Contents

Overview

Purpose:

The Career Plan is a tool that career planners 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 planner reviews the information and identifies recommended next steps that include start/end dates, status, notes, associated costs, and earned credentials (when applicable upon successful completion of the credential).
- The career planner 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.

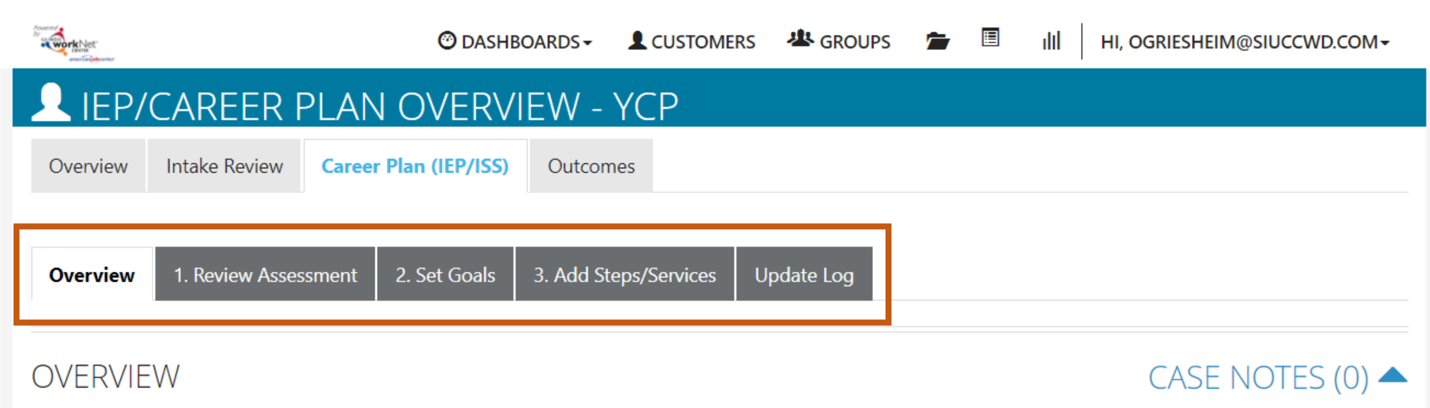
- Statewide User Roles- Statewide staff view/edit Career Plans for all customers.
- Grantees/Career Planners - Staff can view/edit Career Plans for customers in their region/office.
- Customers- Customers can access their information from their program tools located in My Dashboard.

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 Youth Career Pathways PY 21.
7. Select the customer's name to access their information.
8. Select the Career Plan tab.

How is the Career Plan organized?

The Main Career Plan Navigation



Overview - provides a summary view of assessments, career goals, accomplishments, and the steps related to goals.
1. Review Assessment - 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.
3. Add Steps/Services - provides system-generated recommended services/steps and can be added to the plan.
4. Update Log - provides a log of Career Plan updates and upload for customer Career Plan agreements.

Career Plan Sections

Overview

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

Profile provides a:

- Summary of customer information
- Message button
- Reset Password button

Instructions link to the Creating a Career Plan instructions

Participant Summary Tools provides quick access to:

- Assessments
- Case Notes
- Resumes the customer has completed in Illinois workNet
- Upload tool
- Worksite information

Latest Customer Goal/Plan Agreement – This section provides evidence that the customer participated in the development of their Career Plan.

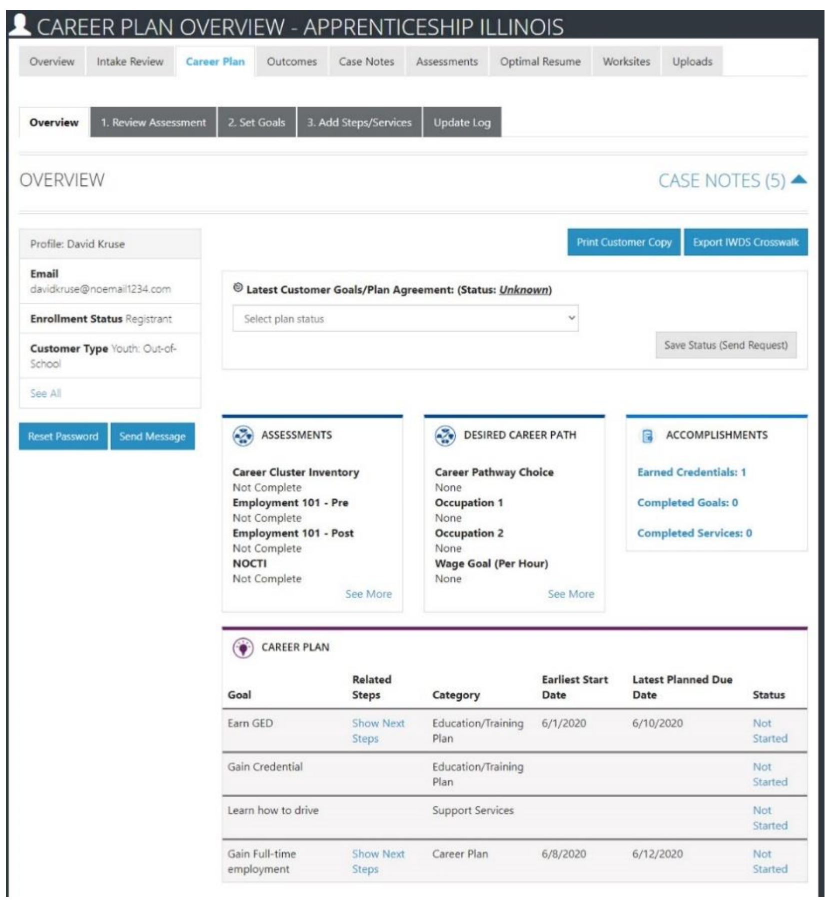
- Physical Signature - Use the View/Print IEP/ISS Form button and have the customer and career planner sign the bottom of the document. Then upload the agreement to the Uploads tool. You will finish the physical signature process by selecting the status that reflects a signature was collected, and documentation was uploaded/on file.
- Electronic Signature – Use the Send Electronic Request for Customer Agreement option to send a customer an electronic version of their IEP/ISS to digitally sign. The customer will receive an email and an Illinois workNet message with instructions on how to sign the document. Once the document has been signed, the customer's account will be updated to reflect as such. You will finish the electronic signature process by updating the Latest Customer Goals/Plan Agreement to the status that reflects a signature was collected, and documentation was uploaded/on file.
- Unable to Collect Signature – Use the Unable to Get Customer Agreement on File option.

Assessments view a high level of completed assessments. Select See More to go to the assessment page.

Desired Career Path is part of the Employment Goal assessment. This information can be updated at any time. Select See More to go directly to the Employment Goal assessment section.

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

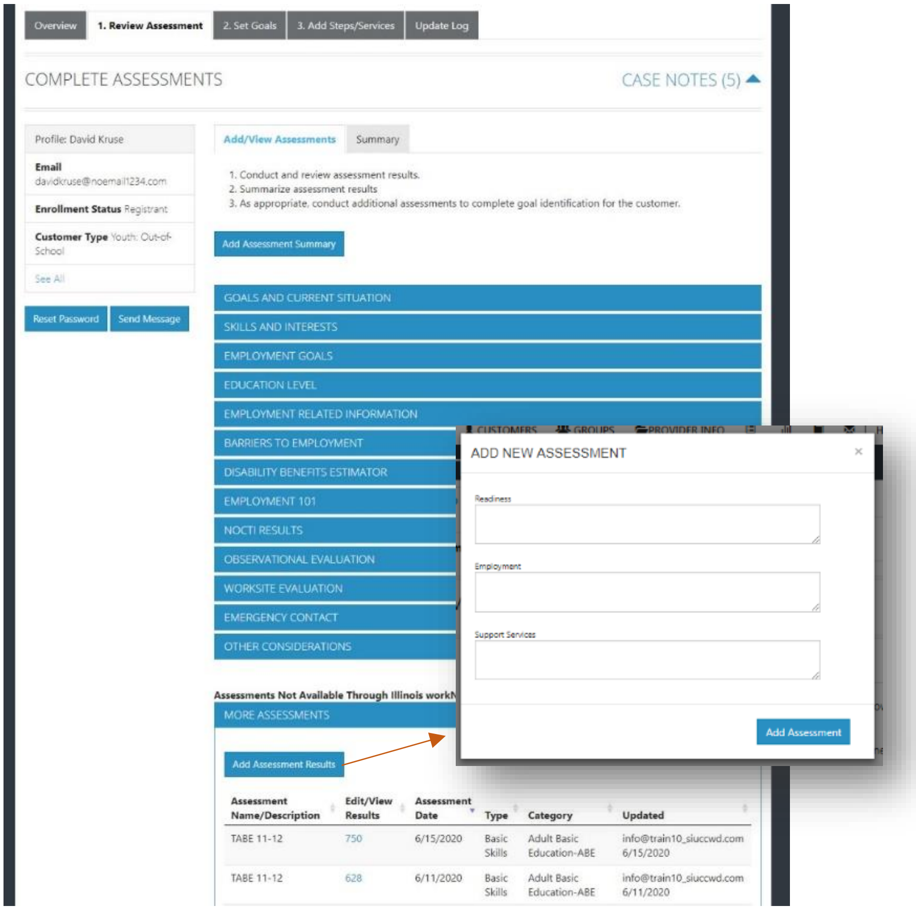
The Career Plan section is organized by goals. It includes a list of the steps/services associated with each goal. The start and end dates for the goals are automatically generated by the steps/services for that goal. Goal status is set by the career planner and is used to identify not started, on track,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



Review Assessment

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 of the assessment sections. Information populates appropriate sections from the intake assessment.
2. Add an Assessment Summary. Saved assessment summaries are available in the Assessment Summary tab.



Set Goals

Goals should be written so they address barriers, 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.

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 Goal Statement.
2. Enter a Goal Statement that is 144 characters or less.
3. Select a Category.
4. Identify if the goal is a Short-Term or Long-Term goal.
5. Set goal Status.

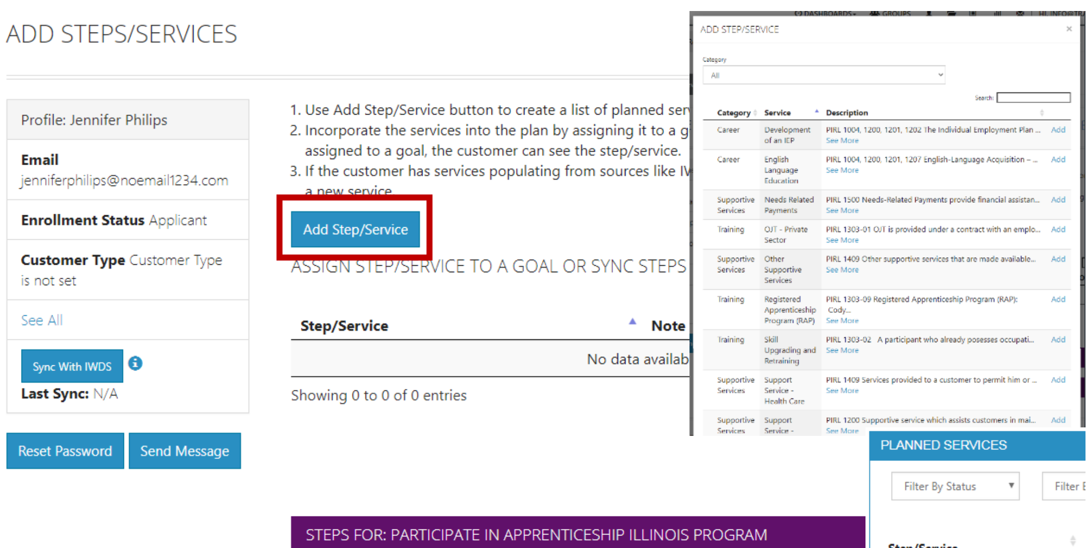
Add Goal Statement

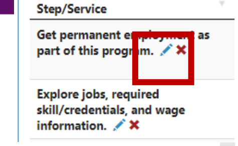
Goal Statement	Category	Short/Long Term	Plan Services	Status	
Earn GED	Education/Training Plan	Short Term Goal	View	Not Started	Edit
Gain Credential	Education/Training Plan	Short Term Goal	Add	Not Started	Edit
Learn how to drive	Support Services	Long Term Goal	Add	Not Started	Edit
Gain Full-time employment	Career Plan	Short Term Goal	View	Not Started	Edit

- 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. 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 Steps/Services

Start adding planned services/steps for the customer to reach their goals.





1. Select Add Step/Service. A modal will open with the services you can select from. Click Add next to each step you would like to add to this customer's career plan.
2. Edit Planned Services (click the pencil) to identify the related goals, barriers the step addresses, step status, the service provider, dollar value of service, and more.

3. The service is added to the goal section under the appropriate goal selected for the service.

Service/Step Level Information (Not Worksite Placements)

Status

All services include the related goal, status, start date, weekly hours, WIOA funded, 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.

Earned Credentials

You will see a listing of the credentials a customer has earned during their participation in the program. You will be able to associate the credential(s) that were identified with the training program when it was entered into the system. If you do not see the correct credential, make sure you have associated the correct training program to the service and that the credential was entered into the system and approved for the training program under your provider information.

Service/Step Level Information (Worksite Placements)

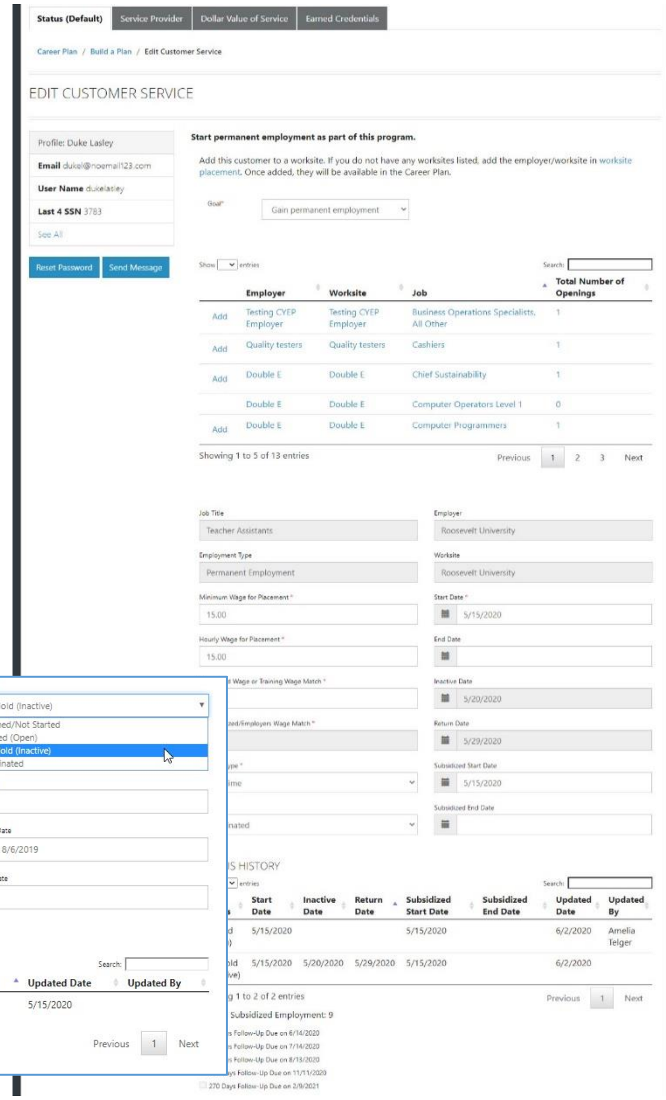
Notes:

- Before you start entering worksite placements into the Career Plan, make sure that all employers and worksites have been identified in the Worksite Placements tool.
- Adding the customer to a worksite using the Career Plan will also populate the Worksite Placements tool. You do not need to add the customer in both places.
- Payroll is uploaded in Worksite Placement so that you can enter the information for the entire group.

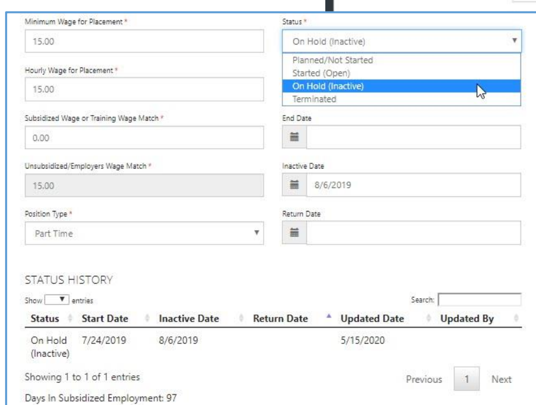
Status

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 is based on your region and customer age/circumstance.
  - Hourly wage will automatically be populated 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.
      - Customers only receive 90 days of subsidized wages regardless of the number of placements.
    - Start date begins the time limit for the subsidized wage of no more than 90 days. This is based on the customer and not on a particular placement.
    - Days in subsidized employment are 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 that is no more than 90 days will not begin with this status.
  - Started (Open) – The start date begins the 90-day time limit for the subsidized wage.
  - On Hold (Inactive) – This status "pauses" the 90-day subsidized wage time limit.
  - Terminated – This status "pauses" the 90-day subsidized wage 90-day time limit.
- Enter in the Start/End Date.



- Follow-up is required at 30, 60, 90, 180, and 270 days. The follow-up section will be available/activated once each of the timeframes has 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 the evaluation, but you can choose to use the evaluation tool.
- 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 [change Status to Started (Open)] and enter 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.
  - Entered and Exited Subsidized Employment dates are entered to track on what date a customer begins and ends subsidized employment. This also stops the clock if a customer leaves subsidized employment before the 90 days are over. The dates are added to the Status History section.

Service Provider

The grantee will be the default provider.

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. A potential future enhancement could be to pull in payroll uploads into this section.

Earned Credentials

Earned Credentials will show a listing of the credentials a customer has earned during their participation in the program. You will be able to associate the credential(s) that were identified with the training program when it was entered into the system. If you do not see the correct credential, make sure you have associated the correct training program to the service and that the credential was entered in and approved for the training program under your provider information.

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