

Customers will check/sign in and pick up a handout when they enter the room.

## 1. Introduce yourself and cover the agenda.

Agenda:

- EPIC overview video.
- EPIC Pilot Program FAQ Video.
- Go over PowerPoint to highlight training in the area.
- Complete the Career Cluster Inventory Assessment.
- Allow time to review available training options.
- Complete the online application if you are interested in the program.
- Meet with a DHS Case Manager to find out if you are assigned.

## 2. During the videos - log in to your EPIC Partner Tools.

a. While customers watch the videos, compare the sign in sheet to the list of customers for the orientation.

- Select Customers from main menu > select the Intake tab.
- Filter the results by office and orientation date.

b. If there are customers and they do not have an orientation date for their name (or it needs to be updated), you can “invite” them to orientation or update their orientation date.

- To “invite” them to orientation:
  - Select the customers menu and select DHS Search.
  - Search for the customer and select invite.
  - Enter the orientation date. Then your customers will appear in the intake tab and on your dashboard.
- To update their date, select the person and update their orientation date in the Intake Activities tab.
- You can export this list of customers for the session. This will include information to help customers log in to their account. Scan the list to see if anyone has an exception to the standard format for a username.

## 3. Have them take the Career Cluster Inventory Assessment and then view the different training programs offered in their region.

a. Tell them how to get to the Career Cluster Inventory Assessment.

- Go to [www.ilepic.com](http://www.ilepic.com) and select the Step 2- Skills and Interests tab.
- Have them review the page and then click on the “Click here to access the Career Cluster Inventory” link at the bottom of the page
- This will take them to the log in page help them log in with their account information.
- After they log in they will be directed to the Career Cluster Inventory Assessment page where they will click Rate the Activates to begin. (*View Helping your customer log in at bottom of page 2 for assistance.*)
- When they finish with the Assessment it will give them a list of industries that identifies industries that match up with their skills and interests based on their answers.

- b. Have them View the different Training Programs offered in their region.
  - Have them go back to [www.ilepic.com](http://www.ilepic.com) and select the Step 3 – Training Programs tab.
  - They can Search the training programs offered through EPIC and they can choose to filter the programs based on Region, Industry, Circumstances, and or Zip Code.
4. If they are interested, have them complete the Application
  - On [www.ilepic.com](http://www.ilepic.com) select the Step 4- Application tab.
  - Have them view the Application Power Point.
  - After they view the Power Point have me Select “Click here to start your online application.”
5. While customers complete the application, enter responses for those customers who turned in their survey to indicate they do not want to participate.
6. As people complete the application:
  - a. Check your dashboard to make sure their application was submitted. Once they submit their application;
  - b. they can meet with a DHS case worker to find out if they have been assigned to a training program.

Helping your customer Log in to their Illinois workNet account:

- **USERNAME:**
  - Those who did not already have an Illinois workNet account use the following format to log in to their account First letter of first name + last name. For example, Alan Alda would have a user name of AAlda. If that username is already taken, it would be AAlda2, AAlda3, etc.
  - Those who already had an Illinois workNet account will use their existing account username.
- **PASSWORD:**
  - First letter of Last Name + Birth Month + Birthdate (no leading 0).
  - Example: Alan Alda born May 8 the password would be Alda58.
  - Passwords are case sensitive.
  - You will be prompted to update your password when you log in.

