

Youth Career Pathways Customer Overview Page

October 2018 v3 DRAFT

The Overview page provides summary of customer level action items and progress related to:

- Intake Form
- Intake Review
- Integrated Resource Team Contacts
- Illinois workNet Career Plan
- Worksite Placement
- Outcomes
- 30 Day Review History

The main headings and are linked to the pages where information is updated. Each action item has a status displayed to easily identify areas that need updated at the customer level.

Who Enters/Maintains Data

Grantee/Provider staff enters contact information, reviews and updates the action items when needed. Staff
verifies the information for accuracy monthly.

Access Customer Overview Page

- 1. Log into www.illinoisworknet.com.
- 2. Select My Dashboard.
- 3. Select Partner Tools.
- 4. Select Customer Support Center.
- 5. Select Groups in the top menu.
- 6. Select Youth Career Pathways.
- 7. Select the customer's name to access their information.
- 8. Select the Overview tab.

Shortcut Tip:

Go to www.illinoisworknet.com/ycppartners.

Select the link for Youth Career Pathways Partner Tools.

Progress Accuracy Verification (30 Day Review)

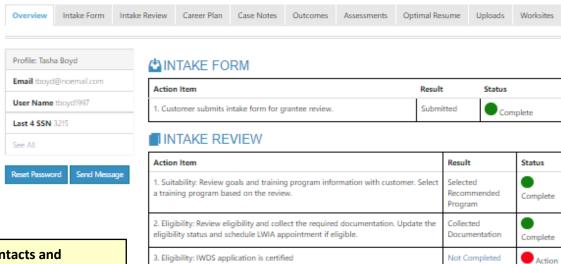
Providers are required to verify the customers information is up-to-date and accurate every 30-days. An alert is initially posted to the Overview page 30-days after the customer's application date. Use the Dashboard to easily find a list of customers who need to have their Overview page updated.

- 1. Review the information and update as needed.
- 2. Check the box to indicate you have reviewed and updated the information.



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Add/Update Contacts and Appointments

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

- Select Integrated Resource Team Contacts.
- Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools.
- Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button.

Note: If you do not have access to enter services into LWIA, make sure an LWIA contact is identified.

▲INTEGRATED RESOURCE TEAM CONTACTS

Action Item	Result	Status
Add Integrated Resource Team Contacts Select Save	View	Action Needed
2. Schedule an LWIA Appointment	8/23/2018 10:30 AM	Complete

A CAREER PLAN

Action Item	Result	Status
Review assessments and write a summary	Not Complete	Action Needed
2. Set goals.	At Least 1 Goal Identified	Complete
3. Identify planned services to reach goals.	Services Added	Complete
4. Document at least one service in IWDS.	Not Complete	Action Needed
5. Document credentials in IWDS.	Not Complete	Action Needed

■WORKSITE PLACEMENT

Action Item	Result	Status
Enter employers and worksites in the worksite placement tools.	Add/Edit Worksites	Complete
2. Place customer in work experience/worksite placement using the Career Plan.	Customer Placed	Complete
Upload payroll upload to be reviewed and approved.	Not Applicable	Not Applicable

OUTCOMES

Action Item	Result	Status
	Not Complete	Action Needed

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711.

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For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.