DHS Youth Programs

Case Management - Documenting DHS Youth Customer Progress

November 2025 v17

Contents

Purpose:

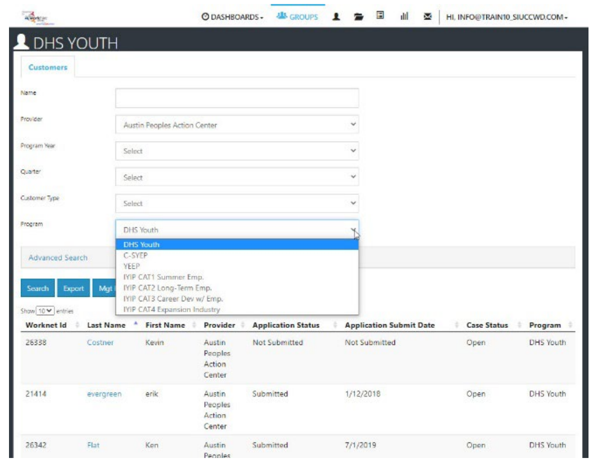
There are several pages that assist in documenting customer progress. They include:

- Overview – snapshot view of primary activity status
- Progress – tracks significant items for periodic performance
- Career Plan / Services – tracks activities and services recommended for the customer
- Outcomes – discharge, follow-up and success stories
- Assessments – repository of assessments administered for the customer
- Case Notes – tracks communications about the customer
- Uploads – repository of documents related to the customer
- Worksites / Worksite Placement – tracks worksite placements, payroll, and stipends
- Resumes – customers working in the resume tool can share items for case managers to review.

Who Enters/Maintains Data

- Grantee/Provider staff enters contact information, verifies eligibility, as well as other supporting documents when needed.
- Customer has a read only view of the page.

Access Customer Progress Sections



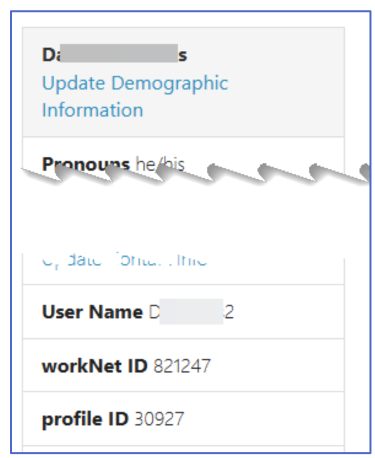
1. Log into www.illinoisworknet.com.
2. Select My Dashboard.
3. Select Partner Tools.
4. Select Customer Support Center.
   a. Shortcut to DHS Youth customer list https://apps.illinoisworknet.com/SiteAdministration/CYEP/Admin/Index/
5. Select the Groups in the top menu.
6. Select DHS - Youth Program for Employment and Education if the partner has access to more than one group.
7. To find participants filter by Program or type the customer first name.
8. Select the customer's name to access their information.
9. Select the Tab upon which the partner wants to see specific progress. Or select a section from the left menu.

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.

Worknet Id	Last Name	First Name	Provider	Application Status	Enrollment Status/Date	Case Status	Program
821247			IYIP Teens Against Killing Everywhere	Submitted	Discharged 11/07/2023	Discharged	IYIP - Category I Short-term (Summer Employment)
966016			DHS - Bright Star Com Outr	Submitted	Enrolled and Eligibility Verified 07/17/2025	Open	IYIP NP 3473 Long
965424			DHS - Bright Star Com Outr	Submitted	Enrolled and Eligibility Verified 07/15/2025	Open	IYIP NP 3473 Short

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 or change in program enrollment.

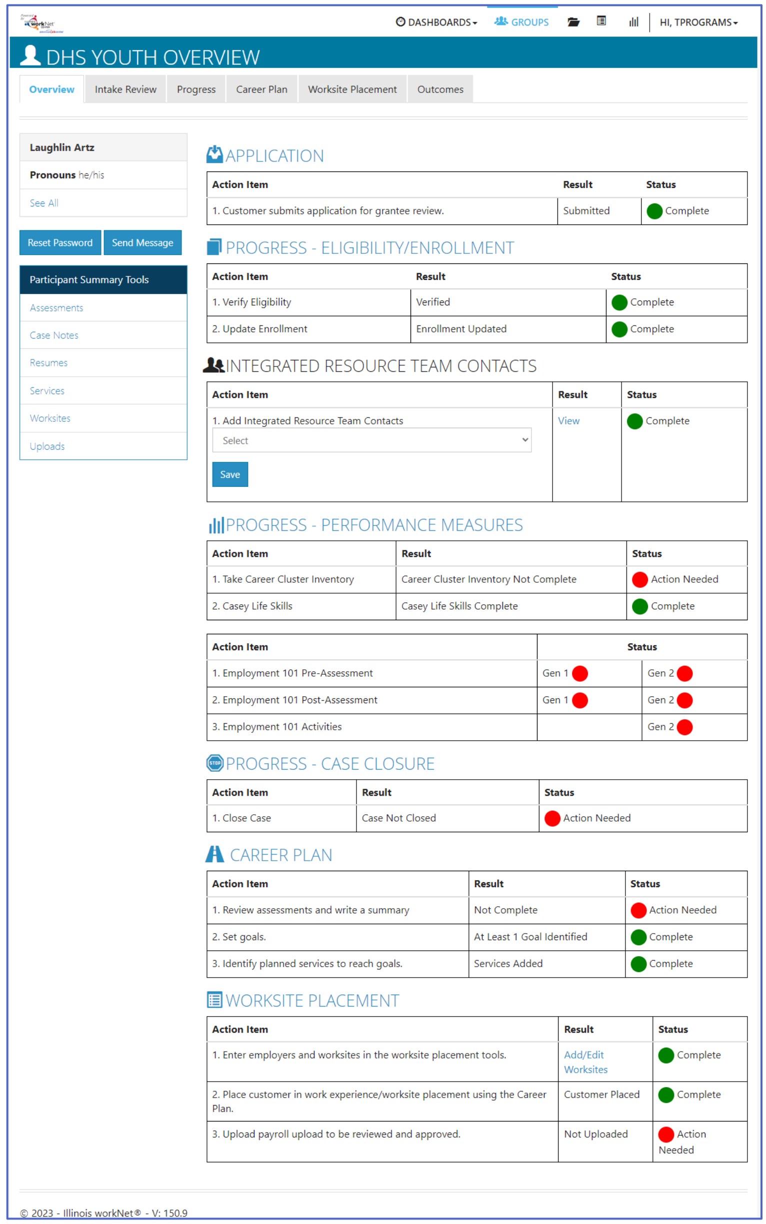


Overview Tab

This is a page to track items for customer tracking at-a-glance. Items with a red circle are not complete. Green circles indicate items are finished.

Click the section headers to access that section of the customer profile.

Integrated Resource Team Contacts are updated on this page.



Add/Update Integrated Resource Team Contacts

These contacts will receive notifications, sent through the system, regarding the customer.

1. Select Integrated Resource Team Contacts.
2. Select Contact from the dropdown menu and then select Save. The list contains only partners that have been granted access to the DHS Youth Program partner tools for the partner agency.
3. Select View in the results column to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button.

The items on this page are advisory. They do not count for performance but are indicators for better results on the performance measures.

NOTE – Employment 101 Gen 1 will normally be red. Youth who are now 23 or 24 may have participated in a youth program when they were 16 and may have completed Gen 1 activities. Most youth today will only display Gen 2 completion of activities.

Participant files outside of Illinois workNet

The following items are required for a participant record by the Notice of Funding Opportunity. A paper copy for each participant is required, or they can be uploaded to the customer record using the Upload feature discussed later in this document.

Participant files - Each youth participant must have his or her own file and it must be kept securely. It is required to have a minimum of the following in each participant file:

1. Application signed by participant and IYIP grantee agency – print the application , participant and partner sign, and upload
2. Proof of eligibility - upload under eligibility documents
3. Proof of Illinois residency - upload under eligibility documents

4. Completed I9 Form (pdf) - upload under eligibility documents
5. Employer information – upload under employment documents
6. Employment information - upload under employment documents
7. Document verification of subsidized youth wage or stipend, FICA, Workers' Comp, signed timesheets, etc. – upload under employment documents. Upload timesheets under Timesheets unless tracking attendance on the activity.
8. Checklist showing completion of required activities
9. Standardized assessment results used for case planning. – upload under CLS assessment
10. Case Plan and supporting documentation of service delivery – upload under CLS Case Plan
11. Record of any incentives earned in connection with case plan goals – upload under Incentives
12. Copies of any Termination of Employment Forms (modal presents link to form when terminating the permanent employment)-upload under Employment Documents

Progress - Performance Measure Deliverables Progress

The Performance Measure Deliverables section provides an overview of items in the system that impact the Periodic Performance Report. This is not the PPR, but is a good guide to how this participant will display in the PPR results.

All items are automatically populated with actions taken in other sections of the customer profile. Click the black circle with the "I" in it to see how to change the progress item from red to green.

Assessment PPR TAB

- Career Cluster Inventory – is included in Employment 101 – E101 or can be completed as a stand-alone activity.
- Casey Life Skills – this item links to the assessment summary entered by a case manager in the assessments section of the profile. Other components include:
  - uploading the results of the full assessment to the Uploads section,
  - uploading the case plan to the uploads section, and
  - completing the activities in the Career Plan.
- Employment 101 Activities Verified – *Ensure that youth are logging into the DHS Youth Career Plan when completing E101. **The youth must be enrolled**, the career plan must be activated, and the DHS Youth Career Plan must be selected for this to count toward DHS Youth program performance.*
  - E101 – Pre-Assessment – completion status – participants only take the pre-assessment one time per profile. If the youth has more than one profile, they may have taken the pre-assessment more than once.
  - E101 – Post-Assessment – completion status. If a youth completed the post-assessment over 1 year ago, the youth is required to retake the post-assessment now.

- E101 learning modules – completion percentage of the total modules done.

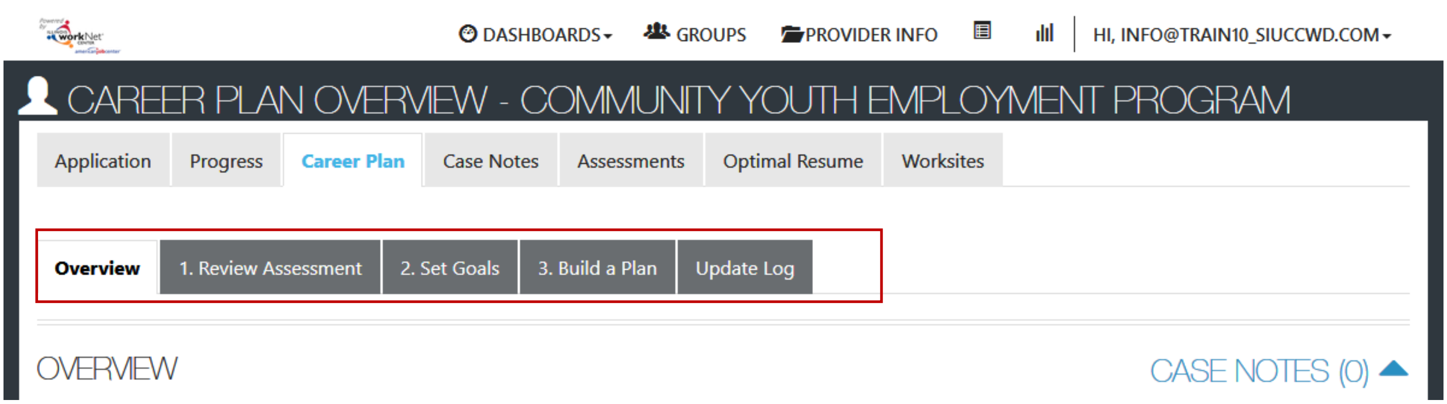
- Worksite Placement – based upon activities in customer Career Plan
- Career Plan PPR Tab
  - Career Plan – View Career Plan Summary links to the Overview page in the customer Career Plan.
  - Check the info bubbles for each of the items to see what needs to be completed
  - If the customer marked that they earned a High school Diploma or GED the next section will be greyed out. If not, there are activities in the career plan to address each item.
  - Improved Life Skills outcomes – all items in this section relate to the Case Life Skills case plan items that are accessible in the customer career plan. Some items require that they be started, others require completion status. Items marked as Evaluated / Not required count as successful completion.

Career Plan

This is a robust section with many nuances. There is an entire document regarding the management of a customer's Career Plan.

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

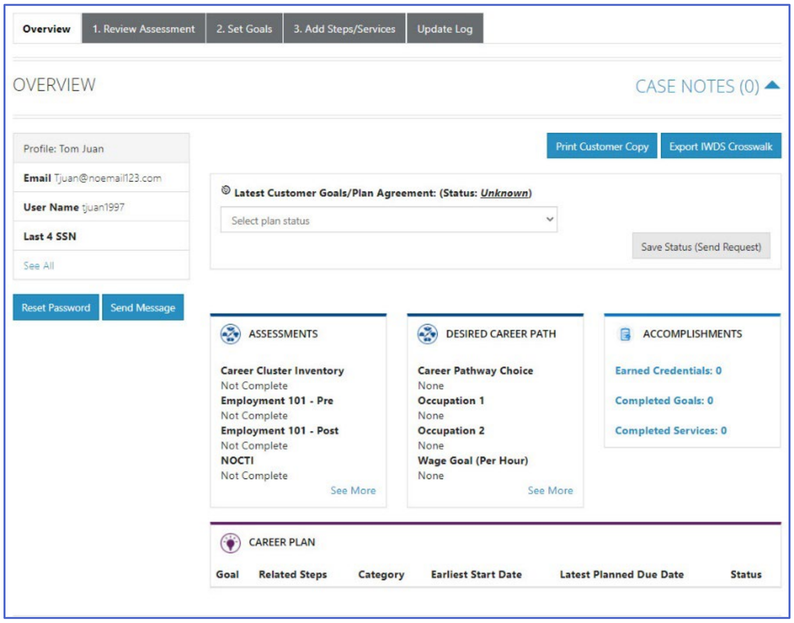
Overview

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.

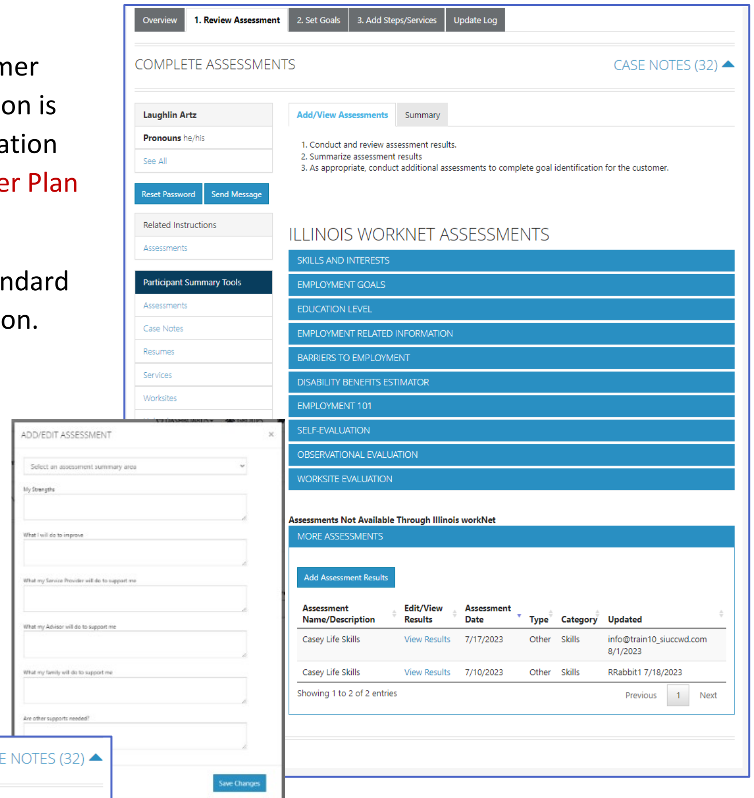
Pre-populated Goals/Steps are associated with performance measures and are automatically added to a customer file. These can be updated with the current status or marked as Evaluated / Not required. See more information in Customer Services Report.

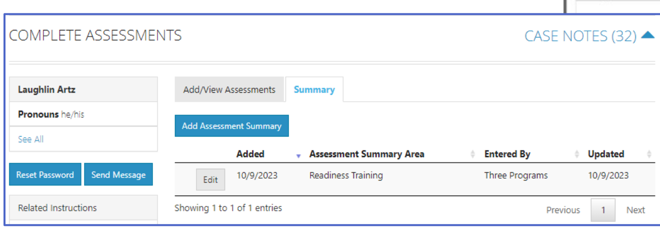
The Career Plan section is organized by goals. It includes a list of the steps/services associated with each goal. The start and end dates for the goals are automatically generated by the steps/service for that goal. Goal status is set by the career planner and is used to identify not started, on track,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

1. Review Assessments

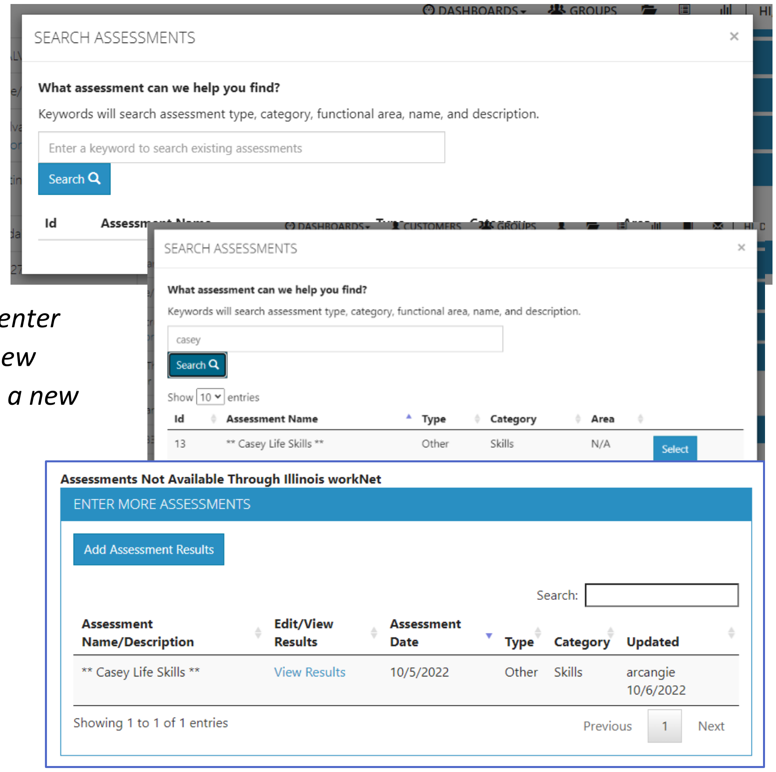
It is important to complete assessments to identify customer skills, interests, goals and barriers. Some of this information is collected when the customer completes the online application (initial assessment). This information is saved in the Career Plan Complete Assessment & View Results section.

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

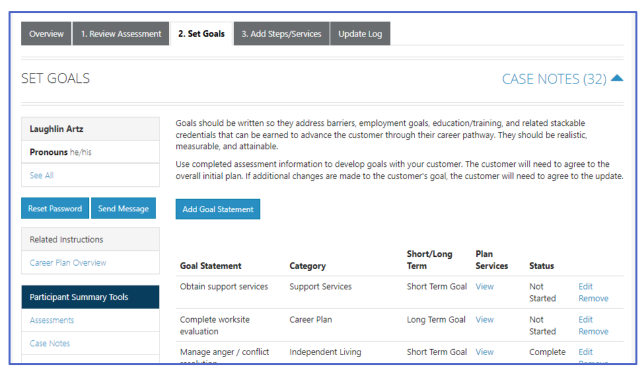


Casey Life Skills assessments are part of the current DHS Youth Program requirements. To add Casey Life Skills Assessment results:

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.

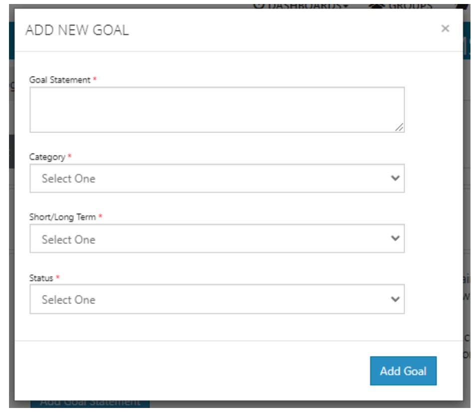
For DHS Youth programs, Casey Life Skills basic results must be added in the assessments. The full assessment must be uploaded on the customer record from the Uploads in the left hand menu, and the Case Plan for the items that need to be addressed must be uploaded to the record as well. See more information about Uploads in another section below.

2. Set Goals



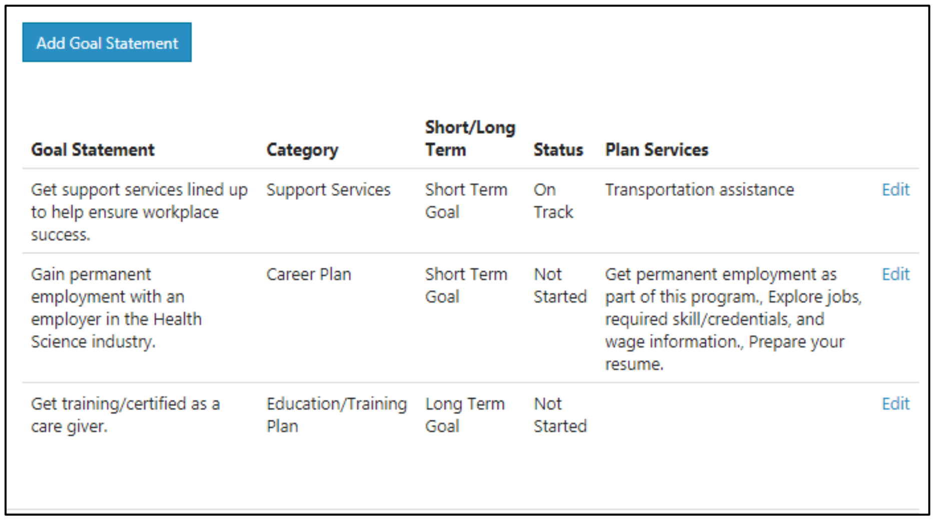
Goals should be written so they address challenges, employment goals, education/training and related stackable credentials that can be earned to advance the customer through their career pathway. Goals should be realistic, measurable and attainable. *Goals related to performance measures will be pre-populated 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 the 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 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.

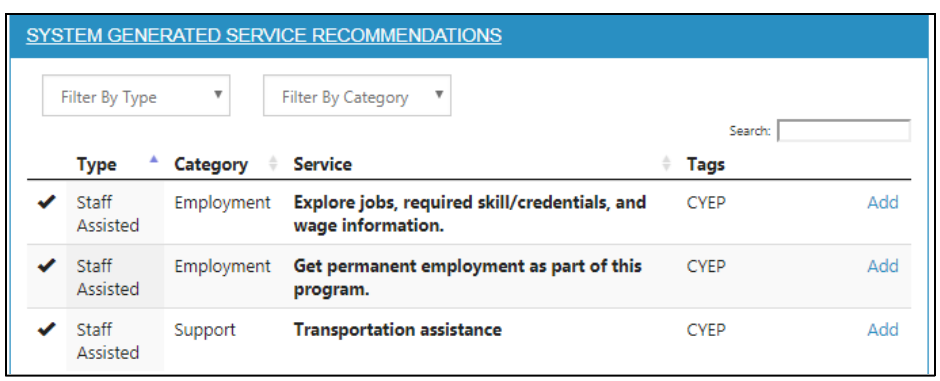


Goal Statement	Category	Short/Long Term	Status	Plan Services	
Get support services lined up to help ensure workplace success.	Support Services	Short Term Goal	On Track	Transportation assistance	Edit
Gain permanent employment with an employer in the Health Science industry.	Career Plan	Short Term Goal	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/Activities

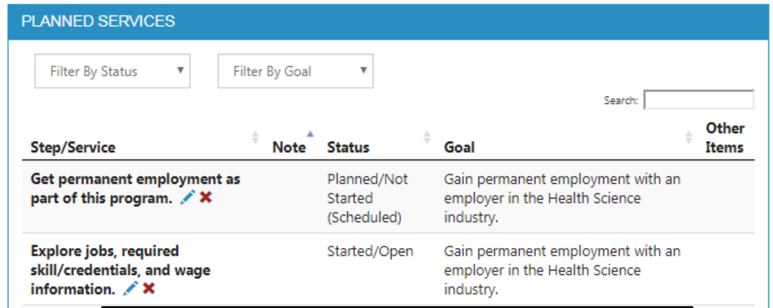
When a DHS Youth is enrolled, they begin with pre-populated services associated with performance measures. Those should already be in the youth's career plan. Other activities can be added but will not impact performance. If an activity is missing and cannot be added, check the instructions below for 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.

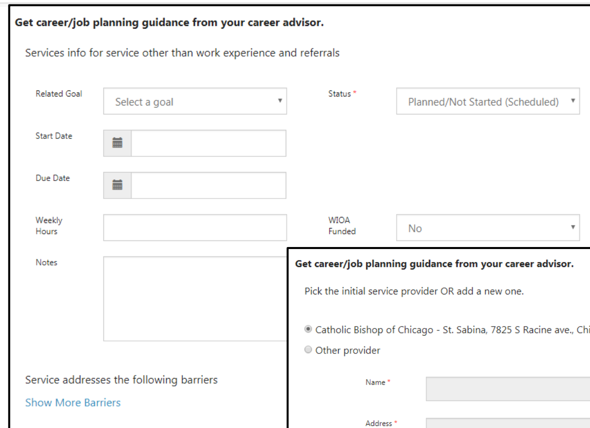


	Type	Category	Service	Tags	
✔	Staff Assisted	Employment	**Explore jobs, required skill/credentials, and wage information.**	CYEP	Add
✔	Staff Assisted	Employment	**Get permanent employment as part of this program.**	CYEP	Add
✔	Staff Assisted	Support	**Transportation assistance**	CYEP	Add

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.

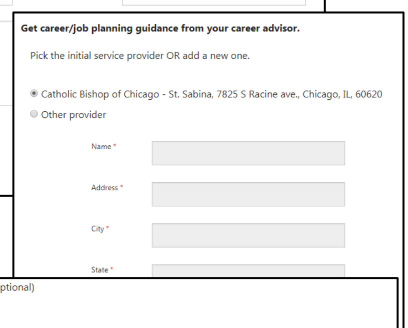


Service/Step Level Information (Not Worksite Placements)



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.

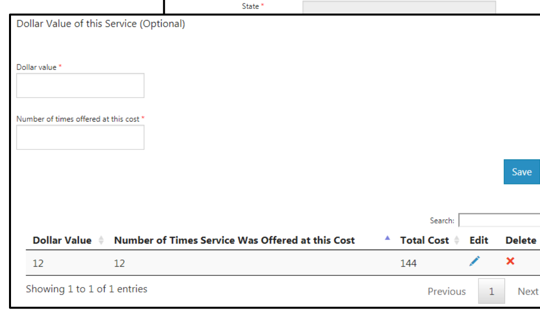


Service Provider

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.

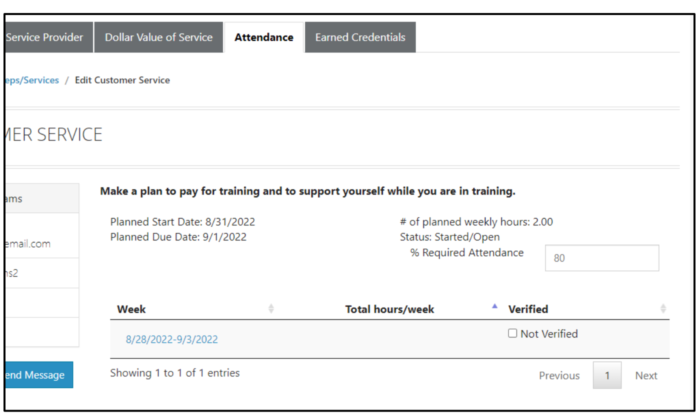


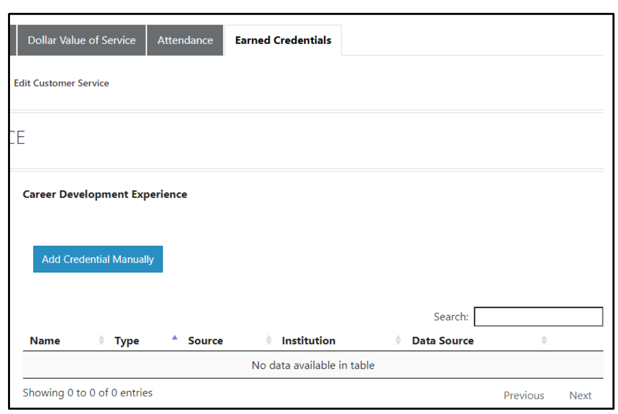
Attendance

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:

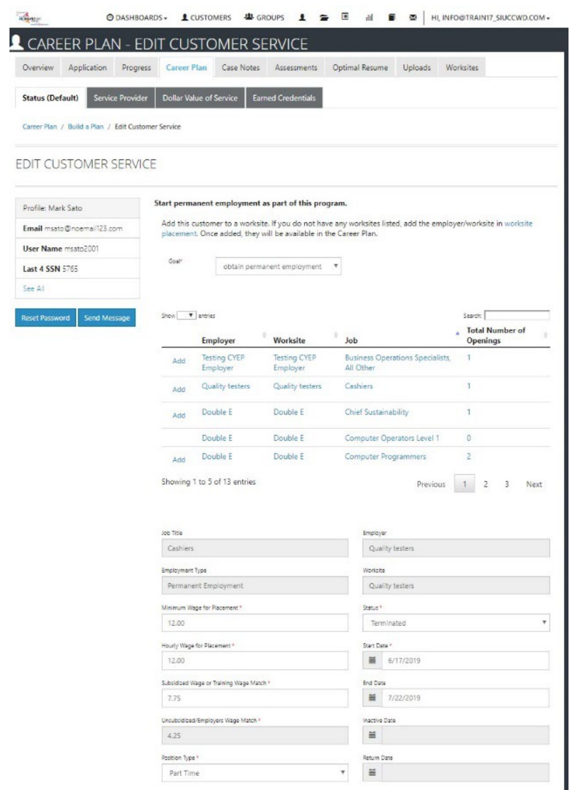
- Before you start entering worksite placements into the Career Plan, make sure that employers and worksites have been identified in the worksite placement tool. *Follow the instructions in* [Worksite Placement and Payroll].
- Add the customer to a worksite using the Career Plan.
- Payroll is uploaded 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. i.e.*
>
> *Employer – Agency ZBA Worksite – John's Garage Job – 2025 Mechanic Assistant*

Status

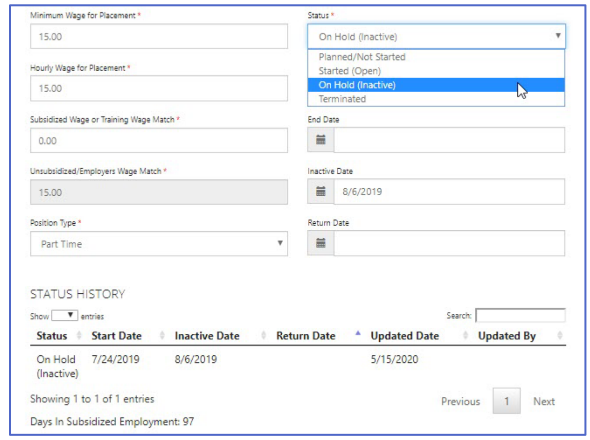
All services include the related goal, status, start date, weekly hours, WIOA funded (answer no for this project), notes, and related barriers. This type of service/step also includes worksite placement fields:

- 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 *(Short and Summer Job is 90 days, Long is 180)*.
    - 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.
    - *There may be a warning in RED that the participant has reached the number of subsidized days allowed for the grant in which the participant is enrolled. These are designed to assist the provider from allowing a participant to work beyond the allowed days. Thereby accruing non-reimbursable expenses.*

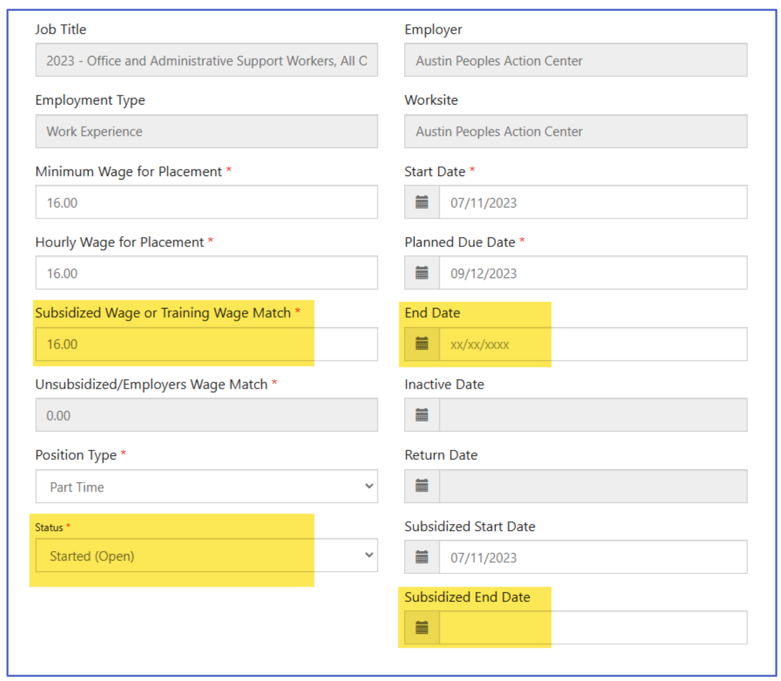


- Select the type of position.
  - Full-time.
  - Part-time.
- Select a Status.
  - Planned/Not Started – The subsidized wage time period will not begin with this status.
  - Started (Open) – The start date begins the time limit for the subsidized wage.
  - On Hold (inactive) – This status "pauses" the subsidized wage 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

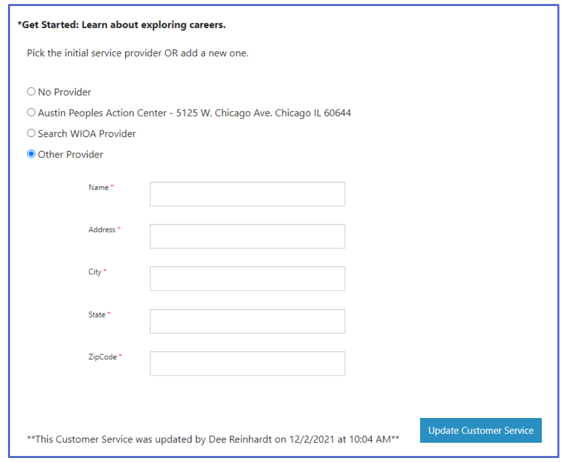
- Remove the subsidized wage
- Add a subsidized end date
- Add an end date for the activity
- Mark the activity as successful or unsuccessful completion
- Save

Pro Tip – Use the Customer Services Report to update activity dates and status for multiple customers at one time. It is highly recommended to not use this report for worksite placement activities where wages and worksites are included.

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.

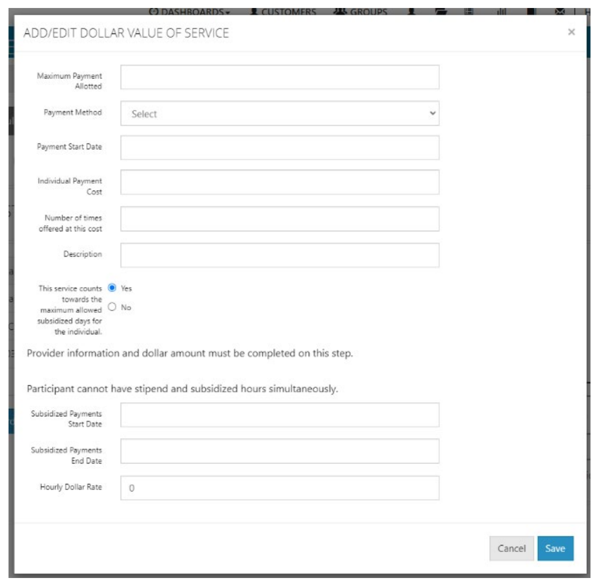


Dollar Value (not required)

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:

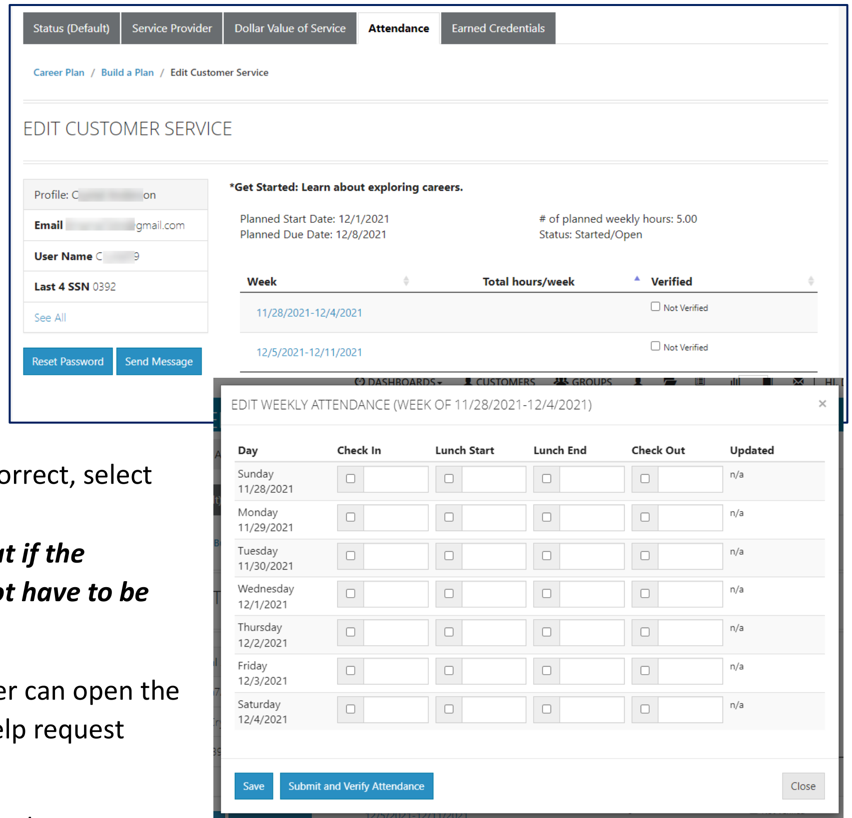
- Enter Maximum Payment Allowed - if there is a maximum amount associated with the service i.e. $750 for transportation.
- Select method of payment,
- Enter start date of payment,
- Enter cost of that payment,
- Enter number of times you provided the payment on that date,
- Enter a description of what 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.



Stipend payments

When paying a youth with a stipend, partners can enter wages for a day or two at a time instead of a continuous calendar count. This is a method to use if the youth is working minimal days per week.

Attendance



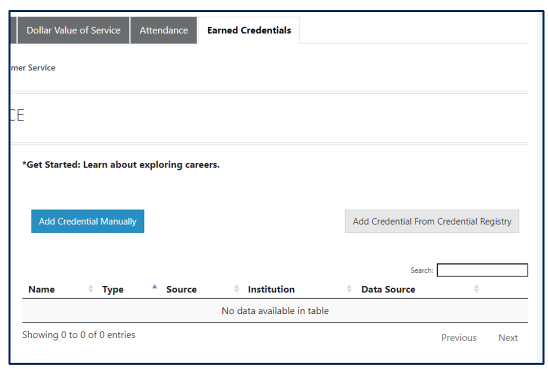
This feature allows you to track the attendance of the participant for this activity.

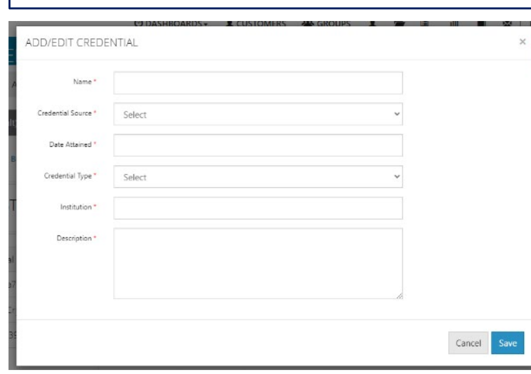
- Service must be Started with a start date and anticipated end date.
- Select the attendance tab.
- Select the week for which attendance is to be tracked.
- Enter the time for check-in, lunch, and check-out for each day.
- Save, or if the person entering the information can verify the attendance is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

If the attendance has not been verified, the partner can open the attendance and make changes. Once verified, a help request must be submitted to have the week unverified.

Attendance is only connected to worksite activities that are not associated with a worksite placement with wages. i.e. Complete a work based learning activity.

Earned Credentials



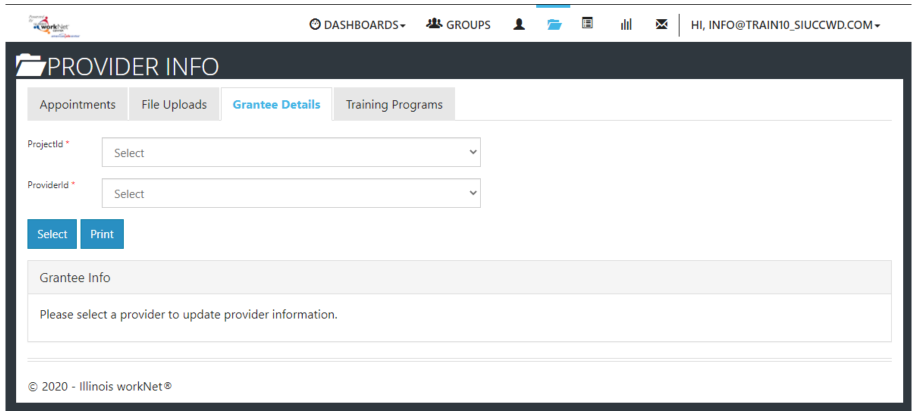


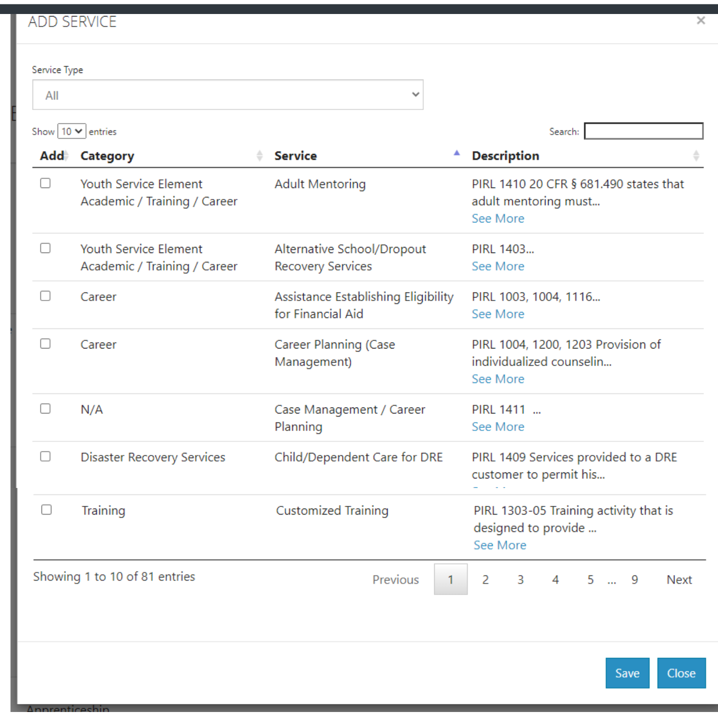
This feature allows you to add credentials earned by the participant for this activity.

- 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.





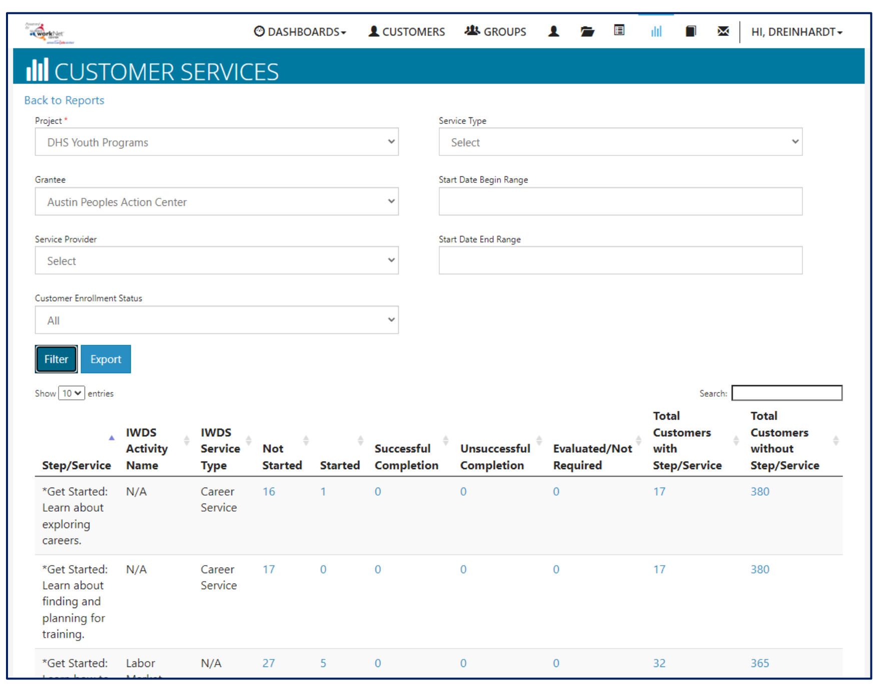
1. Select the Provider Information tab in the top menu. (Icon is a folder)
2. Select the Grant Details.
3. Select the Project DHS Youth.
4. Select the Provider if you have access to more than one.
5. Scroll to the bottom of the page and click the button to Edit Services to Use on Career Plans.
6. Select 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.

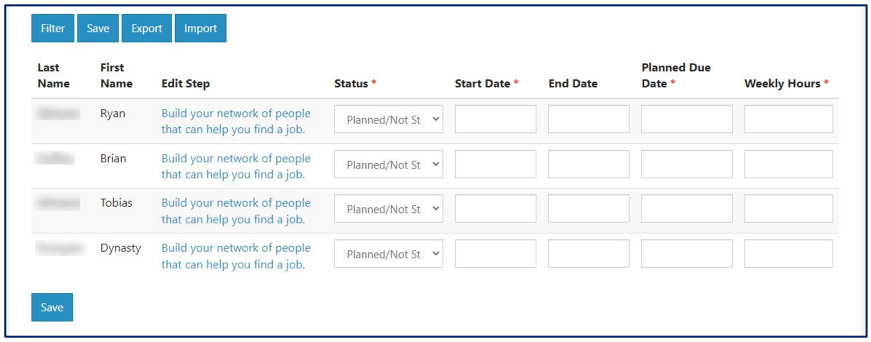
Customer Services Report

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

Worksite Placement Tab

Find full instructions on the DHS Youth Partner Page > Full list of Resources or click here: https://www.illinoisworknet.com/DownloadPrint/Worksite%20Placement%20and%20Payroll%20Upload%20General.pdf

This section tracks the current and past worksites associated with this youth profile by workNet ID.

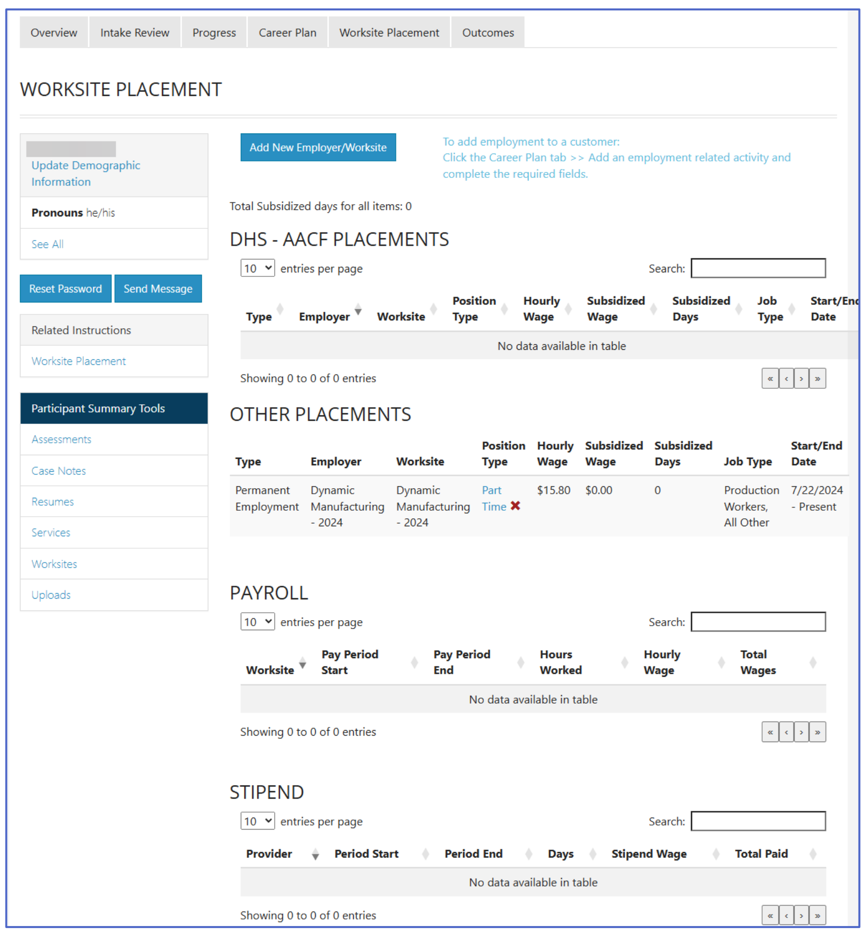
Current placements display at the top.

Previous placements associated with this profile display under Other Placements.

If payroll has been uploaded for this customer profile, it will display in the Payroll section.

Stipends issued will display in the stipend section.

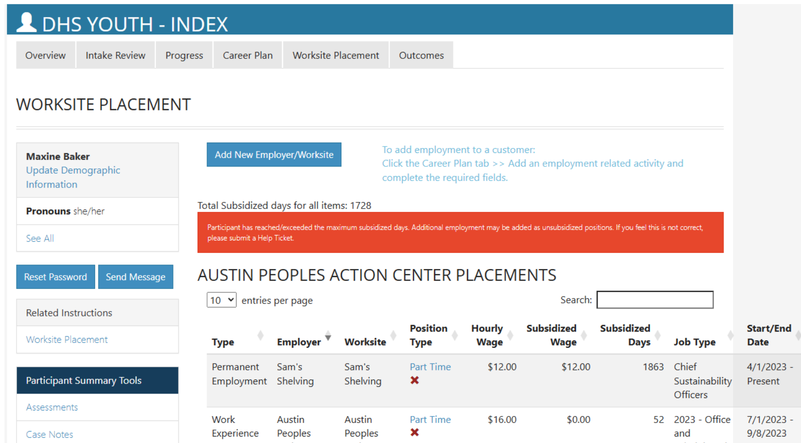
Total subsidized days for this profile will display at the top and individually for each of the placements and stipends.



Subsidized Days Limits

At this time, DHS Youth Short programs allow 90 subsidized days. Long programs allow 180 subsidized days. Overall, no youth may exceed 180 subsidized days from all of their worksite activities.

There are notifications and warnings that will display on the worksite placement tab when a participant is reaching their current program number of subsidized days limits.



Outcomes

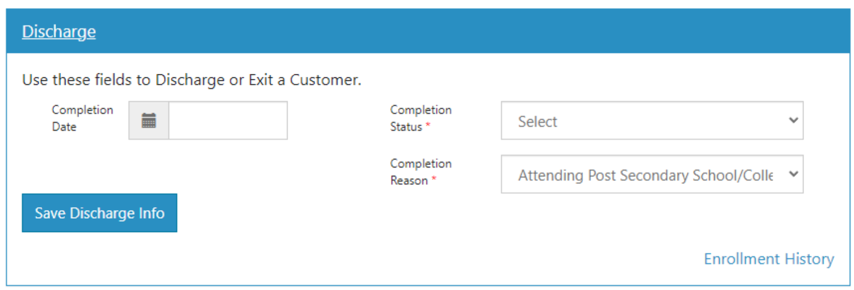
This section includes Discharge, Success Stories and Follow-up.

Discharge/Case Closure

On the Outcomes page select the "Discharge " tab to end a Youth's participation in the program.

A youth may be discharged or "Completed" at any time.

1. Enter a date for the discharge.
2. Select a Completion Status:
   a. Exited – Moved to another Program
   b. Exited – Successful Completion
   c. Exited – Unsuccessful Completion
   d. Exited/Discharged (general)
3. Select a Completion Reason
   a. Attending Post-Secondary School/ College
   b. Attending Secondary (High School)
   c. Deceased
   d. Employed – No Longer Needs Services
   e. Enlisted in Military
   f. Entered Registered Apprenticeship Program
   g. For Cause (Add case note) – the case note explains the "Cause" reason, i.e. the police were called because the youth was stealing from the staff.
   h. Grant Program Ended
   i. Incarcerated – DJJ or DOC
   j. Personal - (Treatment Center, etc.)
   k. Reserved Forces Call to Active Duty
   l. Unable to Locate Youth
   m. Youth chose to work with a different agency
   n. Youth Decided Not to Participate
   o. Youth Moved



Discharging or closing a case requires a new application if the customer needs to return for a reason other than follow-up services included with original case.

Youth are automatically discharged if:

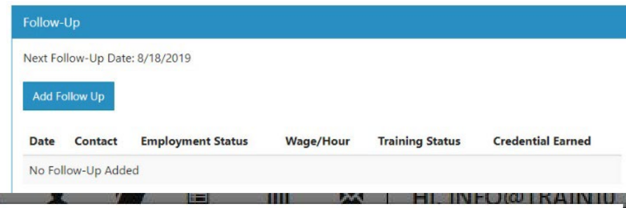
- An application is not completed within 90 days of an invitation being made.

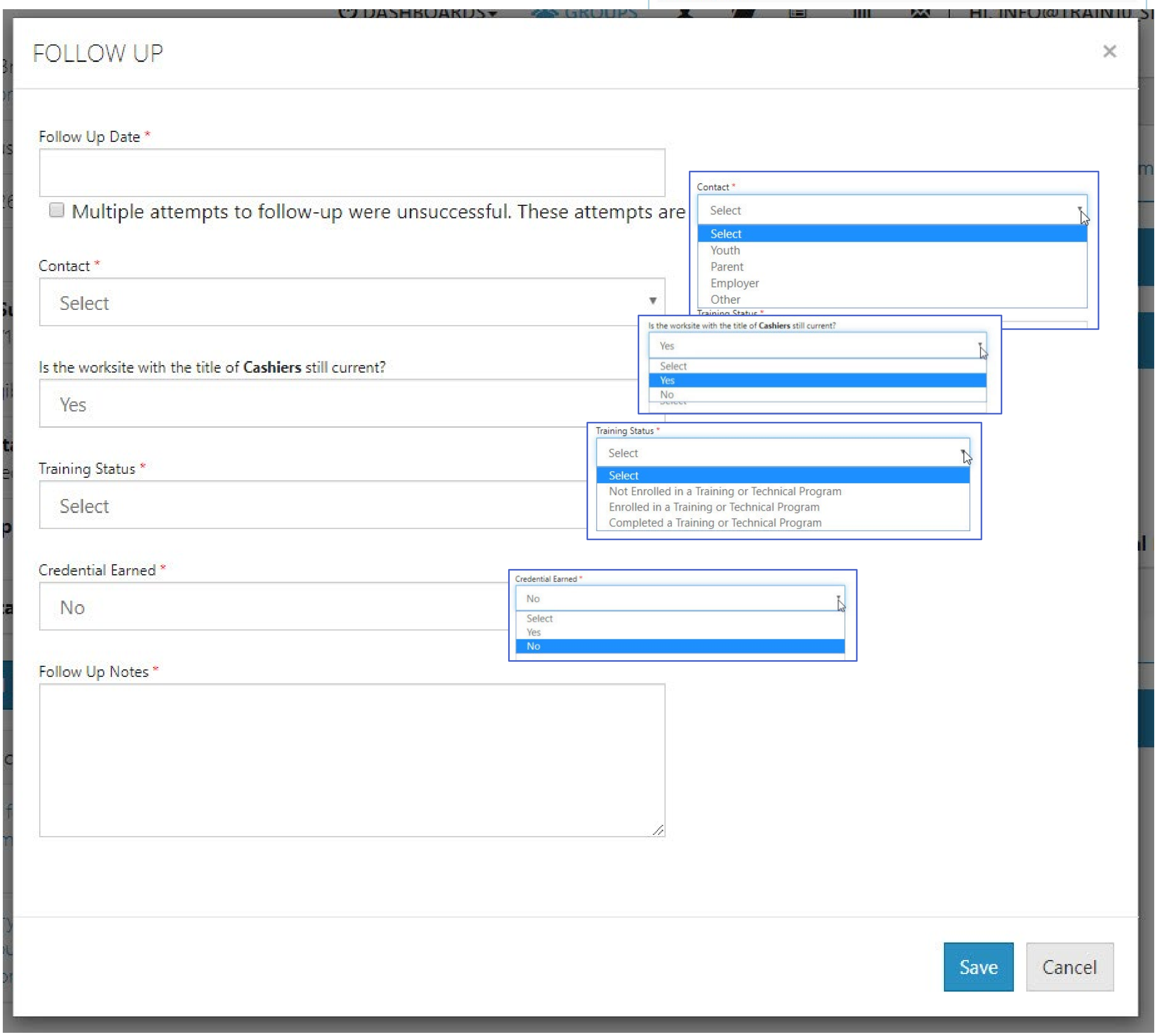
- There has not been any activity on case notes, career plan activity updates, or assessments entered/updated for 90 days.
- Worksite placement activities do not have an end date 365 days after the start date.

An automatic case note is added to the profile record – Automatic discharge – Inactivity - Discharged due to 90 or more days of inactivity. Most recent change for Worksite placement is more than a year ago and lacks an end date. Notated by the date it was done and entered by “System”.

Follow-Up

Customer follow-up *may* be required for each youth every 30 days until 270 days after employment. Youth may be discharged but a follow-up may be required to continue. The Follow-Up section lists the next required follow-up date.





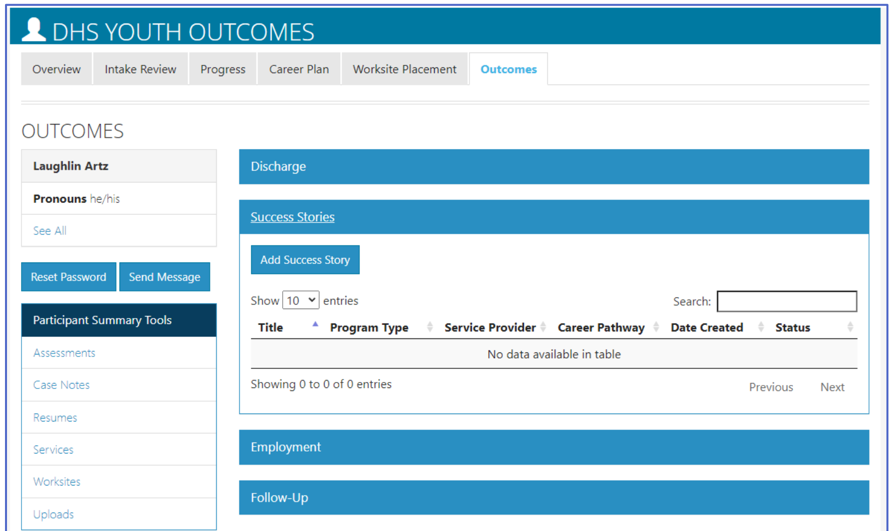
Fill in all the drop-down areas, write the message and save.

Success Stories

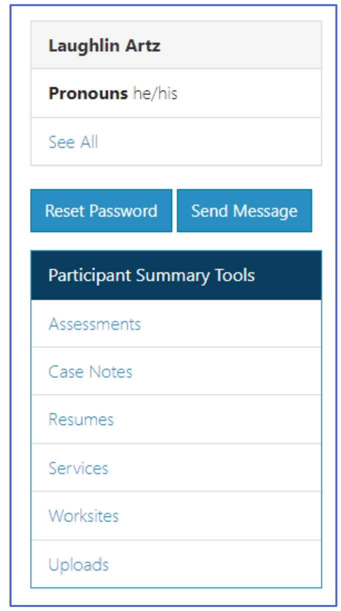
This section tracks success stories submitted about the customer. Follow the link on the associated page after clicking the Add Success Story button.

Choose the option to submit as a Service Provider.

Follow the instructions for the success story submission and save.



Participant Summary Tools



Otherwise known as the "left menu", this section appears on every page of the customer profile.

Program Information

Find quick details about the customer by clicking the "See All" to expand demographic and basic customer information that includes:

- Name and Pronouns – taken from the addition of the customer. If partner made an error upon entering, submit a help request.
- Email, Phone number, and Address – partners can click Update Contact info to update these three items.
- User Name – is based upon the name entered when adding the customer. This will not be able to be updated even if the name is edited through a help request.
- workNet ID – users have an ID associated with the Illinois workNet account. If users have more than one workNet profile, it can cause issues when trying to add them as a new customer.
- profile ID – each DHS program account has a unique profile ID. This allows a partner to update a profile of a discharged youth.
- Agency
- Date of Birth
- Application Submit Date – for this profile ID
- Eligibility
- Enrollment Status
- Customer Type – in or out-of-school
- Placement Status

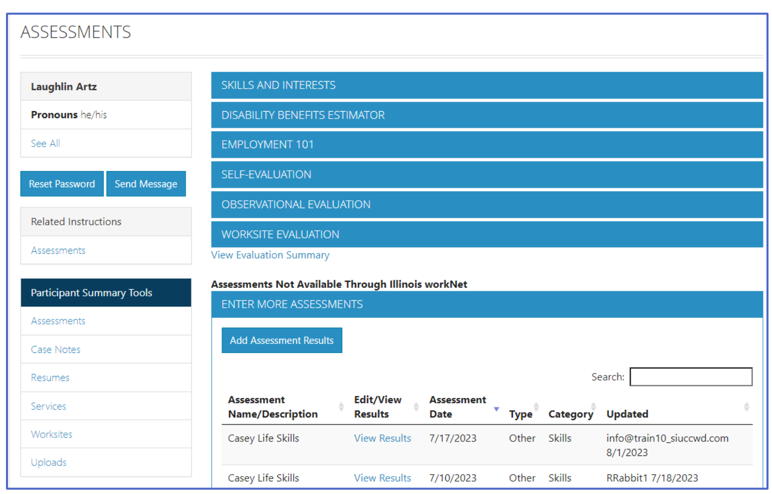
Reset Password and Send Message

There are occasions when a youth forgets the password. Partners have the ability to reset a password and give the youth a temporary password.

Partners can send a message through Illinois workNet's messaging system to the youth by clicking the Send Message button.

Assessments

This links to the profile section where a number of standard assessments are maintained for the customer in Illinois workNet. Find out about Illinois workNet assessments [by clicking here](). Assessments may also be added in the customer career plan.



Skills and Interest Survey

The Career Information System is an external tool that Illinois workNet uses to assess the skills and interest of customers. There are seven components to the survey. However, only the skills and interest survey is tracked for DHS Youth.

To view the customer's results of the CIS surveys, click the link – an external link opens in a new window. The new window opens to the customer information on the partner platform, if the customer saved the results.

During the initial customer assessment, use the answers from the interest survey to help determine placement. Employment 101 engages the customer with CIS surveys. The skills and interest survey does not have to be done independently from E101.

Disability Benefits Estimator

Part of disabilityworks.com, the disability benefits estimator can be used for any customer expressing an actual or potential disability.

The customer accesses the disability benefit estimator from their personal Illinois workNet "My Dashboard."

The customer answers questions about age, marital status, members of household, income and expenses, and healthcare programs they may already be receiving. If the customer completes the benefits estimator, the results report into the assessment tab of the customer's profile. Click on the report to view.

Employment 101

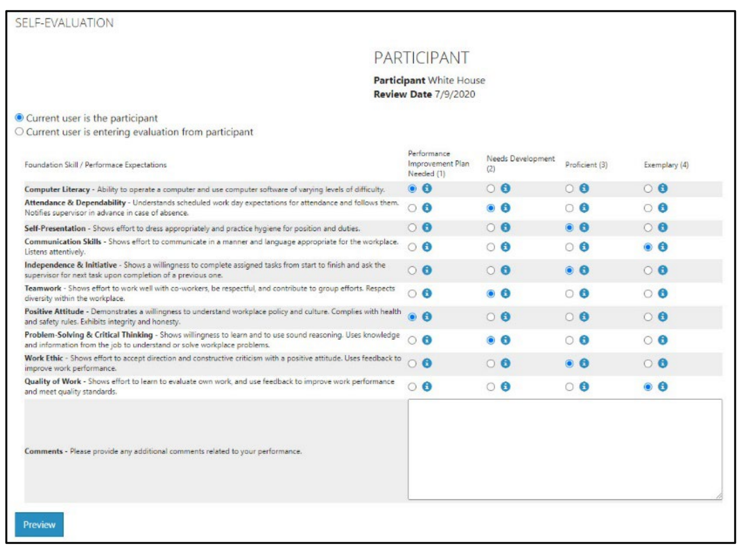
Customers who participate in Employment 101 (E101) activities take a Pre-Assessment test, complete the learning modules, and then take a Post-Assessment. Customers who score at least 70% on the post-assessment test earn a Certificate of Completion.

From the customer assessment tab, partners can view scores of tests, date taken, click on and view plans, and download a copy of the certificate of completion.

As mentioned earlier in this document, customers must be enrolled, the career plan must be activated and the participant must choose DHS Youth for the career plan associated with E101.

Self-Evaluation

The Self-Evaluation measures how the customer ranks their own ability of the Essential Employability Skills. It tracks the top 10 skills of the 14 addressed in Illinois workNet's Job Skills Guide. It is based upon a rubric and provides an idea of where the participant feels they are starting with each of the skills. Participants can complete the survey from a link in their "My Dashboard" or as part of E101.



SELF-EVALUATION

PARTICIPANT

Participant White House
Review Date 7/9/2020

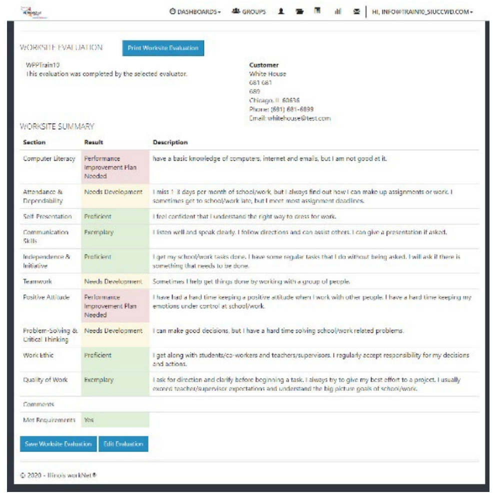
◉ Current user is the participant
○ Current user is entering evaluation from participant

Foundation Skill / Performace Expectations	Performance Improvement Plan Needed (1)	Needs Development (2)	Proficient (3)	Exemplary (4)
Computer Literacy - Ability to operate a computer and use computer software of varying levels of difficulty.	◉	○	○	○
Attendance & Dependability - Understands scheduled work day expectations for attendance and follows them. Notifies supervisor in advance in case of absence.	○	◉	○	○
Self-Presentation - Shows effort to dress appropriately and practice hygiene for position and duties.	○	○	◉	○
Communication Skills - Shows effort to communicate in a manner and language appropriate for the workplace. Listens attentively.	○	○	○	◉
Independence & Initiative - Shows a willingness to complete assigned tasks from start to finish and ask the supervisor for next task upon completion of a previous one.	○	○	◉	○
Teamwork - Shows effort to work well with co-workers, be respectful, and contribute to group efforts. Respects diversity within the workplace.	○	◉	○	○
Positive Attitude - Demonstrates a willingness to understand workplace policy and culture. Complies with health and safety rules. Exhibits integrity and honesty.	◉	○	○	○
Problem-Solving & Critical Thinking - Shows willingness to learn and to use sound reasoning. Uses knowledge and information from the job to understand or solve workplace problems.	○	◉	○	○
Work Ethic - Shows effort to accept direction and constructive criticism with a positive attitude. Uses feedback to improve work performance.	○	○	◉	○
Quality of Work - Shows effort to learn to evaluate own work, and use feedback to improve work performance and meet quality standards.	○	○	○	◉
Comments - Please provide any additional comments related to your performance.				

Preview

Results are viewed showing each section, the result, and a description of the result. It can be directly compared to the Worksite Evaluation that an employer completes.

Multiple evaluations can be done by the individual. Each one is tracked and dated.



Observational Evaluation

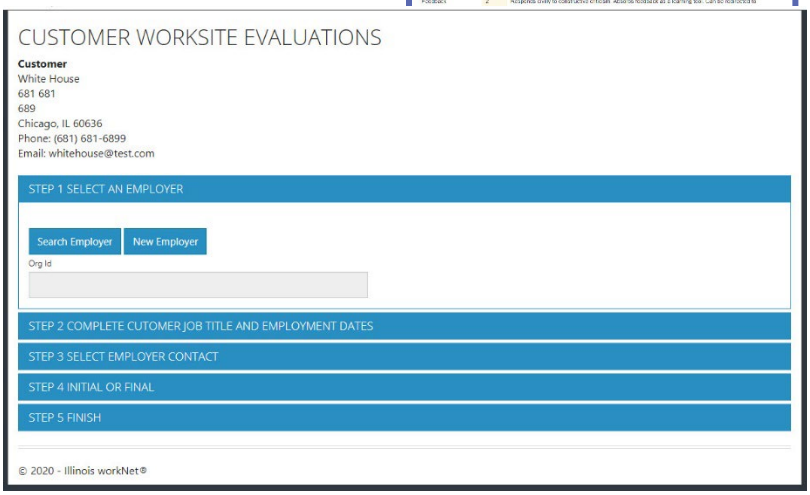
The Observational Evaluation assesses workplace skills demonstrated over time in classes or agency interactions. The assessment is based upon a rubric. Answers provided to the customer include what the rubric defines for the customer's score.

Select "View" to see the results of that evaluation. The assessment fills in below the results section.

Multiple evaluations can be done. Each one is tracked and dated.

Worksite Evaluation

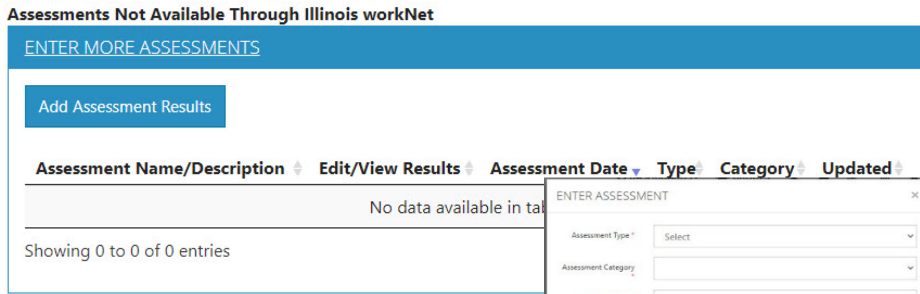
The Worksite Evaluation measures essential employability skills and has a crosswalk that is directly related to the Self-Evaluation completed by the individual. This evaluation measures skills demonstrated at a worksite during a work-based learning experience. Most standards recommend one evaluation at 30 days and a final at 90 days. The assessment is based upon a rubric. Answers provided to the customer include what the rubric defines for the customer's score.

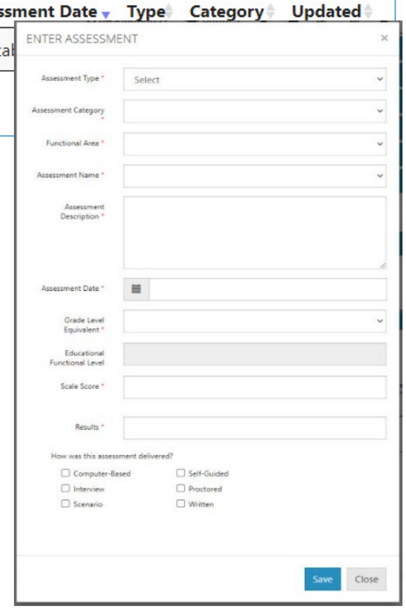


1. Select an employer/worksite associated with the youth.
2. Enter participant job title, start and end date of worksite experience.
3. Search or add an employer contact. Skip this step if the partner is completing the evaluation on behalf of the employer.
4. Select Initial or Final for the evaluation that is being completed.

5. If the employer is completing the evaluation, click the button that says “Send Email”. If the partner is completing the evaluation on behalf of the employer, click complete evaluation. Complete the evaluation > preview > make changes if necessary > submit. There will be an option to Print and Return to Customer Profile.

Assessments Not Available Through Illinois workNet





There are many assessments that Illinois workNet Partners use to assess customers.

This section provides an opportunity to add information related to those assessments.

Assessments include options for TABE, CASAS, **Casey Life Skills (required for DHS Youth)**, Prove-It, Workeys, DHS Family Assessment, and optional entries.

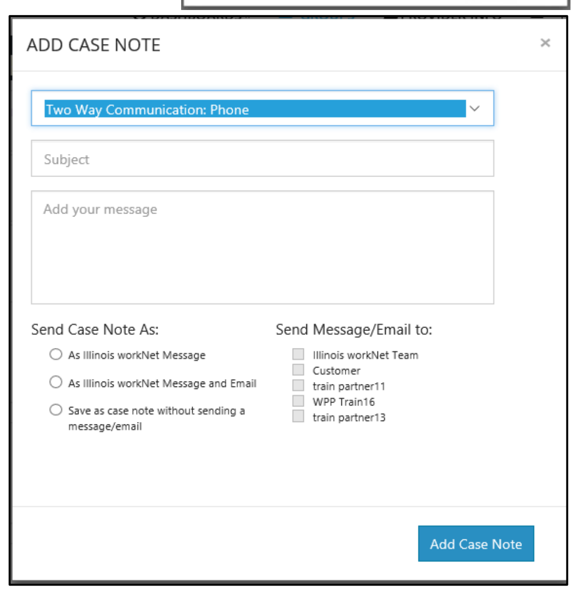
Click Add Assessment Results

Enter a keyword or title of assessment

Select and enter assessment results.

Upon completing the entry, the assessment is tracked in this section of the assessments.

Case Notes



1. Select Add Case Notes using the Case Note page or one of the other pages.
    a. If the partner creates the Case Note on the Progress page, it will display on the Progress page as well as the Case Note page.
    b. If the partner creates the case note on the Case Note page, it will only display on the Case Note page (and in IWDS).
2. Select a task.
3. Enter subject and enter case note.
4. Select how to send the Case Note:
    a. As an Illinois workNet message. This will also save as a Case Note.
    b. As an Illinois workNet message and email. This will go to the email associated with the Illinois workNet account. The options displayed are added to this list by adding partners to the Integrated Resource Team list on the Overview tab. This will also save as a Case Note.
    c. Save as a Case Note without sending a message/email.
5. If the partner chooses to send it as a message/email, select to whom the message/email should be sent.

Case Notes can be:

- Filtered by date range.
- Sorted by any column.

- Exported into an excel file.

Resumes

Illinois workNet has a partnership with Skills First resume builder tool. It may be accessed with a single sign-on from the youth's profile. Use this tool to help the youth write a resume. Items shared with the partner are tracked on this page.

Services

This link directs users to the youth's career plan. More detailed instructions can be found on the full list of resources partner page in the Document Customer Plans and Progress in their Career Plan.

Worksites

This link directs users to the worksite placement records for the youth.

- A table of worksite placements and totals of subsidized days.
- A table recording payroll submitted for the youth.
- A table of stipends issued to the youth.

Full worksite place instructions can be found on the full list of resources partner page in the Worksite Place and Payroll Upload instructions.

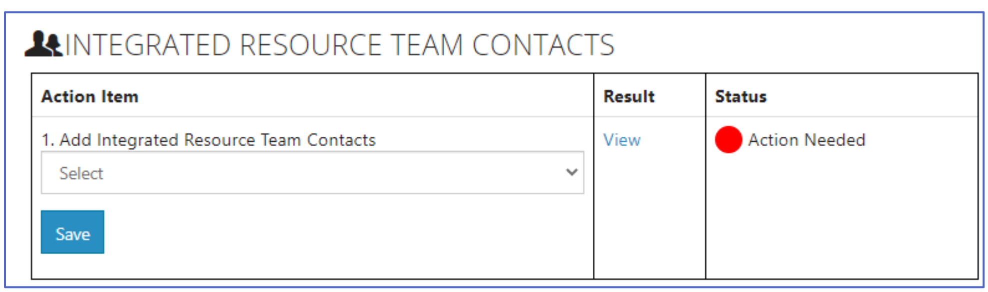
Upload Documents

Upload documents that are specific to each customer. For example: Certificate of Completions, Awards, and Proof of Employment.

Do not include documents that include (redacted copy is acceptable):
- Personally Identifiable Information
- Customer's full social security number.

Add/Update Primary Contact

The customer's primary partner contacts are identified on the Overview page. These contacts will receive notifications, sent through the system, regarding the customer.



4. Select Integrated Resource Team Contacts.
5. Select Contact from the dropdown menu and then select Save. The list contains only partners that have been granted access to the DHS Youth Program partner tools.
6. Select View in the results column to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button.