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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 Plan s for all customers.
- Career Planner/Case Worker Role- Staff can view/edit Career Plan s 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.
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. 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.

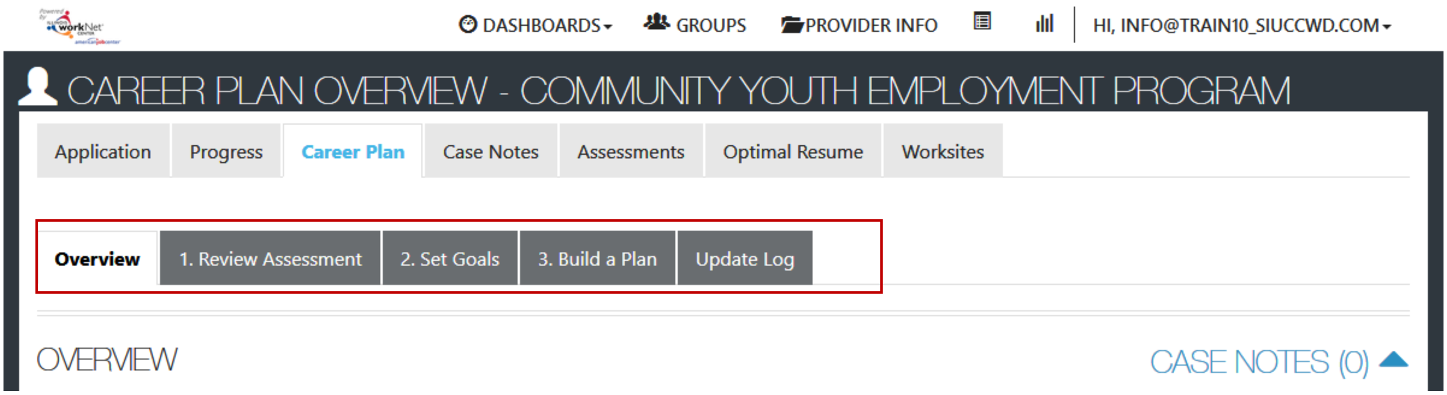
Worknet Id	Last Name	First Name	Provider	Application Status	Application Submit Date	Case Status	Program
817625		L	IYIP Angel of God Resource Center	Submitted	05/26/2022	Closed	DHS Youth
817625		L	IYIP Catholic Bishop of Chicago - St. Sabina	Submitted	02/23/2023	Open	DHS Youth

User Name LH 1
workNet ID 817625
profile ID 29443
Agency IYIP Angel of God Resource Center

User Name LH 1
workNet ID 817625
profile ID 41999
Agency 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

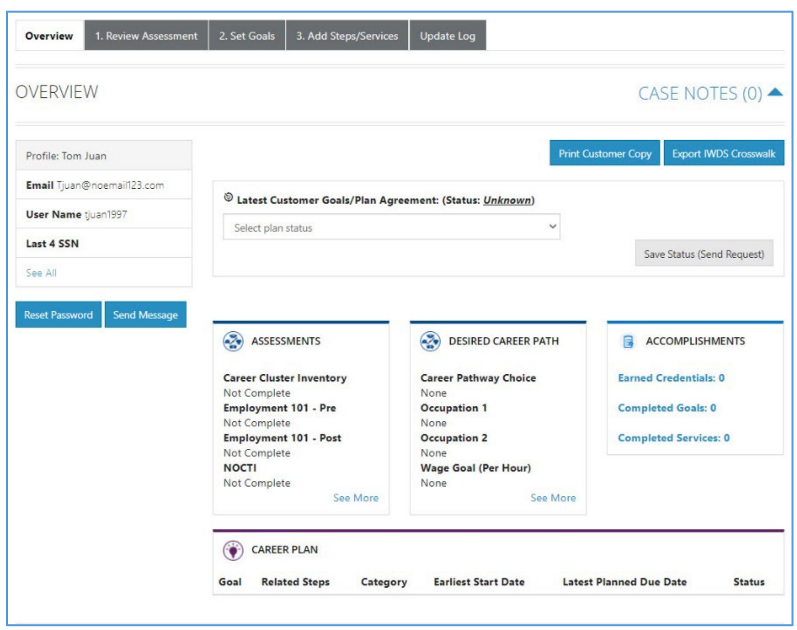
Overview

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.

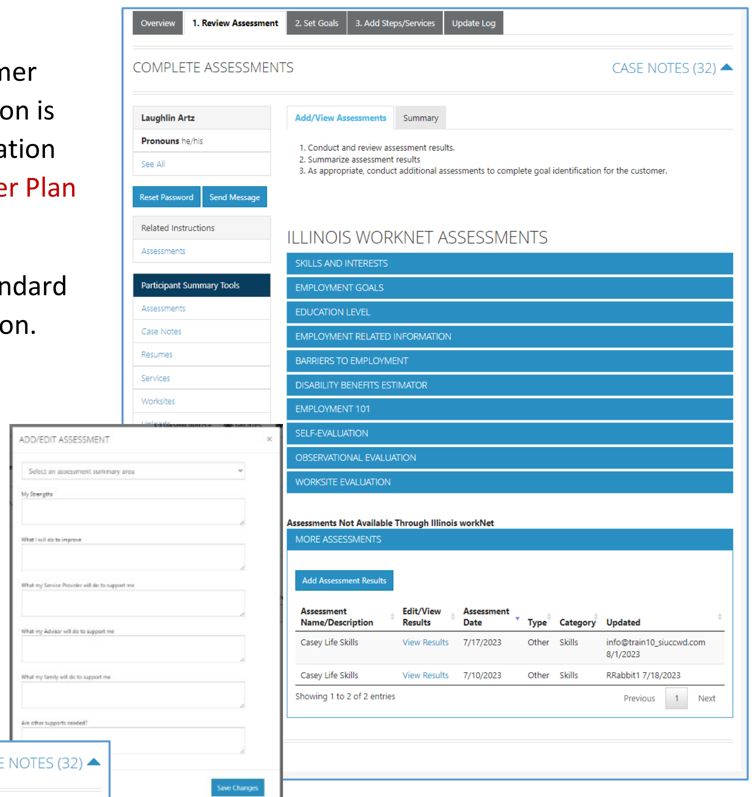
Pre-populated Goals/Steps are associated with performance measures and are automatically added to a customer file. These can be updated with the current status or marked as Evaluated / Not required. See more information in Customer Services Report.

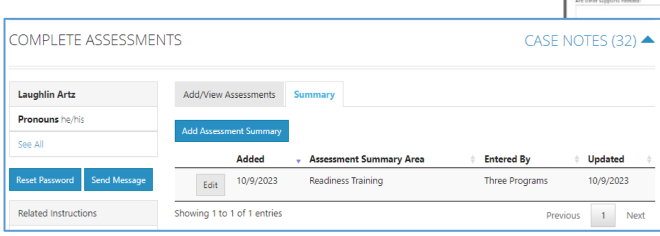
The Career Plan section is organized by goals. It includes a list of the steps/services associated with each goal. The start and end dates for the goals are automatically generated by the steps/service for that goal. Goal status is set by the career planner and is used to identify not started, on track,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

1. Review Assessments

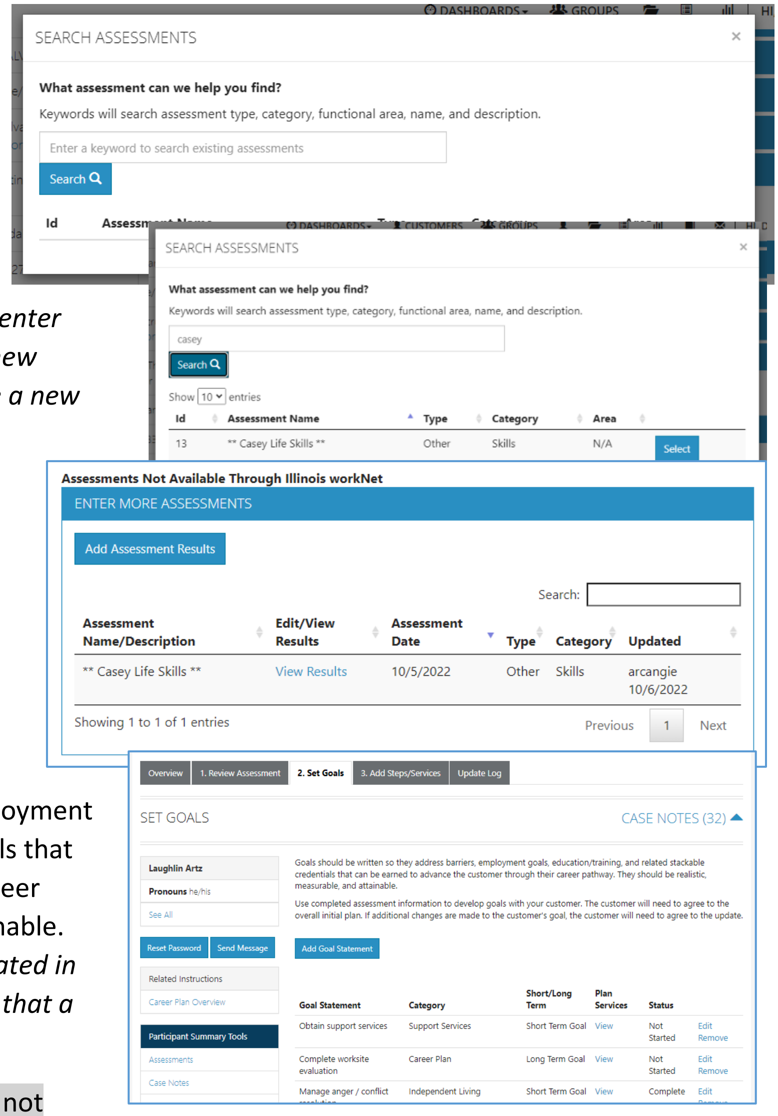
It is important to complete assessments to identify customer skills, interests, goals and barriers. Some of this information is collected when the customer completes the online application (initial assessment). This information is saved in the Career Plan Complete Assessment & View Results section.

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.





Add Casey Life Skills Results



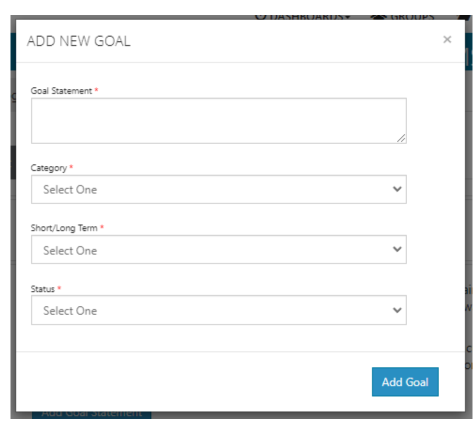
Casey Life Skills assessments are part of the current DHS Youth Program requirements. To add Casey Life Skills Assessment results:

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.

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.*

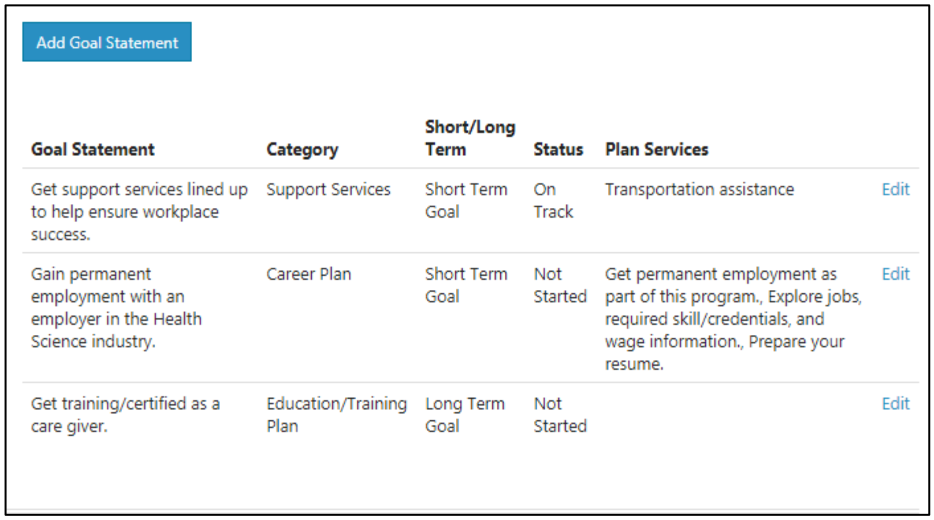
When adding case plan goals for Casey Life Skills that are not included in the pre-populated goals, partners may add the "Case Plan Activity" activity to enable tracking the completion of the customer added goals.



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.

- 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 <u>is</u> continuing to progress through the steps in this section of the plan at an acceptable rate.
- Off Track = The customer <u>is not</u> 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.



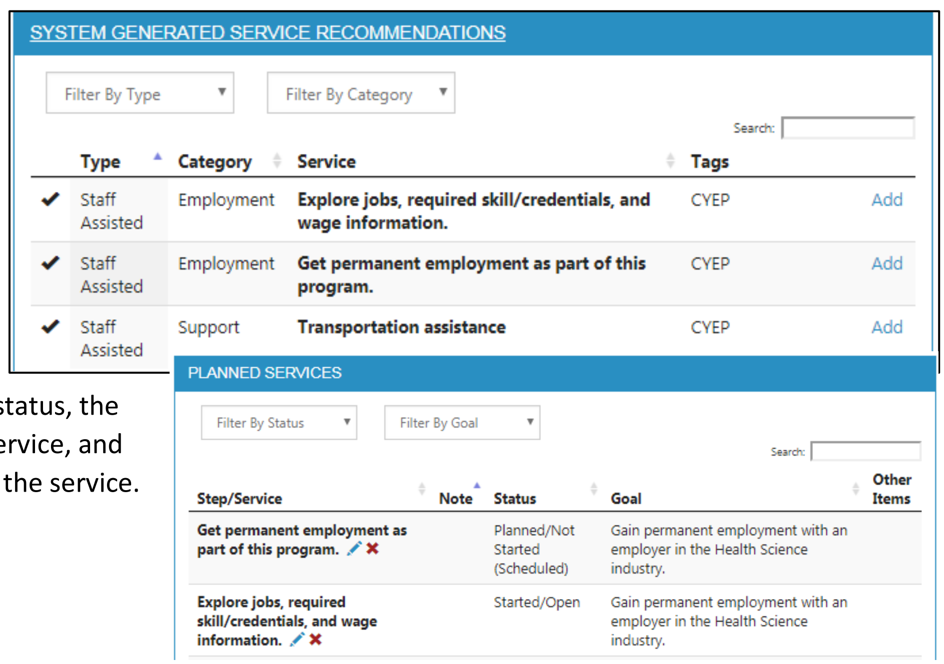
Add Goal Statement

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	Edit
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.	Edit
Get training/certified as a care giver.	Education/Training Plan	Long Term Goal	Not Started		Edit

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:

	Type	Category	Service	Tags	
✔	Staff Assisted	Employment	**Explore jobs, required skill/credentials, and wage information.**	CYEP	Add
✔	Staff Assisted	Employment	**Get permanent employment as part of this program.**	CYEP	Add
✔	Staff Assisted	Support	**Transportation assistance**	CYEP	Add

PLANNED SERVICES

Filter By Status | Filter By Goal | Search:

Step/Service	Note	Status	Goal	Other Items
Get permanent employment as part of this program.		Planned/Not Started (Scheduled)	Gain permanent employment with an employer in the Health Science industry.	
Explore jobs, required skill/credentials, and wage information.		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)

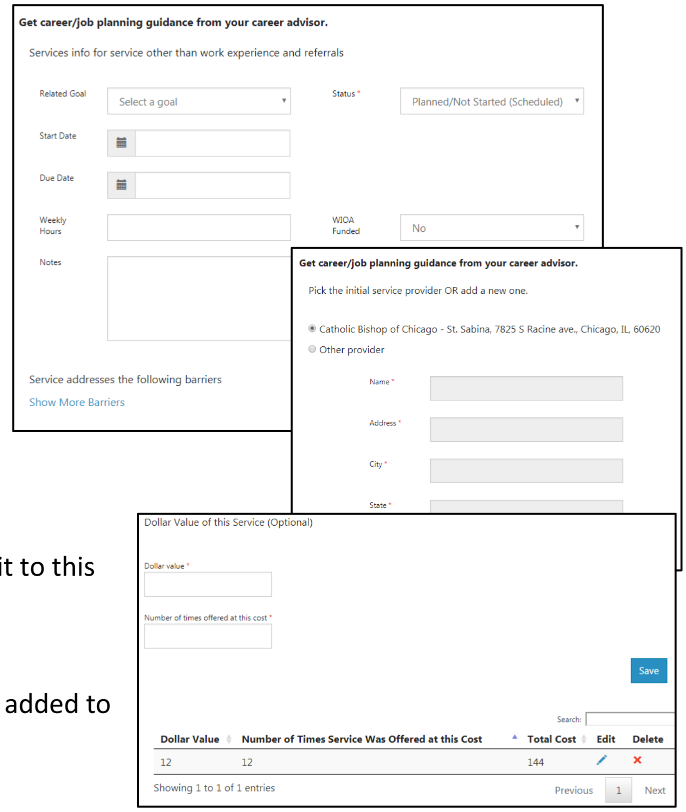
Enter the dollar amount related to the service. For example, if transportation bus pass or gas card was provided, you can add it to this service.

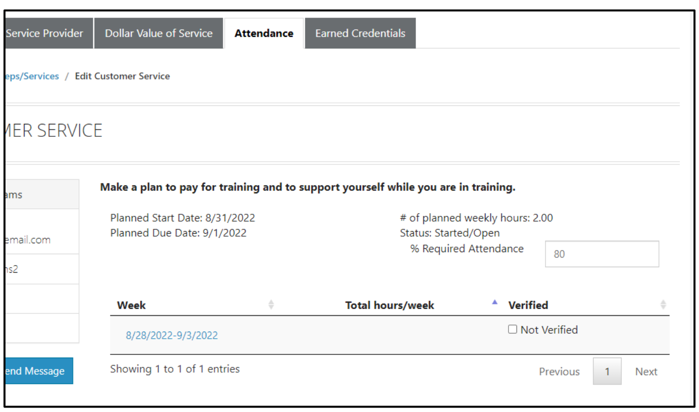
Attendance

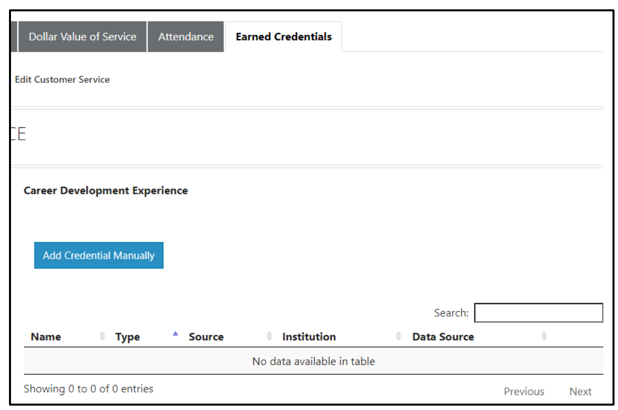
Track the attendance of the participant for each of the services added to the career plan.

Earned Credentials

Track certificates, credentials, licenses earned by the youth.







Service/Step Level Information (Worksite Placements)

Notes:

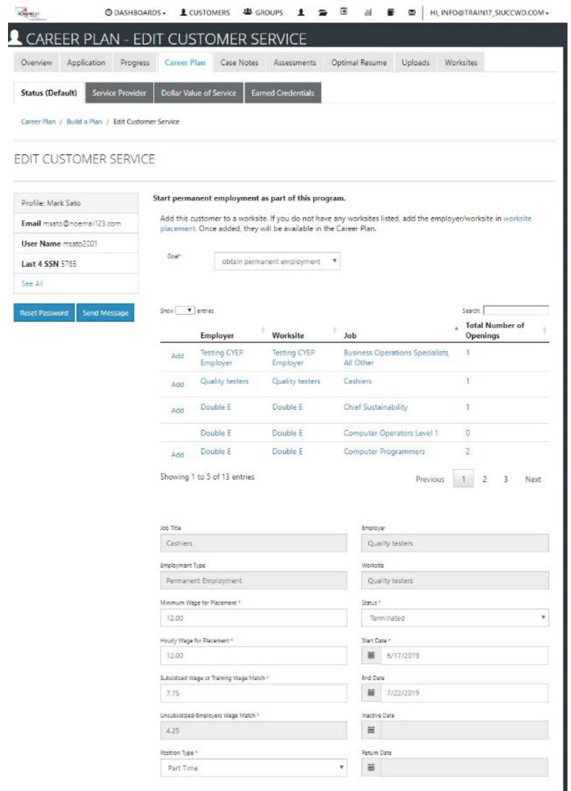
- Before you start entering worksite placements into the Career Plan, make sure that employers and worksites have been identified in the worksite placement tool. *Follow the instructions in [Worksite Placement and Payroll](#).*
- Add the customer to a worksite using the Career Plan.
- Payroll is uploaded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

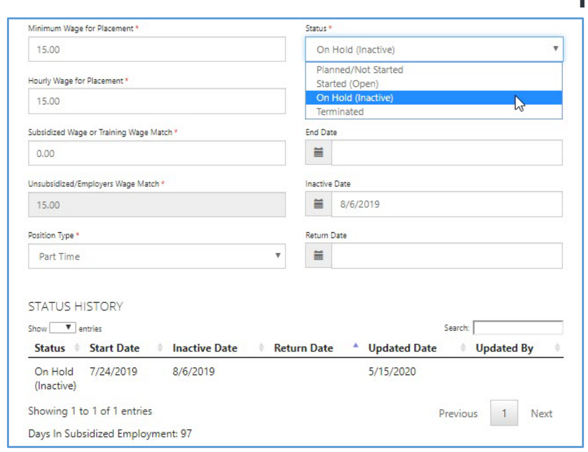
> *Pro Tip – If providing subsidized wages, the partner is the Employer, the place where the customer works is the worksite, and when adding the job, include the year in case the worksite is used year after year.*

Status

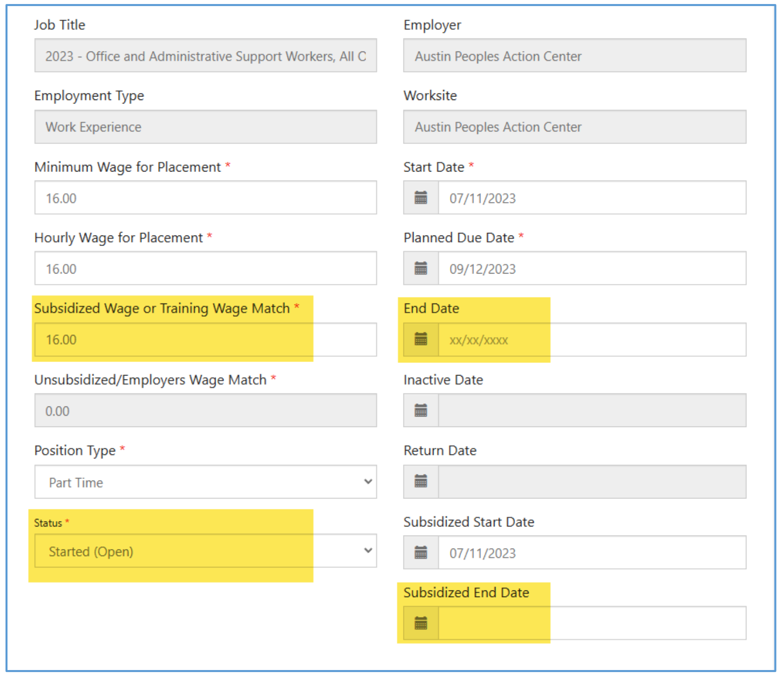
All services include the related goal, status, start date, weekly hours, WIOA funded (answer no for this project), notes, and related barriers. This type of service/step also includes worksite placement fields:

- 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.



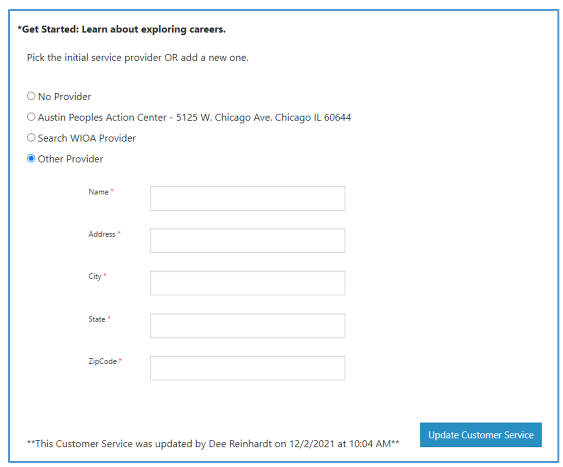
Close the worksite activity

- 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

Service Provider

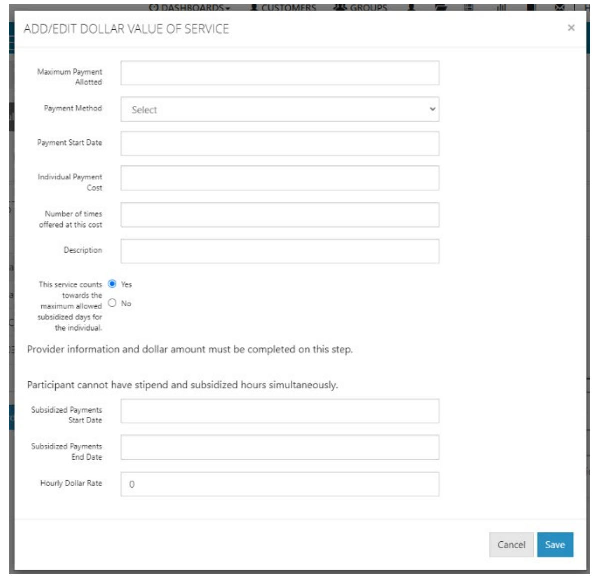
The grantee will be the default provider. If a different provider is providing the services for the step/activity, select from a list of WIOA providers, or add another provider.

Update Customer Service.



Dollar Value (not required)

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

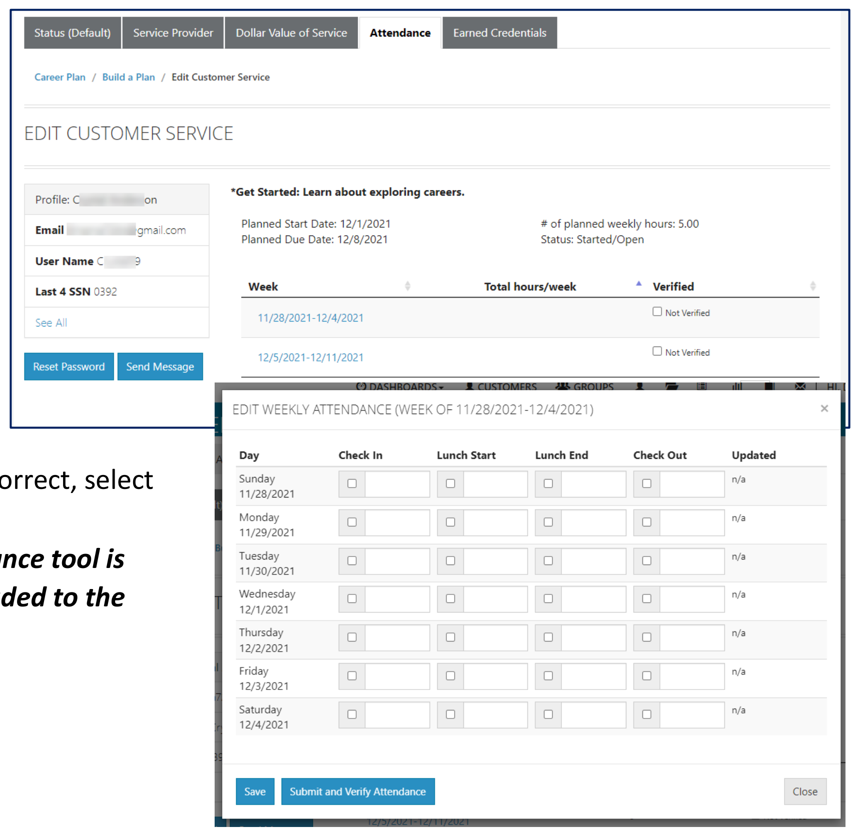


Track in this section:

- 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.

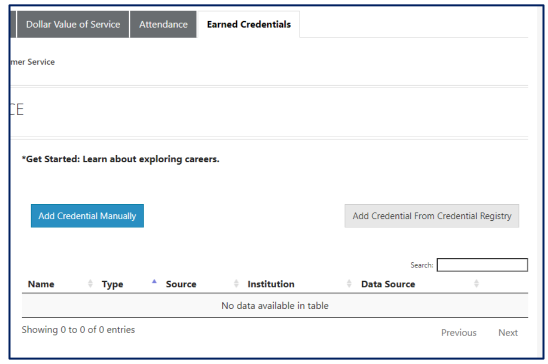


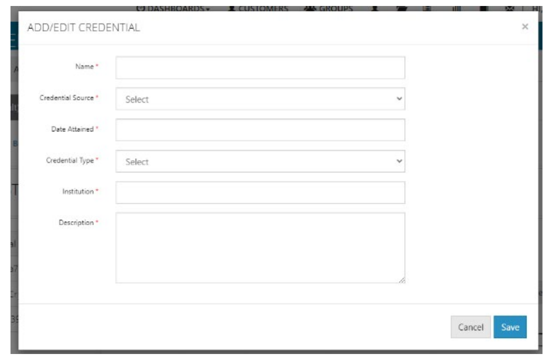
- Service must be Started with a start date and anticipated end date.
- Select the attendance tab.
- Select the week for which attendance is to be tracked.
- Enter the time for check-in, lunch, and check-out for each day.
- Save, or if the person entering the information can verify the attendance is 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.***

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.

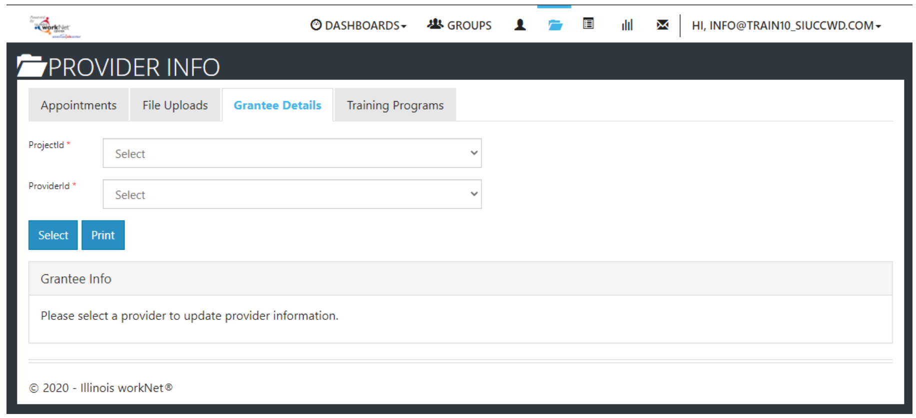




Add Services in Grantee Details

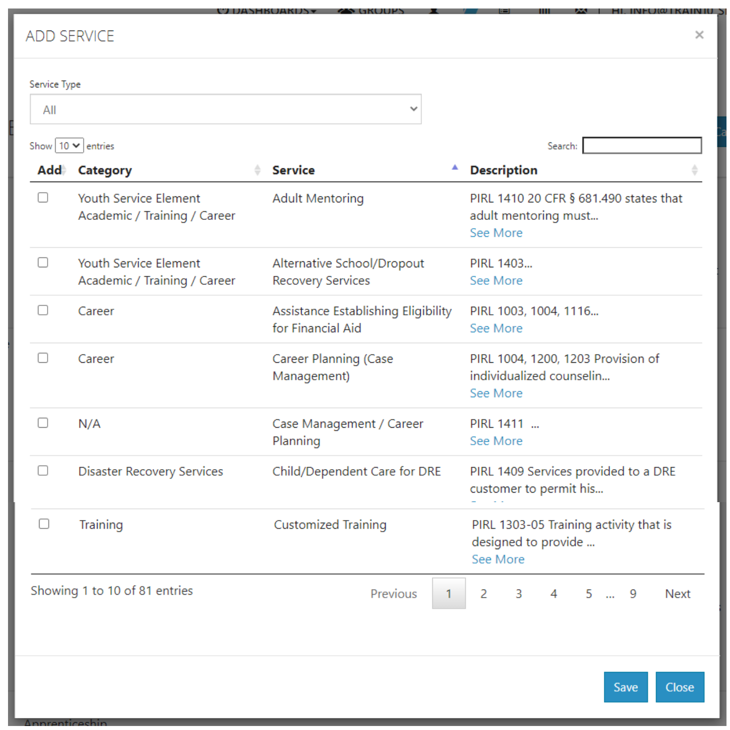
Note: pre-populated steps do not have to be added in the Grantee Details. Should one be missing on a client follow these steps.

1. Log into www.illinoisworknet.com.
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.



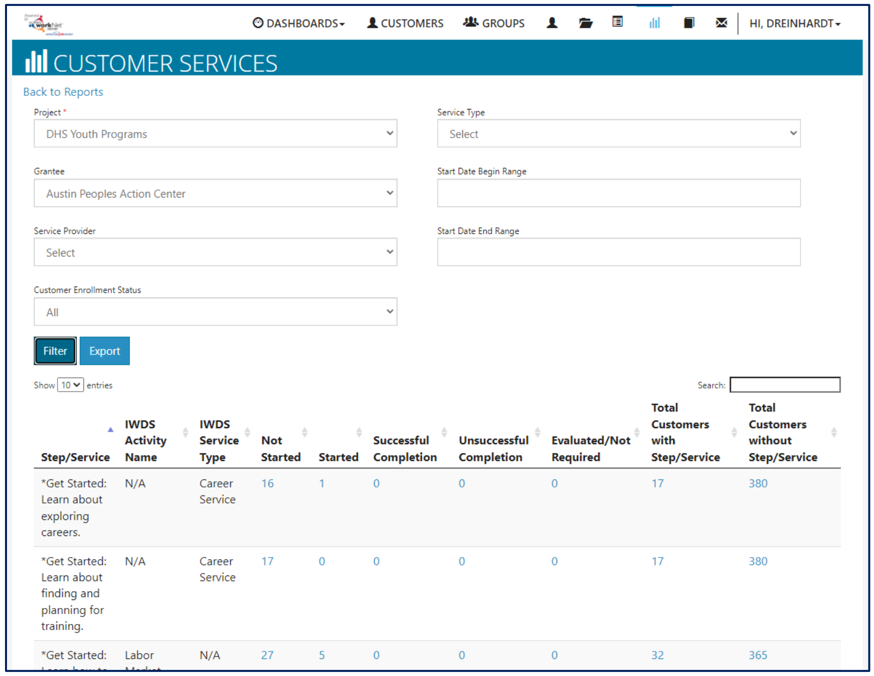
9. Scroll to the bottom of the page and click the button to Edit Services to Use on Career Plans.
10. Select or remove services that will be used on customer's Career Plans.
    a. Search by name
    b. Filter at the top of each column
    c. Select or Remove by Service Type
        i. All
        ii. 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.

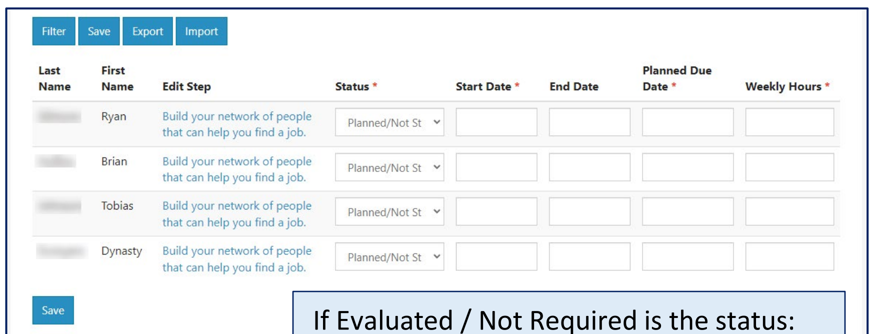
On completion, the services selected will be the only services from which a case manager will be able to select. Services may be added or removed from the overall list at any time as needed.



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.

If Evaluated / Not Required is the status:

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