Experience	530		
<input type="checkbox"/> Community Service-TANF	346			<input type="checkbox"/> Self-Employment	540		
<input type="checkbox"/> Job Retention	541			<input type="checkbox"/> Child Under 1	781		
<input type="checkbox"/> Job Readiness - SNAP E&T	215			<input type="checkbox"/> Substance Abuse	783		
<input type="checkbox"/> Earnfare - SNAP E&T	453			<input type="checkbox"/> Domestic violence	784		
<input type="checkbox"/> Comp Earnfare - SNAP E&T	454			<input type="checkbox"/> Mental Health	788		
<input type="checkbox"/> Community Work - SNAP E&T	531			<input type="checkbox"/> Other	789		

Check the client's progress on the activity: Recommended course of action for the client:

Fill in one or more of these boxes with hours and start dates in the month you are reporting.

Enter Community Service hours here.

9. Complete the next two sections:
 - a. Progress - Check a box that represents a customer progress level. For example, if a customer is not attending scheduled appointments after enrollment, mark non-cooperation, minimal progress, or no progress. (Prepare a conciliation appointment request.) If a customer is doing great, mark Acceptable or Substantial Progress.
 - b. Course of Action – mark a box that reflects what action you need to take with DHS support. If a customer is not cooperating, request a joint staffing. You cannot recommend a customer for Sanction until a



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customer did not attend a scheduled conciliation appointment or does not abide by the agreement noted in the 3392 Conciliation Agreement Form.

Community Work - SNAP E&T			Other		
Check the client's progress on the activity:			Recommended course of action for the client:		
<input type="checkbox"/> Minimal progress	<input type="checkbox"/> Acceptable progress	<input type="checkbox"/> Substantial progress	<input type="checkbox"/> Situation worse	<input type="checkbox"/> No progress	<input type="checkbox"/> Program completed
<input type="checkbox"/> Non-cooperation	<input type="checkbox"/> Conciliation	<input type="checkbox"/> Completed	<input type="checkbox"/> No change/continue SP	<input type="checkbox"/> Amend SP (copy attached)	<input type="checkbox"/> Joint staffing needed
Client went to work			Check any change in supportive service needs		
			<input type="checkbox"/> Additional referrals		
			<input type="checkbox"/> Recommend sanction		

10. The "Client Went to Work" Section is only completed once a client reports to work. DHS will need this information for the budgeting process for the customer. This information is also required during the 90-day job retention period.
11. The supportive services section is not completed by the CBO on the DHS form. It is reported in the EPIC system.
12. Save the document.
13. Return to Customer Progress Page.
14. **Upload 2151A.** Automatic case note is added.

Completing a 2151A

Initial submission of a 2151A PLAN – is done when you enroll a customer and the PLANNED activities for the upcoming training are to be included. This must be uploaded within 48 hours of marking the customer as "Enrolled" on the Progress Page.

PLANNED activities mean that if you plan for the customer to complete Basic Education – GED, Job Search/Readiness, Vocational Training and Work Experience, check each of those boxes. Anticipated number of hours the customer will be participating in those activities is suggested. Everything you enter on the 2151A also needs to be documented on the ISTEP for the customer. If you are unsure of whether an activity will be used, do not mark it. You can amend the initial 2151A.

You will need to mark a box in the client's progress. Since the customer has not engaged in any activities, mark the "Acceptable progress" option.

Monthly submission of a 2151A ACTIVITIES – is done between the 1st and the 5th of each month in which you were working with the customer. You will report the hours for the actual activities in which the customer was engaged. For example: Reporting for the month of May 2017, Job Search/Readiness start date is 5-1-17 or sometime during the reporting month; hours might be 24. Mark the additional activities in which the customer participated – Vocational Training start date is 5-10-17; hours might be 65. ****NOTE** Job Search/Readiness cannot be a stand-alone activity.**

Changes in Activity or Engagement submission of 2151A – is done if there is a significant change in the level of activity or area of engagement which was planned for the customer. This would be reflected in the Progress Section and notated in the Comments section on the third page of the form. You should also submit a case note in EPIC notifying the Primary DHS contact of the circumstances. For example, you begin working with a customer and discover that English as a Second Language skills are not as proficient as needed to complete a GED. You may shift the focus to the ESL rather than the GED.

Resource to Use: Initial Customer Intake Worksheet – Fillable form to create templates for each program or customer.

<https://www.illinoisworknet.com/partners/EPIC/Documents/EPIC%20Initial%20Customer%20Intake%20Worksheet%20fillable.pdf>



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