

Illinois workNet EPIC Partner Tools for Facilitation, Engagement, and Tracking



April 18, 2016

Design a Formula for Success

The EPIC pilot program is part of a larger National study and includes a robust evaluation process associated with the pilot projects to test a range of **innovative and promising approaches and strategies that can be implemented into the existing SNAP E&T program.**

It has the potential to address the unmet needs of a large number of underemployed and unemployed SNAP participants in Illinois who need basic and technical skills and work experience (i.e., enhanced on-the-job learning) along with support services to get good jobs, increase earnings, and reduce reliance on public assistance.



Illinois workNet: Provide Access to Customers

The Illinois workNet Team Provides Initial Access To EPIC Tools. To request access to EPIC tools you must:

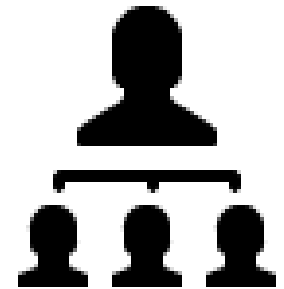
- Have an Illinois workNet account.
- Provide level of access (IDHS, CBO, Educator, Employer), Region/Office, Name, and Email
- Send requests to epic@illinoisworknet.com.

IDHS staff are provided access to customers in their region/office.

CBO staff access customers that have been assigned to their organization.

Educators or Employers can be given access to specific customers using teams.

- If you are a CBO with more than one training provider/location, you can give access to a subset of your total customer pool. For example, if you have Rend Lake and John A Logan as your training providers, you can set up a team so that Rend Lake staff only have access to Rend Lake students.
- If you have employers who are providing work experience, you can give them access to customers assigned to their organization.




Illinois workNet: Facilitation () and Communication () Tools

Intake/ Eligibility (3-7 days)

Training and Employment Services (1-38 weeks)

Exit/Follow-up (90 days)

Eligible *
Customers



- Career/Program Info
- Application
- NOCTI Assessment



- Individualized Services, Training and Employment Plan (ISTEP) Customer View



IDHS, Commerce & System Message/ Email notifications

IDHS & 
Commerce



- Intake Dashboard
- Invitation Tools
- Assessment Results
- Eligibility Review
- Assign CBO/Training
- Scheduling
- Reporting



- Customer Profile
- Enrolled Customer Dashboard
- Progress Page
- ISTEP (Partner View)
- ISTEP Dashboard
- Reporting
- Outcomes Dashboard



- Send communication using case notes in the ISTEP as a message/email.
- Update customer status (on progress page) the customer becomes ineligible.
- Receive messages from customers and partners.
- Receive system notifications and alerts.

CBO & 
Training
Providers



- Training Programs
- Scheduling Tool



- Assignment Notification



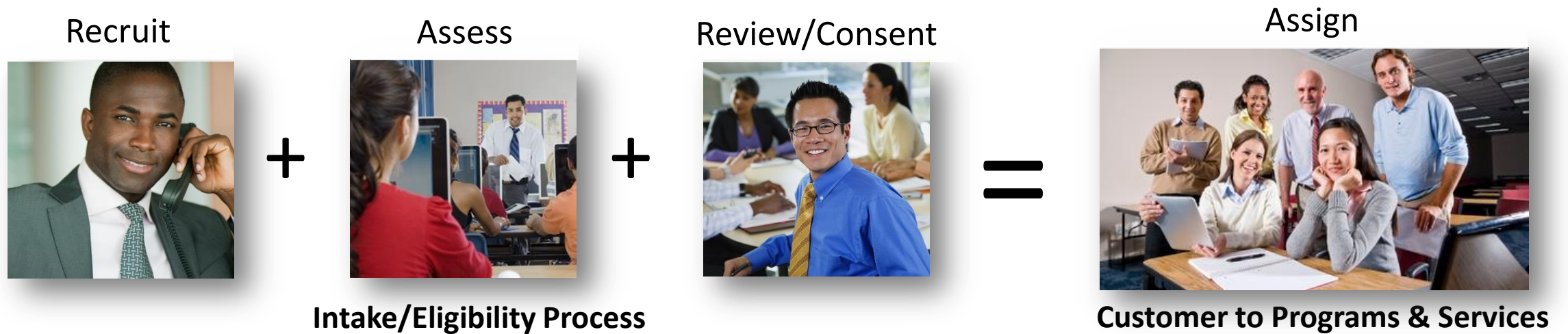
- Customer Profile & Application Pages
- Enrolled Customer Dashboard
- Progress Page
- ISTEP (Partner View)
- ISTEP Dashboard
- Reporting
- Outcomes Dashboard



- Send communication using case notes in the ISTEP as a message/email.
- Update customer status (on progress page) the customer becomes ineligible.
- Receive messages from customers and partners.
- Receive system notifications and alerts.

Intake/Eligibility Process

The EPIC Pilot begins with IDHS offices or IDHS designees. The program eligibility process is critical to the success of the project. The design of the pilot, requires a **SNAP E&T** and **EPIC SNAP E&T** services group of equal numbers for comparison. **Once people are put into these groups they will not be removed.**



IDHS has customers go through an application/assessment process that is used to:

- Match them with the careers based on their skills and interests.
- Determine if they meet the baseline requirements to succeed in the field.
- Identify customer that are motivated to fully participate.
- Match them with the CBO program that can best meet their needs.

SNAP E&T Service Group
Business as Usual

EPIC SNAP E&T Services Group
Connect to EPIC **CBO** Training Services

CBO Impact In Intake/Eligibility Process

Industry *
Select

Training Program Name *

Program Description *
Characters Left: 500

Age: enter range in years (xx-xx) *

Time to Complete in Weeks *

What are the goals of this program? *
Select all that apply.

- High School Equivalency
- Credential
- Certificate of Completion
- ...

RESOURCES

TRAINING PROGRAMS | ACTIVITY TYPES

[Return to list of Agencies](#)

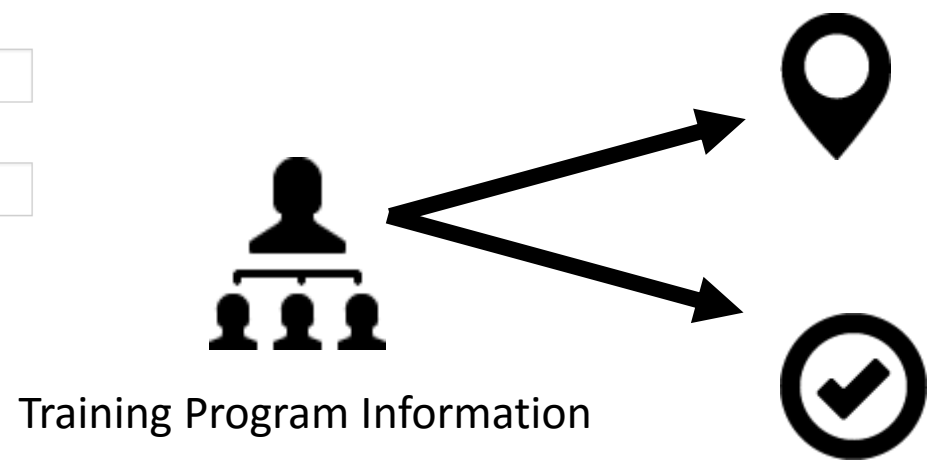
JANE ADDAMS RESOURCE CORPORATION

Address: 4432 N. Ravensowod Chicago, IL 60640

Phone Number: 7737289769

TRAINING PROGRAMS [Add Program](#)

Id	Training Program	Length of Training	Bridge Program	Project Number of Participants	Actual Number	
46	Careers in Manufacturing Programs	14 weeks	Yes	80	1	Edit Remove



Populates the Training Program Map and customer application with open EPIC training program without revealing the provider.

Provides the criteria for the Illinois workNet system to provide a list of potential training programs for the Eligibility Review Team.

CBO Role In EPIC Training Program Assignment Process

EPIC Group Assignment

EPIC Icon | Dashboard | Customers | Resources | Reports | Hi, CBOaccount

Training Programs | Appointment Times

Schedule Open Appointment Times

Select time slots available for EPIC Customer First meeting. ⓘ

Prev Week | Time | 3/14 Monday | 3/15 Tuesday | 3/16 Wednesday | 3/17 Thursday | 3/18 Friday | Nex Week

Time	3/14 Monday	3/15 Tuesday	3/16 Wednesday	3/17 Thursday	3/18 Friday
10:00 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11:00AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1:00 PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2:00 PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3:00 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

View Customer Appointment Times

Prev Week | 3/16 Wednesday 10:00 AM - Meet with [Sid Luckman](#) | Nex Week

CBO View

Enter your appointment times so that DHS can schedule the initial meeting while customers are in their office.

Email/Message is sent to CBO staff and customer.

EPIC Group Assignment

EPIC Icon | Dashboard | Customers | Reports | Hi, Natasha

Profile | ISTEP | Services | Outcomes | Case Notes | Assessments | Reports

Profile Details | General Information | Intake Activities | Eligibility Review | Assignment | **Treatment Group Only**

Customer Profile Information

Random Assignment Date: 3/1/2016
Random Assignment Group: EPIC SNAP E&T Services

Program Assignment* ⓘ
Medical Assistant Employment Prep Program

Schedule CBO Appointment ⓘ

Albany Park Community Center Appointment Times

Prev Week | Time | 3/14 Monday | 3/15 Tuesday | 3/16 Wednesday | 3/17 Thursday | 3/18 Friday | Nex Week

Time	3/14 Monday	3/15 Tuesday	3/16 Wednesday	3/17 Thursday	3/18 Friday
10:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11:00AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:00 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2:00 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3:00 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. Save | 2. Download Referral Form | 3. Download Cover Letter

Illinois workNet: Intake Assignment Facilitation/Communication Tools



Communication should take place within the Illinois workNet system so all of the information is in one place.

Assign Customers to CBO



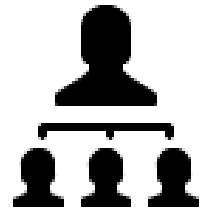
- IDHS print 2151 form for customer
- Automatic CBO notification via Illinois workNet Message and Email
- Automatic Customer notification via Illinois workNet message and email (if available)



Enrolled Customer



IDHS Staff



CBO,
Educator,
Employer



IL444-2151 Form

State of Illinois
Department of Human Services

6A(1 Year)

Referral Form

Office Stamp/Address:

REFERRED TO: _____ DATE: _____

Agency: _____ Contact: _____

Address: _____ Phone: _____

Appointment Status: Walk-In Please initiate contact Scheduled for: Date: _____ Time: _____

SERVICE NEED/PROGRAM (check one) the shaded area requires completion of a consent to release information.

<input type="checkbox"/> Adoption	<input type="checkbox"/> Legal Services	<input type="checkbox"/> Basic Needs	<input type="checkbox"/> Education/Training
<input type="checkbox"/> Child Risk/Safety	<input type="checkbox"/> Mental Health	<input type="checkbox"/> Child Care	<input type="checkbox"/> Immigrant Services
<input type="checkbox"/> Disability Services	<input type="checkbox"/> Senior Services	<input type="checkbox"/> Child Support (only)	<input type="checkbox"/> Refugee Services
<input type="checkbox"/> Domestic Violence	<input type="checkbox"/> Substance Abuse	<input type="checkbox"/> Cash, SNAP, Medical	<input type="checkbox"/> Transportation
<input type="checkbox"/> Health	<input type="checkbox"/> Youth Services	<input type="checkbox"/> Employment	

Program(s) referring to (use the name(s) identified in the assessment):

- Customer will bring a hard copy to the initial meeting.
- CBO will complete the document and upload it into the system within 2 business days of the initial meeting.

IL444-2151A Form

State of Illinois
Department of Human Services

6A(1 Year)

Change Progress Report Form

CLIENT INFORMATION

Person Served: _____ Birth Date: _____ Male Female SSN(last 4 digits): _____

Case Name: _____ IDHS Case Number: _____ RIN: _____

Address: _____ City: _____ Zip Code: _____

IDHS OFFICE

IDHS Office Name (#): _____ Local Office Liaison: _____

Address: _____ Phone: _____

City: _____ Zip Code: _____ Fax: _____

PROVIDER INFORMATION

Provider: _____ Phone: _____

Address: _____ City: _____ Zip Code: _____

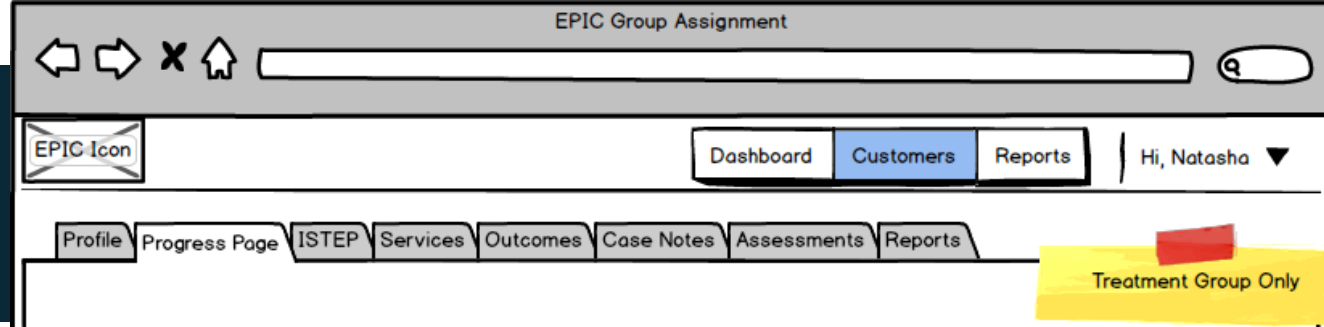
Contact: _____ Fax: _____

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

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		

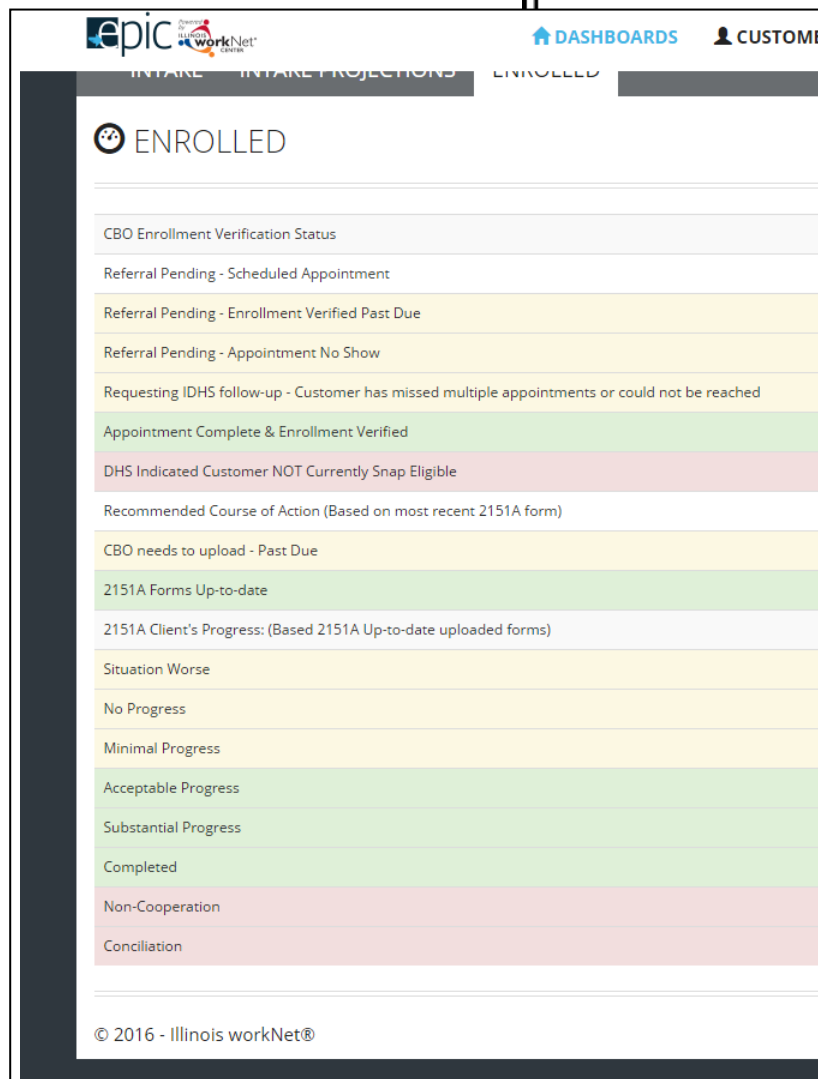
- This document is for the CBO to report monthly progress.
- CBO will complete the document and upload it into the system by the 1st of each month.

After Assignment: CBO Engages Customers



Progress Page allows you to:

- Communicate outcome of initial customer status meeting.
- Formally enroll the customer into your program.
- Provide updates to the DHS staff.
- Populates the Enrolled Customer Dashboard for a filtered list of customers who need their information updated.



Initial CBO Appointment

Scheduled Date: 3/16/2016

Upload completed 2151 Form After Initial Appointment

Customer did not show up to appointment

CBO Enrollment Status: Enrolled Exited

Training Program Placement

Program Assignment* ⓘ

Medical Assistant Employment Prep Program
Employment Services Only
Assign customer to a different CBO.

If CBO decides customer is not a good fit, there are 2 options. Provide Employment Services Only or request for them to be assigned to a different CBO.

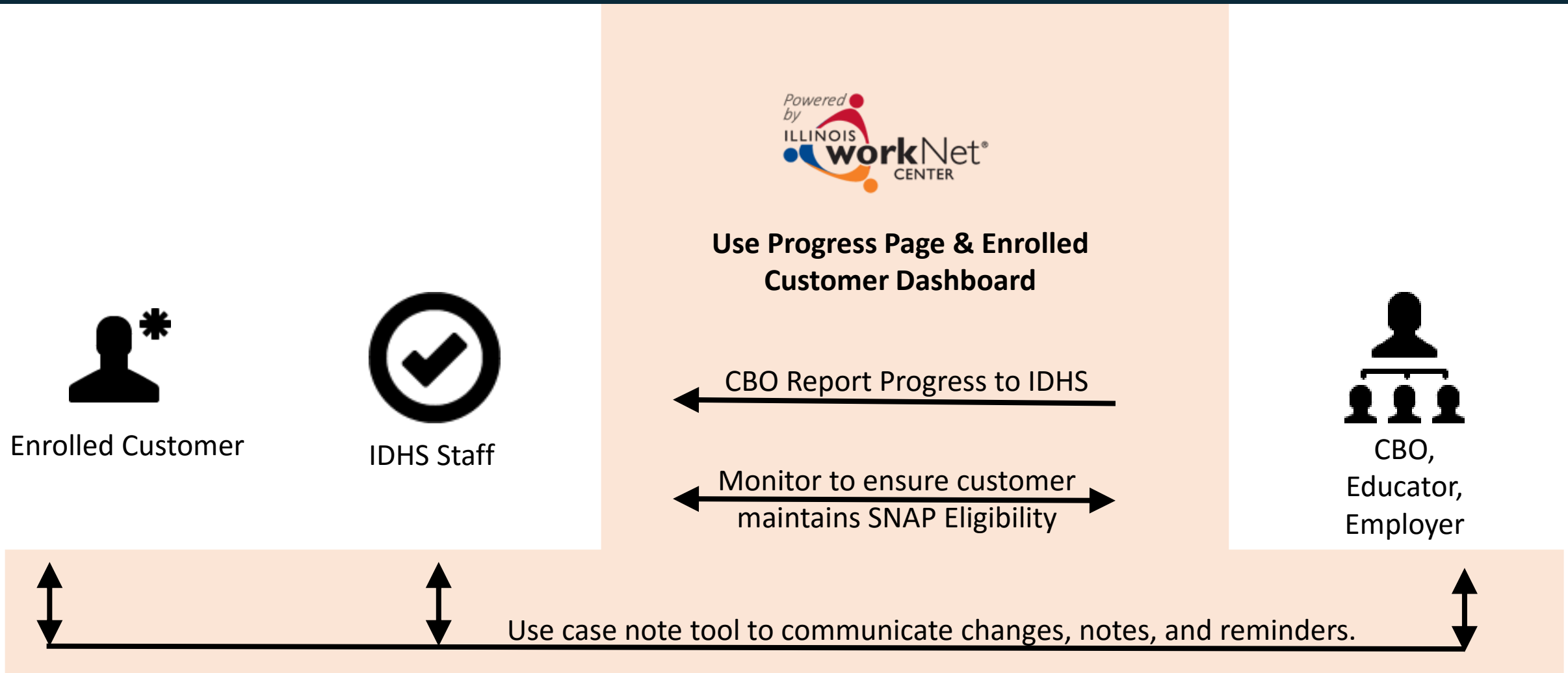
If they are un-assigned from a training program, the count of customers assigned to the training program will automatically be adjusted in the system.

Change in Activity/ Monthly Update

[Hide 2151A History](#)

05/01/2016	Monthly Update	Submitted by ntelger
04/26/2016	Change in Activity	Submitted by ntelger
04/15/2016	Recommend Sanction	Submitted by ntelger
04/01/2016	Monthly Update	Submitted by ntelger

Illinois workNet: Progress Page & Dashboard Facilitation/Communication Tools



ISTEP: Communicate Next Steps & Document Progress

ISTEP = Individualized Services Training and Employment Plan

The screenshot shows the EPIC ADVENTURA ISTEP dashboard. At the top, there are navigation links for DASHBOARDS, CUSTOMERS, RESOURCES, and REPORTS, along with a user profile HI, INFO@TRAIN17_SIU. The main header includes the EPIC logo and the text 'EPIC ADVENTURA'. Below this is a navigation bar with tabs for PROFILE, ISTEP (selected), SERVICES, OUTCOMES, CASE NOTES, ASSESSMENTS, and REPORTS. Under the ISTEP tab, there are sub-tabs for Timeline, Personal Development, Career Planning, Academic / Technical Skills, and Highlights / Notes. The main content area is titled 'TIMELINE' and contains three sections: 'Profile', 'GOALS', and 'ACCOMPLISHMENTS'. The Profile section lists personal information such as First Name (Epic), Last Name (Adventura), Email (jenniferd@yahoo.com), and other IDs. The GOALS section is titled 'ACHIEVING YOUR CAREER & TRAINING GOALS' and lists a career pathway choice (Agriculture, Food, and Natural Resources), target occupation (Natural Sciences Managers), wage goal (Not entered), short term goal (I intend to be gainfully employed as a fashion designer), and long term goal (I intend to open my own boutique in the northwest suburbs of Chicago). The ACCOMPLISHMENTS section lists options to show Assessments, Credentials, Services, Work-Based Learning, and Permanent Employment.

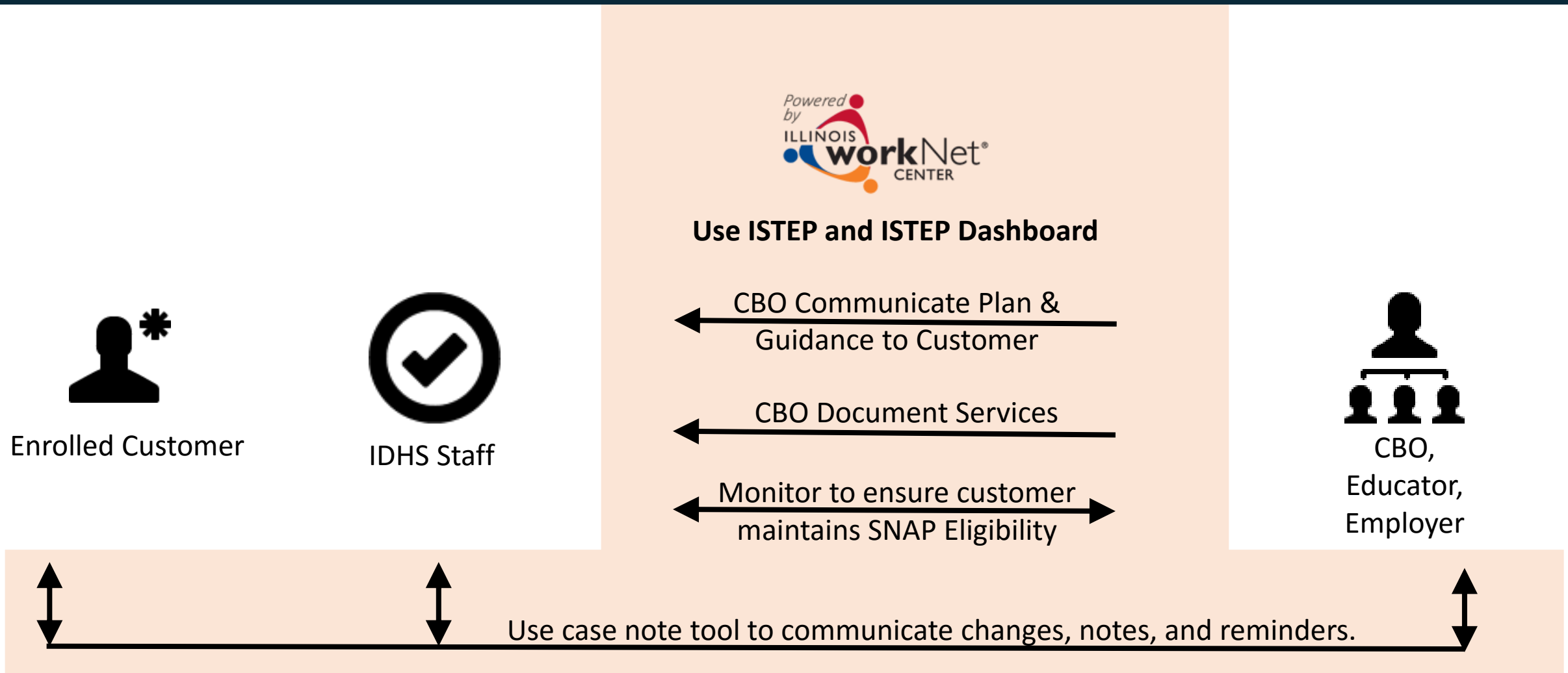
Profile
First Name Epic
Last Name Adventura
Email jenniferd@yahoo.com
Other Participant ID 6928
DHS Case ID/SNAP Unit ID 9420822126754
RIN 161787365
Application Submitted 2/22/2016
Eligibility Review Not Complete

GOALS
Career pathway choice Agriculture, Food, and Natural Resources
Target occupation Natural Sciences Managers
Wage Goal Not entered
Short Term Goal I intend to be gainfully employed as a fashion designer.
Long Term Goal I intend to open my own boutique in the northwest suburbs of Chicago

ACCOMPLISHMENTS
Show Assessments
Show Credentials
Show Services
Show Work-Based Learning
Show Permanent Employment

- Identify activities the customer will need to complete and services they receive.
- Document status of the service/activity.
- Document the credentials that were earned as a result of successfully completing the activity (i.e. training program).
- Document worksite placement.
- View overall status with the ISTEP dashboard.
- Customers will have a customer view.

Illinois workNet: ISTEP & Dashboard Facilitation/Communication Tools



Message/Email Tools

The screenshot displays the Illinois workNet Center website interface. At the top, the logo for the Illinois workNet Center is on the left, and the tagline "Training • Connecting • Developing Illinois' Workforce" is in the center. On the right, there is a language selector set to "Spanish" and a play button icon. Below the tagline are links for "My Dashboard" and "Messages (1)". A navigation bar with a dark orange background contains several menu items: "Explore Careers", "Training & Credentials", "Qualify for Jobs", "Job Openings & Recruiting", "Network & Connect", "Layoff Assistance", and "Updates & Help". The main content area is titled "Inbox" and includes a "COMPOSE" button, a refresh icon, a "Categories" dropdown, and a "1-2 of 2" pagination control. Two messages are visible in the inbox list:

- Illinois workNet (Illinois_workNet) Welcome to EPIC** - Please follow this path to login to the Epic Application. Go to <https://www2.illinoisworknet.com/epicapp/Pages/default.aspx> to start the application. (EPIC 3/3/2016)
- Illinois workNet (Illinois_workNet) Welcome to Illinois workNet Messages!** - Here are three ways to use messages. Stay informed. You will receive updates on new features and resources launched by Illinois workNet, along with news and notices. Ask questions or send suggestions directly to the Illinois workNet Team. Communicate directly with Illinois workNet (workNet 12/10/2015)

Emails & account messages are sent:

- Automatically through Illinois workNet to notify customers of updates, program opportunities, and required action.
- Case workers and career navigators can send emails/messages through the message tool or through the use of case notes.

Enhancing Training Program Information

Build onto the current Training Program Profile:

- **About This Program** – highlights how it is offered and credentials earned upon successful completion.
- **Requirements** – includes current baseline requirements plus any additional information that is needed to make a good referral to the program.
- **Courses/Competencies/Credentials** – provides more detailed information about what is included in the training program and what they will earn upon successful completion.
- **Career Advancement** – provides the career path, stackable credential information, and specific programs in that area available to help them advance in their career.

Use the information to populate:

- Training Program Map/Page for better referrals.
- ISTEP to communicate expectations and next steps.

The screenshot displays the EPIC WorkNet interface for training programs. At the top, there are navigation icons and a search bar. The main header includes 'epic WorkNet' and navigation links for 'DASHBOARDS', 'CUSTOMERS', 'RESOURCES', and 'REPORTS'. The 'RESOURCES' section is active, showing 'TRAINING PROGRAMS' and 'ACTIVITY TYPES' tabs. Below this, there is a link to 'Return to list of Agencies' and the name of the resource: 'JANE ADDAMS RESOURCE CORPORATION'. Contact information is provided: 'Address: 4432 N. Ravenswood Chicago, IL 60640' and 'Phone Number: 7737289769'. A table lists training programs, with one entry for 'Careers in Manufacturing Programs' showing a length of 14 weeks, a bridge program status of 'Yes', 80 participants, and 1 actual number. Below the table are tabs for 'About This Program', 'Requirements', 'Courses/Competencies/Credentials', and 'Career Advancement'. The 'Courses/Competencies/Credentials' tab is selected, showing a section for 'Courses Within the Program' (empty) and 'Competencies' (listing various workplace practices and skills). A section for 'Credentials Earned Upon Successful Completion' is also present but empty.

Resources: Training Programs

← → × 🏠 🔍

epic WorkNet

🏠 DASHBOARDS 👤 CUSTOMERS 🧑‍🎓 RESOURCES 📊 REPORTS | HI, NTELGER ▾

👤 RESOURCES

TRAINING PROGRAMS ACTIVITY TYPES

[Return to list of Agencies](#)

JANE ADDAMS RESOURCE CORPORATION

Address: 4432 N. Ravenswood Chicago, IL 60640

Phone Number: 7737289769

TRAINING PROGRAMS Add Program

Id	Training Program	Length of Training	Bridge Program	Project Number of Participants	Actual Number	
46	Careers in Manufacturing Programs	14 weeks	Yes	80	1	Edit Remove

About This Program Requirements Courses/Competencies/Credentials Career Advancement

Courses Within the Program


Competencies

- Utilize effective, safety-enhancing workplace practices in multiple industries.
- Demonstrate an understanding of quality practices and measurement.
- Identify basic fundamental of blueprint reading.
- Determine resources and workflow required of the production process.
- Document product and process compliance with customer requirements.
- Recognize potential maintenance problems, issues or concerns with basic production systems.
- Recognize preventative maintenance indicators to ensure correct operations.
- Identify different types of basic production and related mechanical principles, mechanical linkages, and production materials.
- Demonstrate use of basic math skills to facilitate technical competences.


Credentials Earned Upon Successful Completion

Reporting Tools



 DASHBOARDS

 CUSTOMERS

 RESOURCES

 REPORTS

REPORTS

- **Dashboards** – Provide an overview of where customers are in the EPIC program and access to a filtered list of customers based on their status.
- **Export** – Export lists of customer to access additional information about the customer such as contact information, EPIC status, assessment information, and outcomes.
- **Reports** – Use custom reports in the report section. Export the information to an Excel spreadsheet.
- **Payroll Upload** – Upload payroll information for work experience. Receive notification of approval through the system.

Next Steps

1. Participate in weekly CBO TA Webinars.

Schedule and participation information:

- Wednesdays 3:00-4:00 PM
- Phone: 866-821-1611 (You can call in or listen through speakers)
- Webinar: <http://siuccwd.adobeconnect.com/epic/>

2. Review the EPIC Partner Guide (www.illinoisworknet.com/epicpartners).

3. Log in to EPIC dashboard. The link to log in is available in multiple locations:

- At the top of the EPIC Partner Guide www.illinoisworknet.com/epicpartners
- In the Partner Tools section of My Dashboard (when you are logged into your Illinois workNet account)
- Direct URL (<https://apps.il-work-net.com/Epic/Admin/Customer>)

4. Attend training in person and online.

- Upcoming new releases will be provided during the next CBO Training Webinar.
- In person training dates will be scheduled in May. Dates and locations will be sent out and discussed during CBO TA webinars.



e mployment opportunities • p ersonalized services
i ndividualized training • c areer planning

Funding for research provided by the United States Department of Agriculture (USDA).
USDA is an equal opportunity employer and provider.



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
Bruce Rauner, Governor

