

GET STARTED

- 1. Make sure all staff who need to access EPIC tools have an Illinois workNet account.
- 2. Request access to EPIC tools. For new requests, send an email to <u>info@illinoisworknet.com</u>. Include the following information:
 - a. Agency name
 - b. Staff name
 - c. Staff email address
 - d. Let us know that you are requesting CBO access for EPIC tools.

BACKGROUND INFORMATION

DHS staff is completing the EPIC Intake process. The intake process includes:

- DHS staff identifying and recruiting eligible SNAP recipients/customers.
- Customers completing the EPIC application and Career Cluster Inventory assessment.
- DHS case worker recommending training programs based on baseline requirements and assessment results.
- DHS completing random assignment.
- DHS assigning EPIC services group (treatment group) customers to a training program.
- Illinois workNet system notifying CBO staff of assignment via Illinois workNet message and email.

CBOs ACCESS ASSIGNED CUSTOMERS

- 1. View these customers through the EPIC Partner Tools.
 - a. Log into <u>www.illinoisworknet.com</u> and go to your dashboard.
 - b. Select Partner Tools.
 - c. Select the EPIC partner tool and you will see a list of customers who have been assigned to your organization.
- 2. Contact the customer to set up an initial appointment to engage them in services.
 - a. Select the customer information link to view their profile and plan.
 - b. Select the Profile tab.
 - c. Select the application tab to view customer contact information.
- 3. If the customer does not have an email account, help them create one. Then have them log into their Illinois workNet account and update their profile to include their email.
 - The customer will log into www.illinoisworknet.com and go to their dashboard.
 - a. Select Update My Profile.
 - b. Enter in their email address and save changes.
- 4. Complete the 2151 form and upload to Illinois workNet no later than 48 hours after initial appointment date. (Use this process until the Progress page is available).
 - a. Select the customer information link from the list to view their profile and plan.
 - b. Select the ISTEP tab.
 - c. Select the Personal Development tab and upload the completed 2151 form. If they do not show up for the appointment, add a note in the ISTEP case notes section.
- 5. You can add case notes to the customers ISTEP Plan as needed. Additional information will be provided regarding using the ISTEP.

CURRENTLY IN DEVELOPMENT

• An **appointment calendar** for the CBO to enter open appointment times for initial customer appointments. DHS case worker will use the appointment calendar to schedule the customers first meeting before leaving the random assignment meeting.



 Progress page and Enrolled Customer Dashboard to communicate progress of customers enrolled in the EPIC SNAP E&T Services Group.



Mock Up - DHS view after assignment to the treatment group

Send email/message with appointment reminder that can update outlook (and other) calendars.

Mock Up - CBO Schedule/View Appointments

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Select time slo	Select time slots available for EPIC Customer First meeting. (1)									
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Mock UP - CBO Updates Progress Page

	EPIC Group Assignment
EPIC Icon	Dashboard Customers Reports Hi, Natasha 🔻
Profile Progress Page ISTEP	Services Outcomes Case Notes Assessments Reports Treatment Group Only
Customer Profile Information	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:
	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.
BO will complete online form that will opulate the required DHS 2151A Form	Change in Activity/ Monthly Update Submit 2151A Form 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



Interim Process for CBOs Engaging EPIC Enrolled Customers

July 2016 v FINAL

Required IDHS 2151A Form

CLIENT INFORMATION 2151A Form Person Served: Birth Date: Office Clip: 2151A Form Case Name: IDHS Case Number: RIN: Clip: Clip: <th colsp<="" th=""><th>State of Illinois Department of I</th><th>Human Ser</th><th>vices C</th><th>hange Pr</th><th>ogress Rep</th><th>00</th><th>rt Form</th><th></th><th>6A(1</th><th>Year)</th><th>\odot</th><th></th></th>	<th>State of Illinois Department of I</th> <th>Human Ser</th> <th>vices C</th> <th>hange Pr</th> <th>ogress Rep</th> <th>00</th> <th>rt Form</th> <th></th> <th>6A(1</th> <th>Year)</th> <th>\odot</th> <th></th>	State of Illinois Department of I	Human Ser	vices C	hange Pr	ogress Rep	00	rt Form		6A(1	Year)	\odot	
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Job Skills Training - TANF (222) Includes any training or retraining directly related to employment. The training develops or enhances a client's skills in the areas of writing, reading, math, oral or written business communication, or new industry technology. For TANF, counts if combinedwith 20 hours of another countable activity. Post Sec. Education 2.5 Programs that lead to associate's or bachelor's degree or a degree in a specialized field. For TANF, add one hour of study time for each classroom hour. Voc Tmg/2.5 GPA - TANF (301) Usually short lem programs that prepare client for a specific type or work. For TANF, add one hour of study time for each classroom hour. Counts for 12 months mainmum, but can be extended by combining with 20 hours of another countable activity. Stop the counter if a GPA of 2.5 is maintained while in full-time attendance. After 24 months, the TANF Client must meet the work requirements. Post Sec. Education -TANF (342) Programs that lead to associate's or bachelor's degree in a specialized field. For TANF, add one hour of study time for each credit or classroom hour. Community Service - TANF (344) Unpaid work that client finds and arranges such as for a school, church, non-profit, or government agency. Job Readness - SNAP E&T (215) Includes counseling, job placement services, skills assessment, etc. Gives the client a chance to return to work by refining job seeking and interviewing skills through intensive training. Earnfare - SNAP E&T (453) Comp Earnfare is a work program for SNAP Clients who volunteer to participate. A non-custodial parent of a child receiving TANF may be ouri-ordereed to partindpaint. Sort ABAP CLIENT the client may on this ty t	Check the client's progre	ss on the activity:		Situation wors	e No progress	Re	commended course of a	tion for	the clien	nt: Program	completed		
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	Vocational Training (350)	Usually sho to employm hours of anot	rt term programs tr ent. For TANF, add her countable activity	hat prepare client for a one hour of study time fo y. After 24 months, the T	spe r eac ANF	control type of work. Includes the classroom hour. Counts for for set of the work required the work required to th	vocationa 2 months r rements.	ally focuse maximum,	ed ESL/GED or ESL/G but can be extended by o	ED directly related ombining with 20		
Includes Dasic and remedial Education. For TANF, add one hour of study time for each classroom hour, ESL not tied to work is countable. After 24 months, the TANF client must meet the work requirements. Basic Education - ABE (353)	Basic Education - ABB	E (353)	Includes ba the TANF clie	sic and remedial ed int must meet the wor	al education. For TANF, add one hour of study time for each classroom hour, ESL not tied to work is countable. After 24 months, work requirements.								
GED classes. For TANF, add one hour of study time for each classroom hour. After 24 months, the TANF client must meet the work requirements.			GED classe	5. For TANF, add on	I one hour of study time for each classroom hour. After 24 months, the TANF client must meet the work requirements.								
Basic Education - GED (354) High School classes to secure diploma. For TANF, add one hour of study time for each classroom hour. After 24 months, the TANF client must meet the work requirements.	Basic Education - GE (countable T.S. only)	D (354)	High Schoo requirements	I classes to secure	dipioma. For TANF, ad	d on	e hour of study time for each cl:	assroom he	our. After	24 months, the TANF clie	nt must meet the work		

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							0	July	, 201	6 v FINAL
Basic Education - HS (355) (countable T.S. only)	Clients placed in a supervised assig an agreement with the Department, workman's compensation. The acti	nment wit A formal vity is subi	h public, private, or not-f agreement is needed be ject to fair labor standard	or-pr twee law	rofit employers, o en the provider a s.	organizations, and and work experience	governmental agencies se sponsor. The Depart	that have ment pays		
Work Experience (530)	Includes self-employment developm	ent trainin	o program and technical	355	-: Istance program	15				
	includes training on job related issu	es, job coa	aching and counseling, a	nd ft	ollow-up with em	noiovers to address	s issues or problems on	the lob.		
Self-Employment (540)	Lised to report activities for an even	nt nerson	with a child under ane o	ne 1	f no other activit	v code anniles: C		ions to		
Job Retention (541)	explain the benefits of establishing	paternity a	nd obtaining support hea	alth-r	related education	n, other activities t	hat help more the family	toward self	F	
Child Under One (781)	Client is actualy participation in tra-	tmont con	leas to address substan		robiem which in	anodo solf sufficier	104			
	Client is actively participating in the		with demostic violance	ue p			icy.			
Alcohol/substance abuse (783)	client is actively participating in ser	vice to cop	e with domestic violence	: 1880	ues which imped	le sell-sufficiency.				
Domestic Violence (784)	Client is actively participating in me	ntal health	counseling services to a	ddre	ess the issues w	hich impede self-s	ufficiency.			
Mental Health (768)	Rehabilitation services, foster parer	iting, or ot	her program.							
Chesk the client's progress on the activity:	Situation worse No	progress	Recommended course	of	action for the cl	lient: Prog	gram completed	1		
Minimal progress Acce	eptable progress 🔲 Substantial p	rogress	No change/contin	ue S	SP Amen	d SP (copy attacl	hed)			
Non-cooperation Con	ciliation Completed	-	Joint staffing need	ded	Addition	al referrals	Recommend sanction			
Client went to work		Check a	ny change in support	tive	service need	•		$\left\{ \right\}$		
		Type of Sun	ny change in suppor	de de	wided Made Ref	errals. Request Payme	nt - DHS	$\left \right $		
Employer Name:				-						
Contact:	Phone:		Poare	+						
Address:			Search allowance	+						
City:	Zip:	Med	ical Exams							
Job Title:		Dent	tal Optical TANF							
Start Date	First Pay:	Wor	k activity allowance TA	NF						
Wages/hr:	Hours/wk:	Tran	sportation							
Health Insurance: Yes	No	Othe	r:							
No longer appropriate f	for provider services. Provide	reason	:							
IDHS Client Status Cha	ange									
Provider Signature:			(Date	e:					
IL444-2151A (R-4-10)							Page 1 of 3			
State of Illinois Department of Human Serv	_{ices} Change Progres	s Re	port Form		6A(1 Year)	\bigcirc	_		
NOTE: Activities listed below in boli single parent families (categ week. Two parent families in in that activity to court for 6	Attach copies of any service/treat CLII d print represent those work or work-relate gory 04) or two parent families (category 04 must participate in countable adjuttes 35 1 everal participate in countable adjuttes 35 1	ment plan ENT ACT d activities 5). Single-p tours per w sortation se	is, discharge summarie IVITY CODES which meet TANF federal parent families must partic reek. If there is a time rest	es, d parti ipate trictic	lient notices, et Icipation guideline In countable action for a TANF clie	tc. es when applied to ivities 30 hours per ent's participation				
Activity/Code	Descri	ption	saon.					1		
Subsidized work - TANF	Training activity in which client obtains a training. During the training program, clie program end, or obtain other employmer up throwshe samed income codes. For TA	job on a fui ents engag It where ski NF_limited t	I or part time basis with a e in work which enables th lis can be utilized. Income a fimonths in length	publi iem t e reci	ic or private empli o gain skills and i elved is budgeted	oyer which received knowledge needed I like earnings by th	a subsidy for providing to retain employment at e local office and is picke	d		
Work First - TANF (211)	Families designated as an 04 case are p	laced on su	ubsidized work assignment	1 80 1	hours/month. Tw	o-parent families w	ork 120 hours/month.			
Other (789)										
outri (100)										
IL444-2151A (R-4-10)							Page 2 of 3	•		
State of Illinois Department of Human Serv	vices Change Progre	ss Re	port Form		6A	(1 Year)	\bigcirc			
COMMENTS:								_		



Mock Up - Enrolled Dashboard

CBO Enrollment Verification Status	
Referral Pending - Scheduled Appointment	
Referral Pending – Enrollment Verified Past Due	
Referral Pending – Appointment No Show	
Appointment Complete & Enrollment Verified	
DHS indicated Customer NOT Currently Snap Eligible	
Recommended Course of Action (based on most recent 2151	A form)
CBO Need to upload - Past Due	
DHS to review 2151a Current – Amend SP	
2151a Current – Joint Staffing Needed	
2151a Current – Joint Staffing Needed 2151a Current – Additional Referrals	
2151a Current – Joint Staffing Needed 2151a Current – Additional Referrals 2151a Current – Recommend Sanction	
 2151a Current – Joint Staffing Needed 2151a Current – Additional Referrals 2151a Current – Recommend Sanction 2151a Current – No Change/Continue SP 	
2151a Current – Joint Staffing Needed2151a Current – Additional Referrals2151a Current – Recommend Sanction2151a Current – No Change/Continue SPProgram Complete	



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