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## Overview

### Purpose:

The Career Plan is a tool case workers/career navigators can use with their customers to:

- Review assessment results
- Create goals based on assessment results
- Identify steps/services needed to achieve those goals and,
- Document current status and flags when intervention is needed.

### Highlights:

- Customer information submitted during the application process is used to populate the Career Plan.
- The career navigator reviews the information and identifies recommended next steps that include start/end dates, status, notes, associate cost and earned credentials (when applicable upon successful completion of the credential).
- The career navigator adds recommended steps/services by selecting from a list of steps/services.



Who Enters/Maintains Data

Only staff and customers that have been given access to the program can view the Career Plan.

- **Statewide User Roles**- Statewide staff view/edit Career Plans for all customers.
- **Career Planner/Case Worker Role**- Staff can view/edit Career Plans for customers in their region/office.
- **Customers**- Customers can access their information from their program tools located in My Dashboard. (coming next)

Access Customer Progress Page

1. Log into [www.illinoisworknet.com](http://www.illinoisworknet.com).
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center**.
5. Select the **Groups** in the top menu.
6. Select **DHS Youth Program for Employment and Education**.
7. Select the **customer's name** to access their information.
8. Select the **Career Plan** tab.

Shortcut Tip:

Go to [www.illinoisworknet.com/DHSYouthPartners](http://www.illinoisworknet.com/DHSYouthPartners).  
Select the link for **DHS Youth Program Partner Tools**.

Customer Profiles

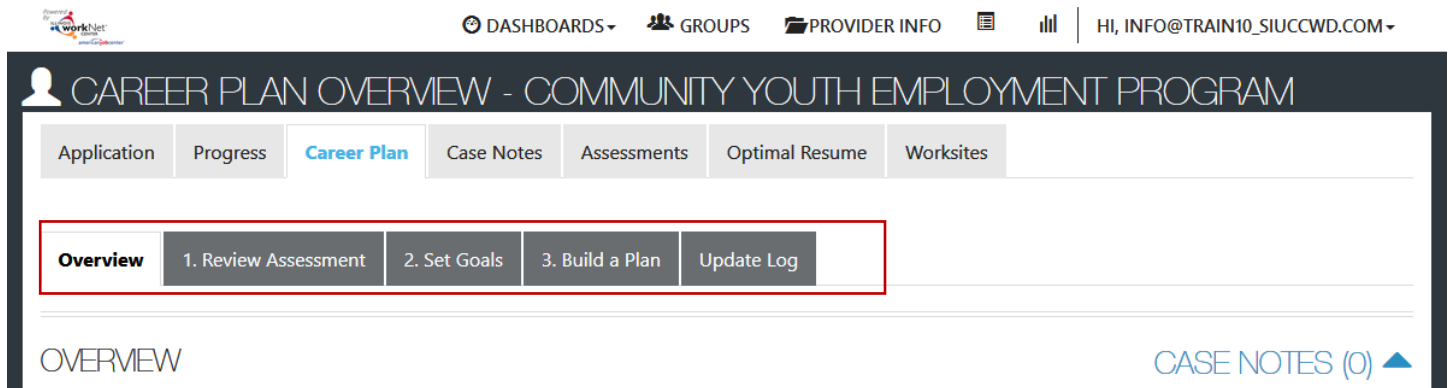
From the customer list, select the customer assigned to your organization. Each customer now has a profile ID as well as the customer ID. If the customer has changed organizations, the profile assigned to your organization may still be updated. When moving around a customer profile, double check that the Agency/Grantee is still your organization.

Note in the image below – the customer Illinois workNet ID remains the same. The customer username remains the same. The profile ID is the only thing that changes with the change of organization.

Worknet Id	Last Name	First Name	Provider	Application Status	Application Submit Date	Case Status	Program
817625		L	IYIP Angel of God Resource Center	Submitted	05/26/2022	Closed	DHS Youth
817625		L	IYIP Catholic Bishop of Chicago - St. Sabina	Submitted	02/23/2023	Open	DHS Youth
<b>User Name</b> LH i1			<b>User Name</b> LH i1				
<b>workNet ID</b> 817625			<b>workNet ID</b> 817625				
<b>profile ID</b> 29443			<b>profile ID</b> 41999				
<b>Agency</b> IYIP Angel of God Resource Center			<b>Agency</b> IYIP Catholic Bishop of Chicago - St. Sabina				

## How is the Career Plan organized?

### The Main Career Plan Navigation



**Overview** provides a summary view of assessments, career goals, accomplishments, and the steps to achieve their goals.

1. **Review Assessments** provides assessment results that are saved in Illinois workNet and an area to write a summary of the assessment results.
2. **Set Goals** provides an area to identify goals and categorize them as short/long term, type, and status. Prepopulated goals and steps can be added.
3. **Build a Plan** provides system generated recommended services/steps and can be added to the plan.
4. **View Achievements** – *Upcoming enhancement* – provides a list of earned credentials and completed steps/services
5. **Update Log** – *Upcoming enhancement* – provides a log of Career Plan updates and upload for customer Career Plan agreements.
6. **Report** – *Upcoming enhancement* – provides customer level report of services/accomplishments based on the needs of the program.

## Career Plan Sections

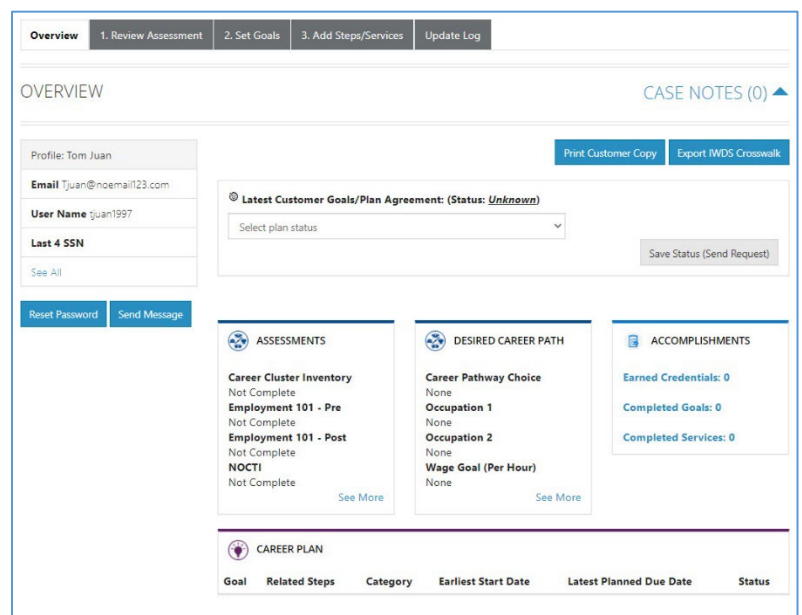
### Overview

**Case Notes** allows career planners/partner to enter case notes to document changes, updates, and other notes.

**Overview** provides a:

- Summary of customer information

**Customer Goal/Plan Agreement** – This section provides the evidence that the customer participated in the development of their Career Plan. Use the **print customer copy button** and have the customer sign the bottom of the document. Then upload the agreement to the Customer Upload section.



*Coming Soon Enhancements – The customer will be required to agree to the plan changes when a goal is added or marked as off track. The customer will have a customer view where they can login and click agree. The career planner will also have the option to upload a signed copy. If the career planner cannot reach the customer, they will be able to select that option.*

**Assessment** view a high level of completed assessments. Click the See More to review additional assessment information.

**Desired Career Path** is part of the Employment Goal assessment. Click the See More to edit the career goal information. This information can be updated at any time.

**Accomplishment** provides a quick count of earned credentials, completed goals, and completed services that link to a list of those items.

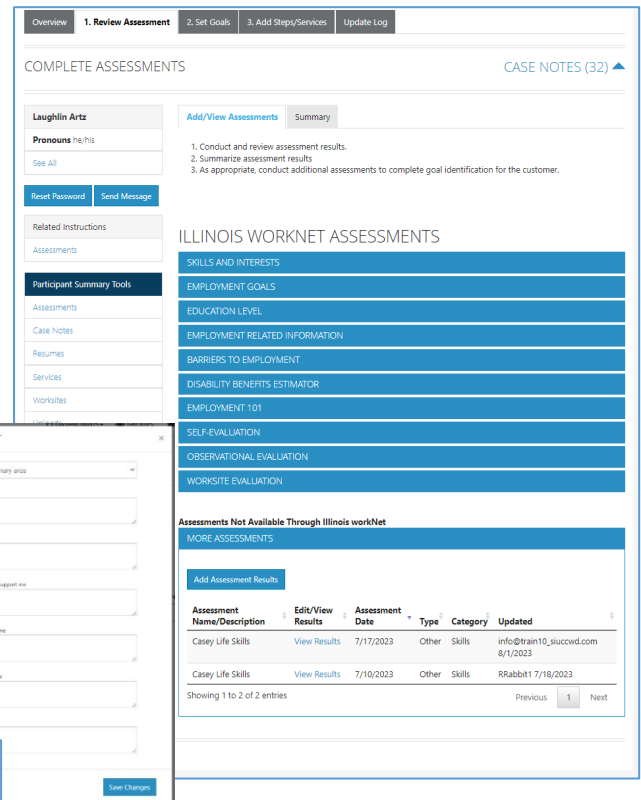
**Pre-populated Goals/Steps** are associated with performance measures and are automatically added to a customer file. These can be updated with the current status or marked as Evaluated / Not required. See more information in Customer Services Report.

The **Career Plan section** is organized by goals. It includes a list of the steps/services associated with each goal. The start and end dates for the goals are automatically generated by the steps/service for that goal. Goal status is set by the career planner and is used to identify not started, on track, off track, or complete.

## 1. Review Assessments

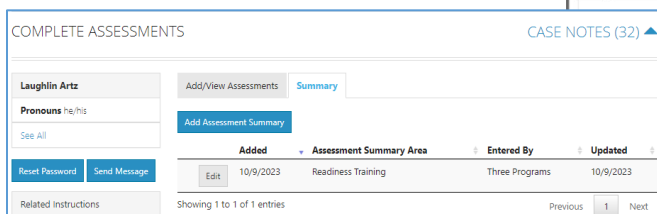
It is important to complete assessments to identify customer skills, interests, goals and barriers. Some of this information is collected when the customer completes the online application (initial assessment). This information is saved in the **Career Plan Complete Assessment & View Results** section.

1. Go through each assessment section. Many of the standard assessments listed pull information from the application.
2. Add an **Assessment Summary**.
  - a. Click **Summary** tab
    - i. Select the type of summary to be completed from Readiness Training, Employment, Independent Living Skills, Physical & Emotional Health and Leading Skills.
    - ii. View/edit the completed summaries from the link in the table.



Assessment Name/Description	Edit/View Results	Assessment Date	Type	Category	Updated
Casey Life Skills	View Results	7/17/2023	Other	Skills	info@train10_succwv.com 8/1/2023
Casey Life Skills	View Results	7/10/2023	Other	Skills	RRabb11 7/18/2023

Showing 1 to 2 of 2 entries



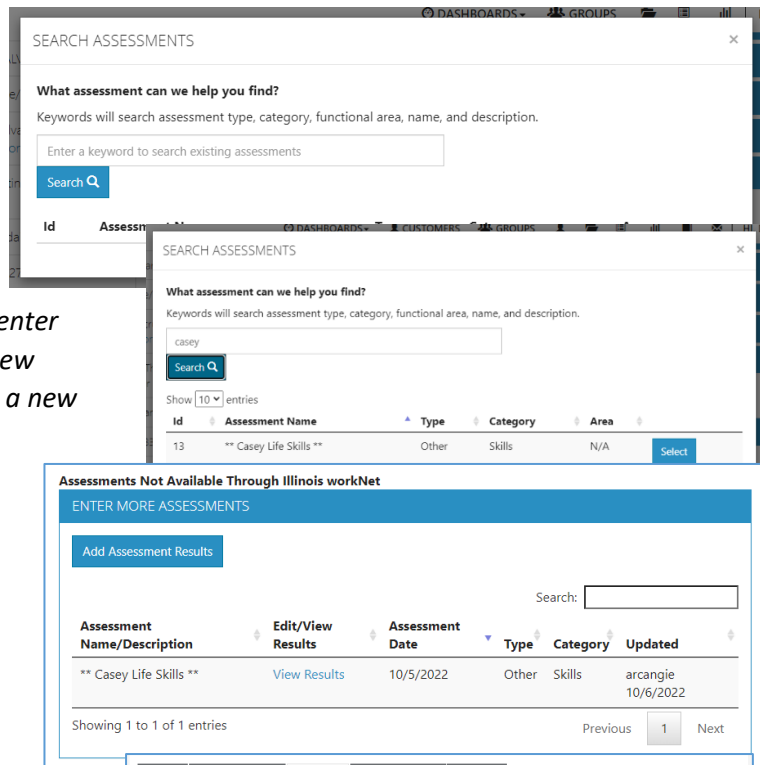
Added	Assessment Summary Area	Entered By	Updated
10/9/2023	Readiness Training	Three Programs	10/9/2023

Showing 1 to 1 of 1 entries

## Add Casey Life Skills Results

Casey Life Skills assessments are part of the current DHS Youth Program requirements. To add Casey Life Skills Assessment results:

1. Click on **More Assessments** at the bottom of the Review Assessments tab.
2. Enter a keyword related to the sought-after assessment. *i.e. enter Casey OR Skills, for TABE – enter Math, Reading, TABE* If there are NO results the new assessment window will open. The need to create a new assessment type will be very rare.
3. Review the results list.
4. Select the appropriate assessment type.
5. Fill in the required information for the selected assessment.
6. Click **Save**.
7. For the reassessment, add a Casey Life Skills results at a later date.



SEARCH ASSESSMENTS

What assessment can we help you find?  
Keywords will search assessment type, category, functional area, name, and description.

Enter a keyword to search existing assessments

Search

Id	Assessment Name	Type	Category	Area
13	** Casey Life Skills **	Other	Skills	N/A

Select

Assessments Not Available Through Illinois workNet

ENTER MORE ASSESSMENTS

Add Assessment Results

Search:

Assessment Name/Description	Edit/View Results	Assessment Date	Type	Category	Updated
** Casey Life Skills **	View Results	10/5/2022	Other	Skills	arcangle 10/6/2022

Showing 1 to 1 of 1 entries

Previous 1 Next

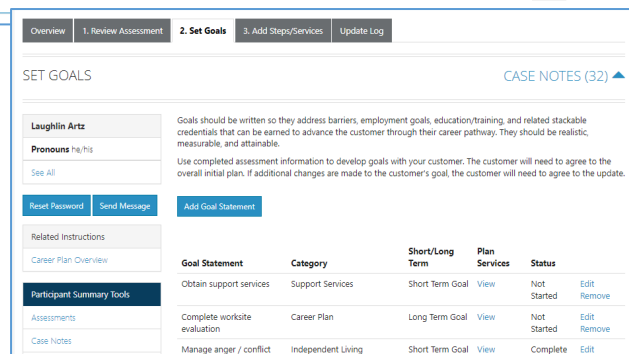
## 2. Set Goals

Goals should be written so they address challenges, employment goals, education/training and related stackable credentials that can be earned to advance the customer through their career pathway. Goals should be realistic, measurable and attainable. *Goals related to performance measures will be pre-populated in the customer career plan. Performance measures require that a start-date is added to trigger performance tracking.*

When adding case plan goals for Casey Life Skills that are not included in the pre-populated goals, partners may add the “Case Plan Activity” activity to enable tracking the completion of the customer added goals.

Use completed assessments as a resource to discuss and develop goals with your customer. The customer will need to agree to the overall initial plan. If customer goals are added or marked as off track, the customer will need to agree to the update.

1. Select **Set Goals** tab and **add a goal statement**.
2. Enter a **goal statement** that is 144 characters or less.
3. Select a **category** (Support Services, Career Plan, Education/Training Plan).
4. Identify if the goal is a **short term or long-term** goals.
5. Set **goal status**.



Overview 1. Review Assessment 2. Set Goals 3. Add Steps/Services Update Log

SET GOALS

CASE NOTES (32)

Laughlin Artz

Pronouns he/his

See All

Send Password Send Message Add Goal Statement

Related Instructions

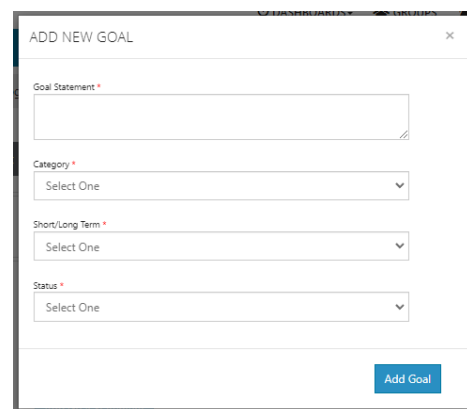
Career Plan Overview

Participant Summary Tools

Assessments

Case Notes

Goal Statement	Category	Short/Long Term	Plan Services	Status
Obtain support services	Support Services	Short Term Goal	View	Not Started
Complete worksite evaluation	Career Plan	Long Term Goal	View	Not Started
Manage anger / conflict	Independent Living	Short Term Goal	View	Complete



ADD NEW GOAL

Goal Statement \*

Category \*

Short/Long Term \*

Status \*

Add Goal

- Not Started = This status is the default setting. The career planner should update when the customer has started working towards this goal
- On Track = The customer is continuing to progress through the steps in this section of the plan at an acceptable rate.
- Off Track = The customer is not progressing through the steps in this section of the plan at an acceptable rate. *(Coming soon enhancement - A notification is sent to the customer to let them know the plan has been set to off track and the career planner would like to work with them to help them get back on track.)*
- Complete = The career planner has verified the customer has completed this section of the plan.

Add Goal Statement					
Goal Statement	Category	Short/Long Term	Status	Plan Services	
Get support services lined up to help ensure workplace success.	Support Services	Short Term Goal	On Track	Transportation assistance	<a href="#">Edit</a>
Gain permanent employment with an employer in the Health Science industry.	Career Plan	Short Term Goal	Not Started	Get permanent employment as part of this program., Explore jobs, required skill/credentials, and wage information., Prepare your resume.	<a href="#">Edit</a>
Get training/certified as a care giver.	Education/Training Plan	Long Term Goal	Not Started		<a href="#">Edit</a>

### 3. Add Steps/Services

When a DHS Youth is enrolled, they begin with pre-populated services associated with performance measures. Those should already be in the youth's career plan. Other activities can be added but will not impact performance. If an activity is missing and cannot be added, check the instructions below for adding activities in the Provider Information area of the Customer Support Center. Following are instructions to add an activity/service that is already in the provider list of available services.

1. Select **Add from a list of system generated recommended services** to identify the planned services (for step 2). Once an activity has been added to the planned services, a checkmark will show it was added. You can add a service more than once.
2. **Edit the planned activities** to identify the related goals, barriers the step addresses, step status, the service provider, dollar value of service, and more. Select the edit icon to edit the service.

SYSTEM GENERATED SERVICE RECOMMENDATIONS					
Filter By Type		Filter By Category		Search: <input type="text"/>	
Type	Category	Service	Tags		
✓ Staff Assisted	Employment	Explore jobs, required skill/credentials, and wage information.	CYEP	<a href="#">Add</a>	
✓ Staff Assisted	Employment	Get permanent employment as part of this program.	CYEP	<a href="#">Add</a>	
✓ Staff Assisted	Support	Transportation assistance	CYEP	<a href="#">Add</a>	

PLANNED SERVICES				
Filter By Status		Filter By Goal		Search: <input type="text"/>
Step/Service	Note	Status	Goal	Other Items
Get permanent employment as part of this program. <a href="#">✎</a> <a href="#">✖</a>		Planned/Not Started (Scheduled)	Gain permanent employment with an employer in the Health Science industry.	
Explore jobs, required skill/credentials, and wage information. <a href="#">✎</a> <a href="#">✖</a>		Started/Open	Gain permanent employment with an employer in the Health Science industry.	

## Service/Step Level Information (Not Worksite Placements)

### Status

All services include the related goal, status, start date, weekly hours, WIOA funded (answer no for this project), notes, and related barriers. A completion date is required if the status is complete.

### Service Provider

Identify who is providing the service. The grantee will be the default provider. If the grantee is not providing the service, enter the provider information.

### Dollar Value (not required)

Enter the dollar amount related to the service. For example, if transportation bus pass or gas card was provided, you can add it to this service.

### Attendance

Track the attendance of the participant for each of the services added to the career plan.

### Earned Credentials

Track certificates, credentials, licenses earned by the youth.

**Get career/job planning guidance from your career advisor.**

Services info for service other than work experience and referrals

Related Goal:  Status:

Start Date:

Due Date:

Weekly Hours:

WIOA Funded:

Notes:

Service addresses the following barriers [Show More Barriers](#)

**Get career/job planning guidance from your career advisor.**

Pick the initial service provider OR add a new one.

☒ Catholic Bishop of Chicago - St. Sabina, 7825 S Racine ave., Chicago, IL, 60620

☐ Other provider

Name:

Address:

City:

State:

Dollar Value of this Service (Optional)

Dollar value:

Number of times offered at this cost:

Dollar Value	Number of Times Service Was Offered at this Cost	Total Cost	Edit	Delete
12	12	144	<input type="button" value="Edit"/>	<input type="button" value="X"/>

Showing 1 to 1 of 1 entries

Previous  Next

Service Provider

Dollar Value of Service

Attendance

Earned Credentials

[My Services](#) / [Edit Customer Service](#)

ENTER SERVICE

Make a plan to pay for training and to support yourself while you are in training.

Planned Start Date: 8/31/2022 # of planned weekly hours: 2.00  
Planned Due Date: 9/1/2022 Status: Started/Open  
% Required Attendance:

Week	Total hours/week	Verified
8/28/2022-9/3/2022		<input type="checkbox"/> Not Verified

Showing 1 to 1 of 1 entries

Previous  Next

Dollar Value of Service

Attendance

Earned Credentials

[Edit Customer Service](#)

CAREER DEVELOPMENT EXPERIENCE

Name	Type	Source	Institution	Data Source
No data available in table				

Showing 0 to 0 of 0 entries

Previous Next

## Service/Step Level Information (Worksite Placements)

### Notes:

- Before you start entering worksite placements into the Career Plan, make sure that employers and worksites have been identified in the worksite placement tool. *Follow the instructions in [Worksite Placement and Payroll](#).*
- Add the customer to a worksite using the Career Plan.
- Payroll is uploaded in worksite placement so that you can enter the information for the entire group.

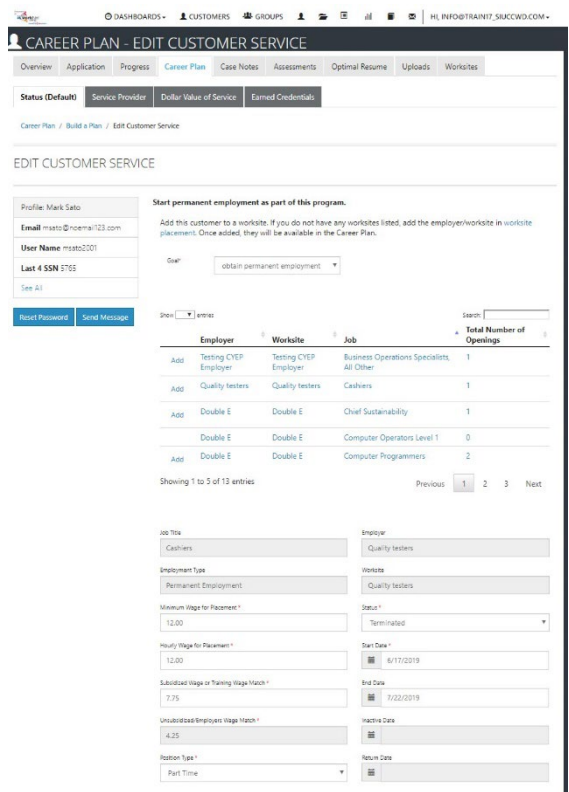
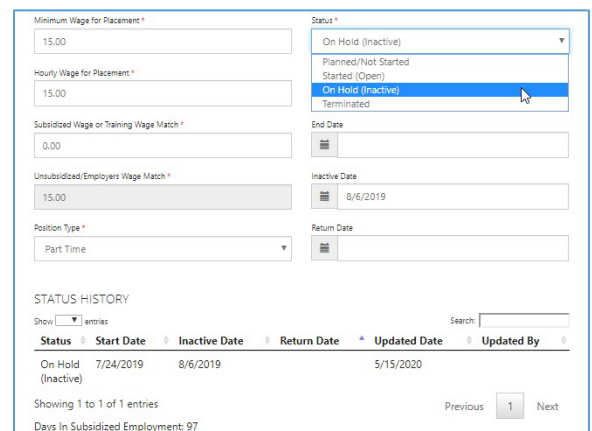
**Pro Tip** – If providing subsidized wages, the partner is the Employer, the place where the customer works is the worksite, and when adding the job, include the year in case the worksite is used year after year.



## Status

All services include the related goal, status, start date, weekly hours, WIOA funded (answer no for this project), notes, and related barriers. This type of service/step also includes worksite placement fields:

- Select **Add** to add the customer and enter the following information:
  - Minimum wage** for placement based on your region and customer age/circumstance.
  - Hourly wage** will be prepopulated with the information that was entered with the job. You can change this for each customer. Hourly wage must be equal to or greater than minimum wage.
    - Enter the subsidized wage.
      - The **subsidized wage** should be no more than the minimum wage.
      - Customer only receive a specified number of subsidized wages regardless of the number of placements (*Category 1 is 90 days, Category 2 is 270 days, Category 3 is 365 days*).
    - Start date begins the time limit for the subsidized wage.
    - Days in subsidized employment is listed with each placement.
    - Unsubsidized wage will automatically calculate by subtracting the subsidized wage from the hourly wage.
- Select the **type of position**.
  - Full-time.
  - Part-time.
- Select a **Status**.
  - Planned/Not Started – The subsidized wage 90-day time period will not begin with this status.
  - Started (Open) – The start date begins the time limit for the subsidized wage.
  - On Hold (inactive) – This status “pauses” the subsidized wage 90-day time period.
  - Terminated – This status “pauses” the subsidized wage period. *Permanent employment.*
  - Successful/Unsuccessful – this status pauses the subsidized wage period. *Worksite placement.*
- Enter in the Start/End Date.
- Follow-up** - if required, is at 30, 60, 90 and 180 days. The follow-up section will be available/activated once each of the timeframes have been met. When the customer reaches each of these milestones, review the information for accuracy, update the subsidized wage as needed, and select that you have verified employment.
  - NOTE: A **worksite evaluation is due with the 30-day review**. The other milestones do not require evaluation. A 90-day worksite evaluation is recommended.
- When a customer is terminated from their position, complete the **Participant Employment Termination Report (PDF)**. Then upload the report to the customer’s progress page.



- When a customer is marked “Inactive” – the Inactive Date field becomes available.
  - The 90-day subsidized wage count-down clock stops. To resume, make the customer active and enter in the return date.
  - If Inactive status is activated, a Status History will update to reflect inactivity. If a customer needs to become Inactive again, repeat the steps above to change the status and enter the dates.
- Days in subsidized employment – tracks from all positions entered in the career plan. i.e. if one job has 35 days and another has 13 days, the Days in Subsidized will show 48 days. The job with recent dates will have the most current count.

#### *Close the worksite activity*

- Remove the subsidized wage
- Add a subsidized end date
- Add an end date for the activity
- Mark the activity as successful or unsuccessful completion
- Save

Job Title 2023 - Office and Administrative Support Workers, All C	Employer Austin Peoples Action Center
Employment Type Work Experience	Worksite Austin Peoples Action Center
Minimum Wage for Placement * 16.00	Start Date * 07/11/2023
Hourly Wage for Placement * 16.00	Planned Due Date * 09/12/2023
Subsidized Wage or Training Wage Match * 16.00	End Date xx/xx/xxxx
Unsubsidized/Employers Wage Match * 0.00	Inactive Date
Position Type * Part Time	Return Date
Status * Started (Open)	Subsidized Start Date 07/11/2023
	Subsidized End Date

#### *Service Provider*

The grantee will be the default provider. If a different provider is providing the services for the step/activity, select from a list of WIOA providers, or add another provider.

Update Customer Service.

**\*Get Started: Learn about exploring careers.**

Pick the initial service provider OR add a new one.

☐ No Provider  
☐ Austin Peoples Action Center - 5125 W. Chicago Ave. Chicago IL 60644  
☐ Search WIOA Provider  
☒ Other Provider

Name \*   
 Address \*   
 City \*   
 State \*   
 ZipCode \*

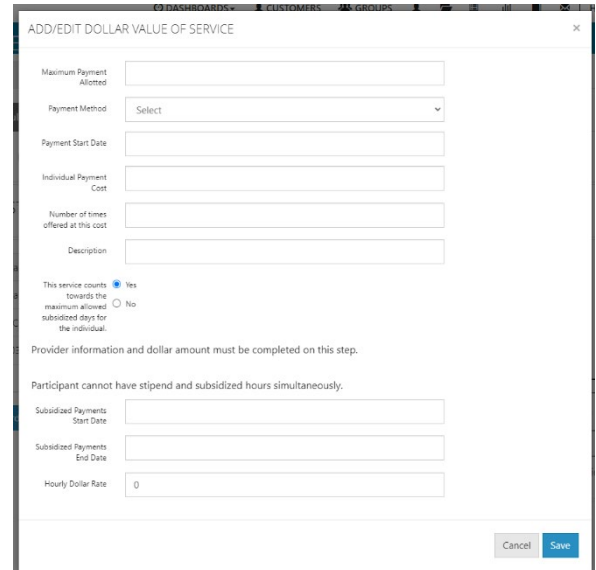
\*\*This Customer Service was updated by Dee Reinhardt on 12/2/2021 at 10:04 AM\*\*

## Dollar Value (not required)

Enter the dollar amount related to the service. Do not use this as payroll upload. Those costs should be added via payroll upload.

Track in this section:

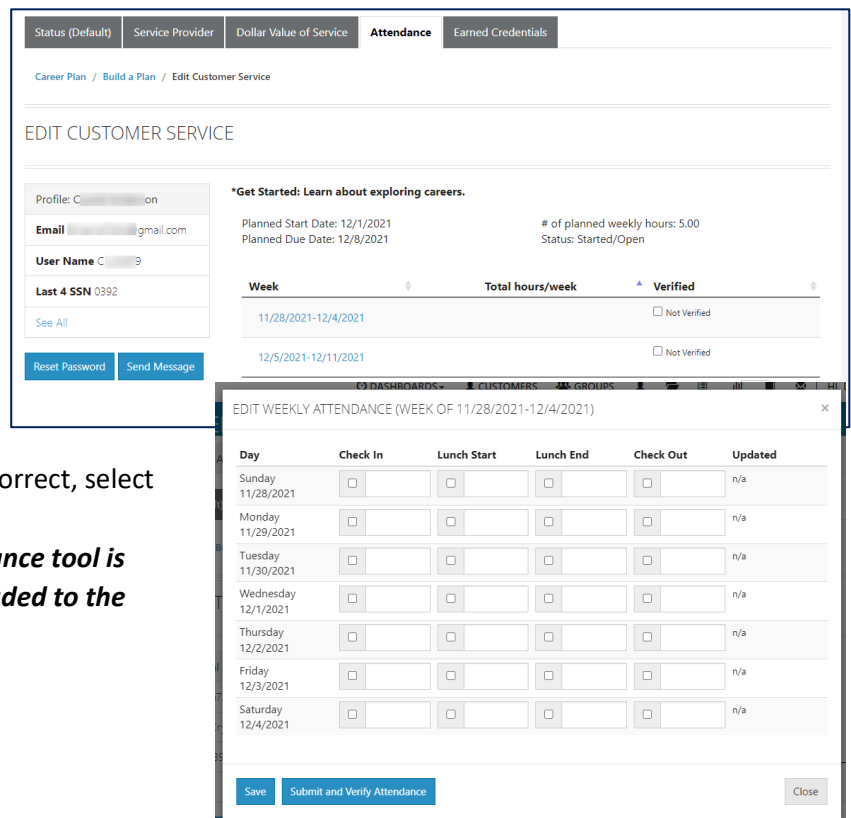
- **Enter** Maximum Payment Allowed - if there is a maximum amount associated with the service i.e. \$750 for transportation.
- **Select** method of payment,
- **Enter** start date of payment,
- **Enter** cost of that payment,
- **Enter** number of times you provided the payment on that date,
- **Enter** a description of what the payment is.
- If the payment is associated with a stipend related to subsidized days,
  - Select yes, then enter the dates for the payment period and the hourly rate of that payment.
- **Save.**



## Attendance

This feature allows you to track the attendance of the participant for this activity.

- Service must be Started with a start date and anticipated end date.
- **Select** the attendance tab.
- **Select** the week for which attendance is to be tracked.
- **Enter** the time for check-in, lunch, and check-out for each day.
- **Save**, or if the person entering the information can verify the attendance is correct, select Submit and Verify Attendance.
- **DHS Youth has agreed that if the attendance tool is used, timesheets do not have to be uploaded to the customer profile.**

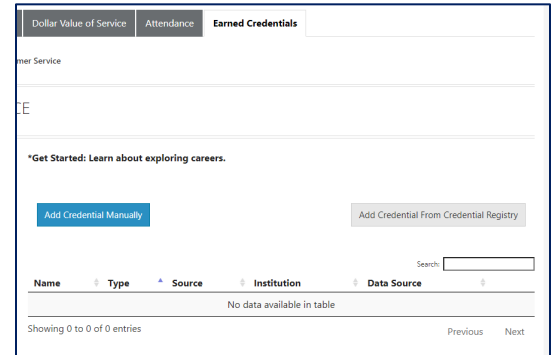
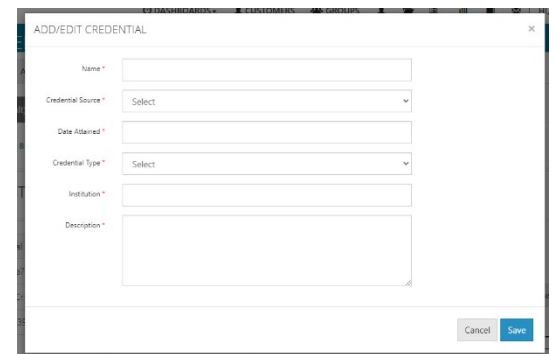


Day	Check In	Lunch Start	Lunch End	Check Out	Updated
Sunday 11/28/2021					n/a
Monday 11/29/2021					n/a
Tuesday 11/30/2021					n/a
Wednesday 12/1/2021					n/a
Thursday 12/2/2021					n/a
Friday 12/3/2021					n/a
Saturday 12/4/2021					n/a

### *Earned Credentials*

This feature allows you to add credentials earned by the participant for this activity.

- **Select** Add the credential manually OR Add Credential from Credential Registry.
- **Complete** all the fields when adding a credential manually. Credential Source and Type provide drop-down lists from which to select.
- **Save**. This will also add credentials to any outcome tabs associated with a participant file.

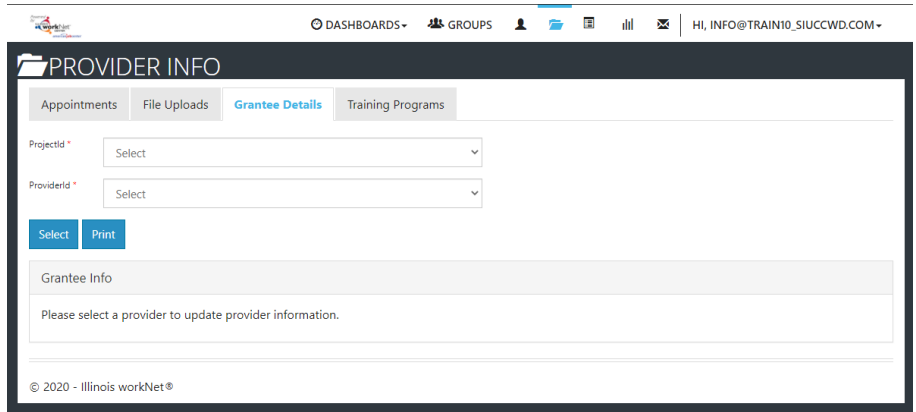
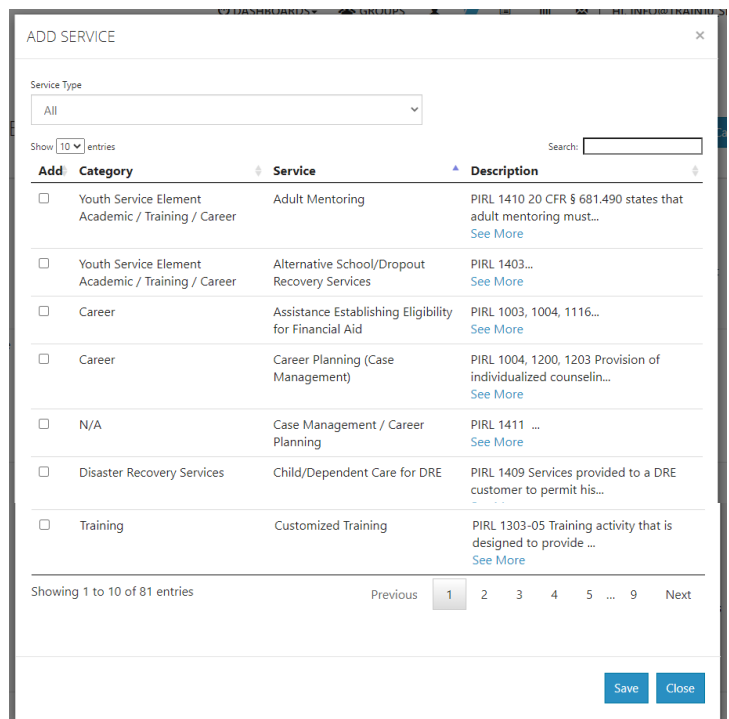



## Add Services in Grantee Details

*Note: pre-populated steps do not have to be added in the Grantee Details. Should one be missing on a client follow these steps.*

1. Log into [www.illinoisworknet.com](http://www.illinoisworknet.com).
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center**.
5. Select the **Resources** tab in the top menu. (Icon is a folder)
6. Select the **Grant Details**.
7. Select the Project **Apprenticeship Illinois**.
8. Select the Provider if you have access to more than one.
9. Scroll to the bottom of the page and click the button to **Edit Services to Use on Career Plans**.
10. Select or remove services that will be used on customer's Career Plans.
  - a. Search by name
  - b. Filter at the top of each column
  - c. Select or Remove by Service Type
    - i. All
    - ii. Career Service
    - iii. Supportive Services
    - iv. Training Services
  - d. Check **the box by the service needed**. *Make multiple selections by different categories and save one time.*
  - e. Click **Save** at the bottom of the modal.

On completion, the services selected will be the only services from which a case manager will be able to select. Services may be added or removed from the overall list at any time as needed.

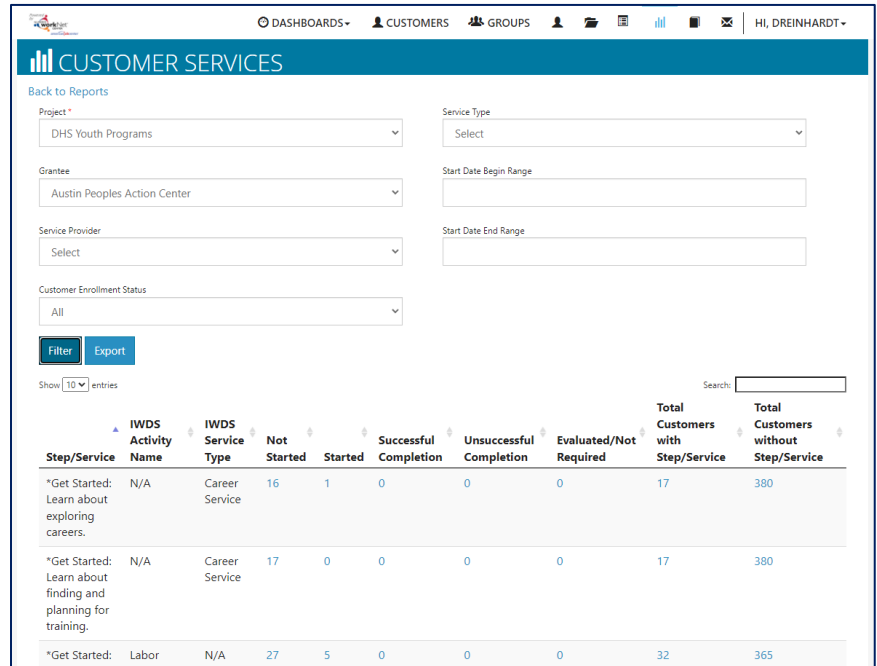



Add	Category	Service	Description
<input type="checkbox"/>	Youth Service Element Academic / Training / Career	Adult Mentoring	PIRL 1410 20 CFR § 681.490 states that adult mentoring must... <a href="#">See More</a>
<input type="checkbox"/>	Youth Service Element Academic / Training / Career	Alternative School/Dropout Recovery Services	PIRL 1403... <a href="#">See More</a>
<input type="checkbox"/>	Career	Assistance Establishing Eligibility for Financial Aid	PIRL 1003, 1004, 1116... <a href="#">See More</a>
<input type="checkbox"/>	Career	Career Planning (Case Management)	PIRL 1004, 1200, 1203 Provision of individualized counselin... <a href="#">See More</a>
<input type="checkbox"/>	N/A	Case Management / Career Planning	PIRL 1411 ... <a href="#">See More</a>
<input type="checkbox"/>	Disaster Recovery Services	Child/Dependent Care for DRE	PIRL 1409 Services provided to a DRE customer to permit his...
<input type="checkbox"/>	Training	Customized Training	PIRL 1303-05 Training activity that is designed to provide ... <a href="#">See More</a>

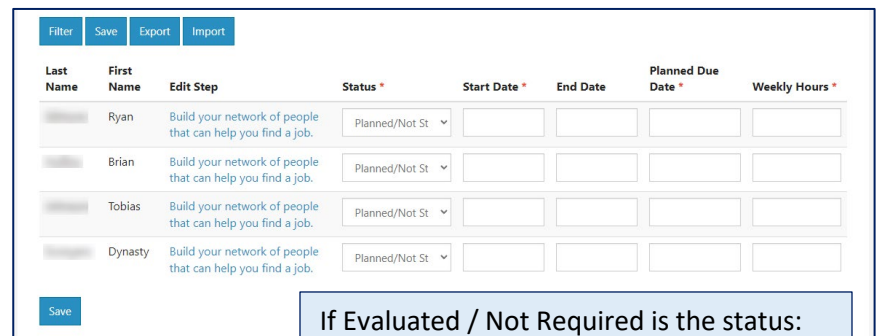
## Customer Services Report

The Customer Services Report is a way to update multiple participants services/activities/steps at one time. This is the way to update worksite activities that have been deemed as Evaluated / Not Required for multiple participants. This is especially useful if a cohort of individuals are working through a series of services as a group and the participants all have the same dates associated with a step or service.

- **Select** Reports (bar graph icon in the Customer Support Center menu.)
- **Select** the appropriate filters
- **Select** Filter
- All services associated with any participant will show in the list of services.
- **Select** a number in one of the status columns to see a list of the participants who are included.
- Move through the list of participants by selecting the status; **entering** a start date, planned due date and weekly hours.
- Statuses may be different for each participant when saving.
- **Save**. When the list is refreshed, the participants should then show in the appropriate column based upon the status saved in the step/service/activity.



Step/Service	IWDS Activity Name	IWDS Service Type	Not Started	Started	Successful Completion	Unsuccessful Completion	Evaluated/Not Required	Total Customers with Step/Service	Total Customers without Step/Service
*Get Started: Learn about exploring careers.	N/A	Career Service	16	1	0	0	0	17	380
*Get Started: Learn about finding and planning for training.	N/A	Career Service	17	0	0	0	0	17	380
*Get Started: Labor	Labor	N/A	27	5	0	0	0	32	365



Last Name	First Name	Edit Step	Status	Start Date	End Date	Planned Due Date	Weekly Hours
	Ryan	Build your network of people that can help you find a job.	Planned/Not St				
	Brian	Build your network of people that can help you find a job.	Planned/Not St				
	Tobias	Build your network of people that can help you find a job.	Planned/Not St				
	Dynasty	Build your network of people that can help you find a job.	Planned/Not St				

If Evaluated / Not Required is the status:

- Use the same date for Start Date and Planned Due Date.
- Enter 0 weekly hours