Contents

Purpose:

The Illinois Department of Human Resources Youth Employment and Training Programs use an Online Application to collect customer information, which is used to:

1. Pre-screen customers to identify those who meet the program eligibility requirements.
2. Provide an initial assessment to help identify appropriate services and worksite placement.
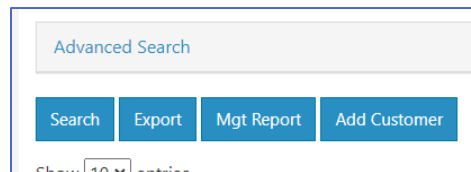
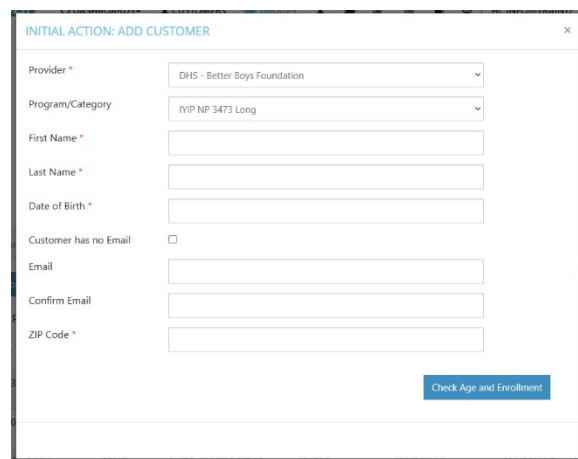| The following information is collected:	How the information is used:
Program Eligibility	1. If the person is not eligible, the application will not be completed. 2. Once an application is submitted, it will populate in the eligibility review section where career planners will indicate that they verified eligibility.
Employment Goals	This information will populate Career Plan and can be helpful when identifying services and worksite placement.
Physical & Background Information	This is an initial assessment to identify topics that impact the services and worksite placement. It is not to be used for eligibility. It should be used to make a worksite placement that will be a good match for both the customer and the employer.
Contact Information	Customer contact information populates their profile in Illinois workNet. If the youth is under 18-years-old, their parent/guardian information is required and saved in the application.
Demographics	Questions that are required may be answered with "prefer not to answer."
Education & Work History	This is an initial assessment to identify credentials and experience that impact services and worksite placement. It is not to be used for eligibility.
Other Partners Providing a Service	This information can be used to help leverage resources and services to help the customer succeed in the program.
Outreach	Find out where your customers heard about the program.

Who Enters and Maintains Data:

Provider Staff complete the customer's application; access the customer's Intake Referral tab to review the information and update enrollment status.

Add the Customer

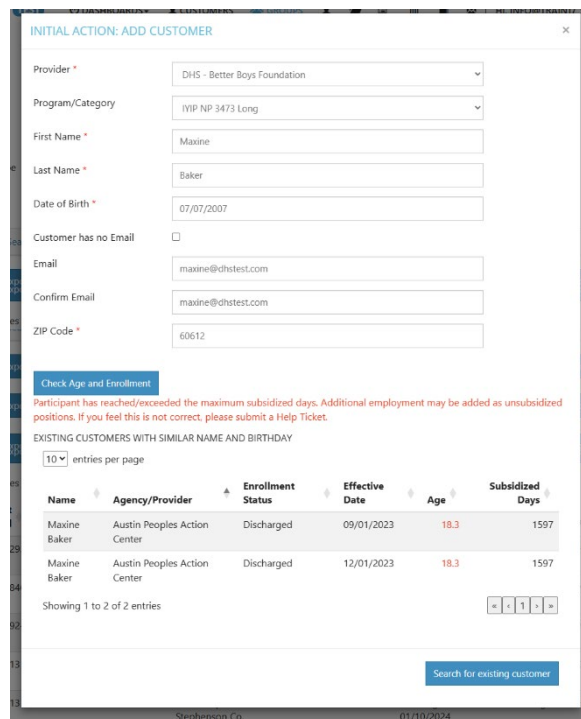1. Go to www.illinoisworknet.com/DHSYouthPartners.
2. Select the Home Icon to Go to the Customer Support Center to access DHS Youth Programs Partner Tools.
3. Select the group - DHS Youth Programs for Employment and Education to access the customer list.
4. Select **Add Customer** button to add a customer and complete the application.
5. Complete the data points to search for an existing customer:
   a. Select a Provider if the partner has access to more than one.
   b. Select a Program/Category if the agency offers more than one program.
   c. First Name
   d. Last Name
   e. Date of Birth
   f. Email and Confirm Email or check the box if the customer does not have an email address.
   g. Zip Code of customer.
6. Click Check Age and Enrollment
   a. List yields with:
      i. name,
      ii. provider,
      iii. enrollment status,
      iv. effective date,
      v. age and
      vi. number of Subsidized Days assigned to that participant.
      vii. *This will help providers when making a decision about the ability to help a participant before enrolling them. If moving ahead, then*
7. Click **Search for existing customer.**
   a. The system will create a new profile for the youth if the youth does not have an existing account from a previous provider. *There is no need to have the youth create a profile on their own.*
   b. Make a help request if the customer is still associated with another agency.
   c. Make a help request if the customer has more than one profile and include the information provided in the error message.
   d. If the youth's age is outside the grant parameters, an error message will show. Verify that the Date of Birth entered is correct. A youth cannot be entered until they reach the day of birth for the program's minimum age or after they have passed the birthday that takes them outside the

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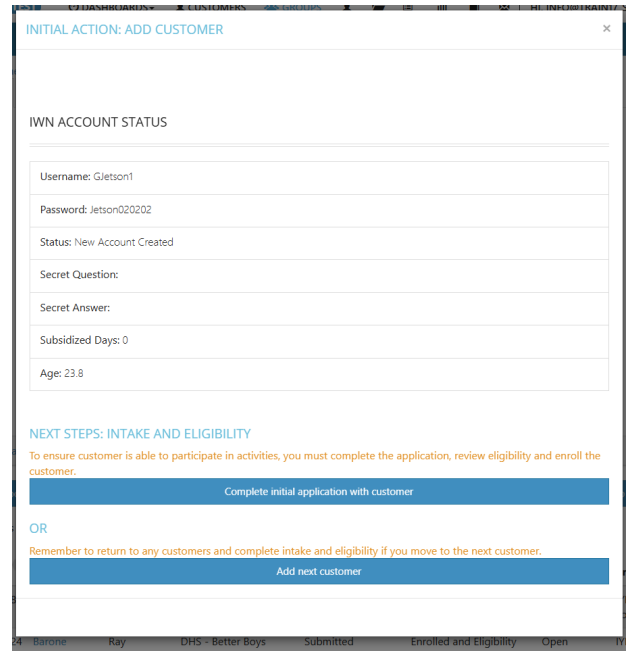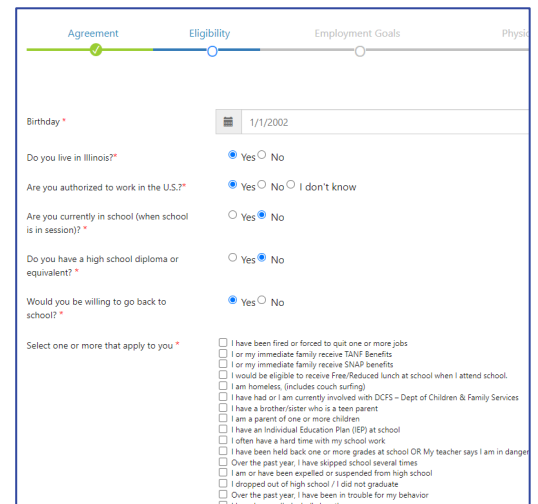
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program maximum age. *Because there can be programming complications with the system, it is recommended to ensure you are enrolling a youth approaching their 25th birthday at least 30 days in advance of the birthday. We do not have a way to force data entry for a youth that is beyond the date of the 25th birthday.*

   i. IYIP age requirements are 16-24 and cannot be added if 15 or 25.

8. The customer account will be found if it exists in Illinois workNet, OR a new account will be created and provide the Username and Temporary password.

9. The user account information displays the number of subsidized days associated with that Illinois workNet ID and will combine the totals in the event that a youth has participated with more than one agency. Remember that certain programs have specific limits on the number of subsidized days allowed.

10. Application completion Options:
   a. Complete the initial application with customer
   b. Add next customer (see the instructions below for completing the application later).
      i. There is a downloadable paper version of the application on the partner page.
      ii. There is a link to a PDF fillable version of the application on the partner page.
         • https://www.illinoisworknet.com/partners/CYEPpartners/Pages/Resources.aspx

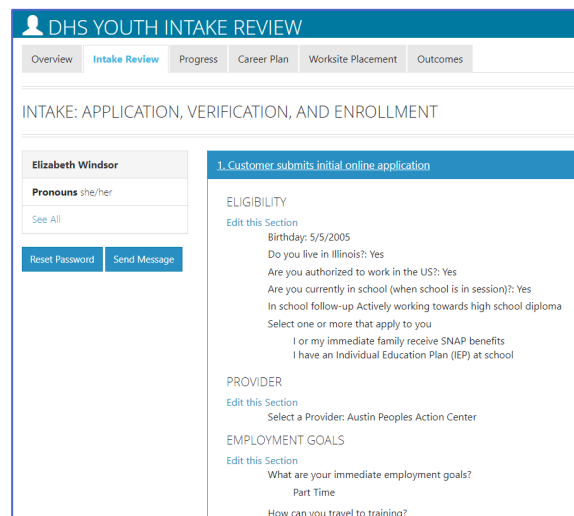*The next steps will follow the "Complete the initial application with customer"*

Step 1 Complete the Application with the Customer

1. Complete the eligibility sections:
   a. Eligibility – check as many boxes as apply. The customer is required to have at least one box checked.
   b. Employment Goals
   c. Physical Demands
   d. Other Items
   e. Select Save and Go To Next Page at the bottom of each section.
2. Complete the Application sections:

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a. Contact information – *if an SSN is entered, it will need to be confirmed*. POWER TIP – enter the SSN during the verification process.
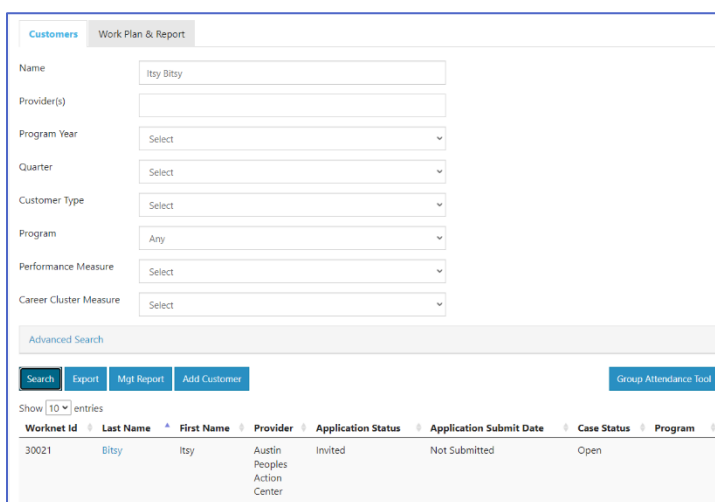
    i. Prior to enrollment, partners are able to change/correct any information on the intake questions.

    ii. After enrollment, partners are able to update the participant address, phone, and email from the left menu.

    iii. After enrollment, to correct the participant name, date of birth, social security number, or gender, the partner must submit a help request.

b. Information About You – *Persons born male between 18 and 26 are required to register for selective service. Verify Selective Service registration here:* https://www.sss.gov/verify/

c. Education Level

d. Employment History – *if youth has been employed at least one job entry is required. Additional ones may be added.*

e. Final Questions

3. Review information entered.

    a. If information is incorrect, click Edit this Section, make changes and select Save Return to Preview.

    b. Select Submit Application

    c. Click Submit Application on the modal that opens.

4. Verify Initial Program Eligibility before enrolling the customer.

5. Edits may be made to the application until the customer is enrolled.
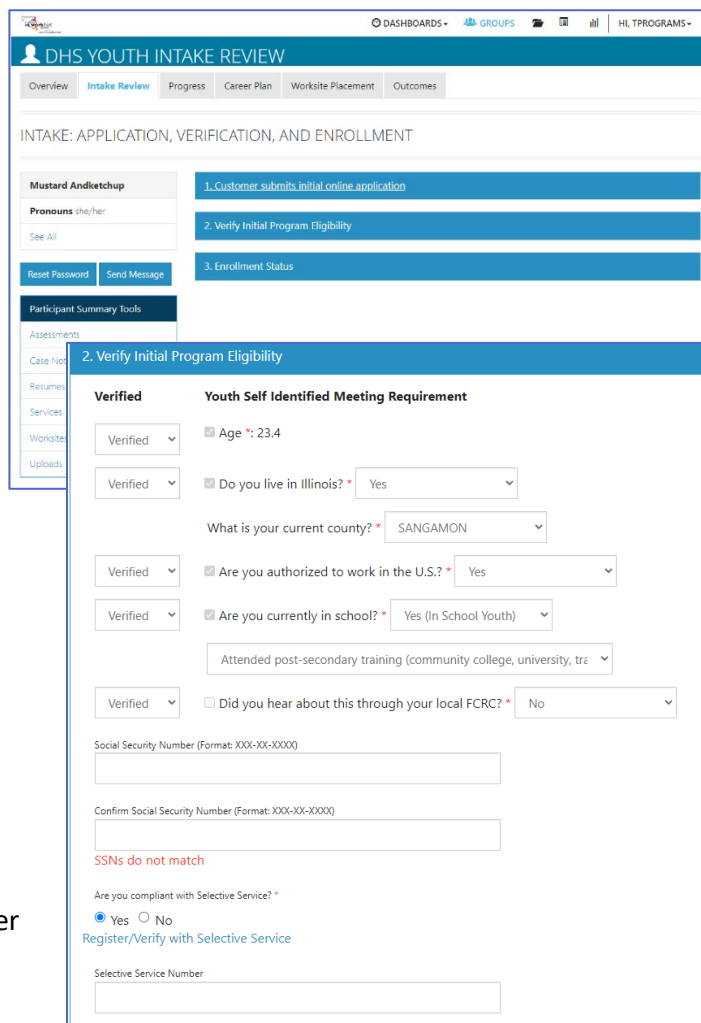
Complete the application later

1. Find the customer in the customer list. Search by name or look for youth invited but not submitted in the Application Status column.

2. Click the customer's last name to access the profile.

3. Select the Intake Referral tab on the customer's profile

4. Complete the information in the application by following the previous steps.

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Step 2 Eligibility Review

This section is to document eligibility at the time of enrolling the customer into a DHS Youth program. Review and verify each item before enrolling the customer in the program.

1. Click the Intake Referral Tab
2. Click step 2 Verify Initial Program Eligibility
3. Verify - Review the Youth Self-Identified Meeting requirements items. This information is initially populated with the youth's eligibility question responses in their application. The "Youth Self-Identified" checkboxes cannot be updated (check/unchecked) by the provider staff.
   a. Age
   b. Illinois resident
      i. County or Cook Chicago
      ii. Cook Chicago requires the neighborhood
      iii. Cook County requires the township
   c. Authorization to work in the US
   d. School Status
   e. Heard about program in local FCRC
   f. Social Security number - The social security number is no longer required if the youth is unable to be verified, but it must be added for enrollment if the youth will be participating in work experience or employment opportunities.
   g. Selective Service compliance – should be registered with selective service if born male and between the ages of 18 and 26.

4. Verify eligibility criteria:

   a. Collect required documentation for each of these items selected. Once you have verified the youth meets the eligibility requirement, select the appropriate verification option on the left.
   b. All required fields must be completed in order to complete the verification process.
   c. Identify and verify all applicable barriers.
   d. Items can be added and marked as "Added after the application and verified.
   e. All items must be verified or amended in the application.
   f. Select Save. The system will determine the eligibility status.

      i. Eligibility Not Verified
      ii. Verified Eligible
      iii. Verified Not Eligible
      iv. Unable to Verify Eligibility

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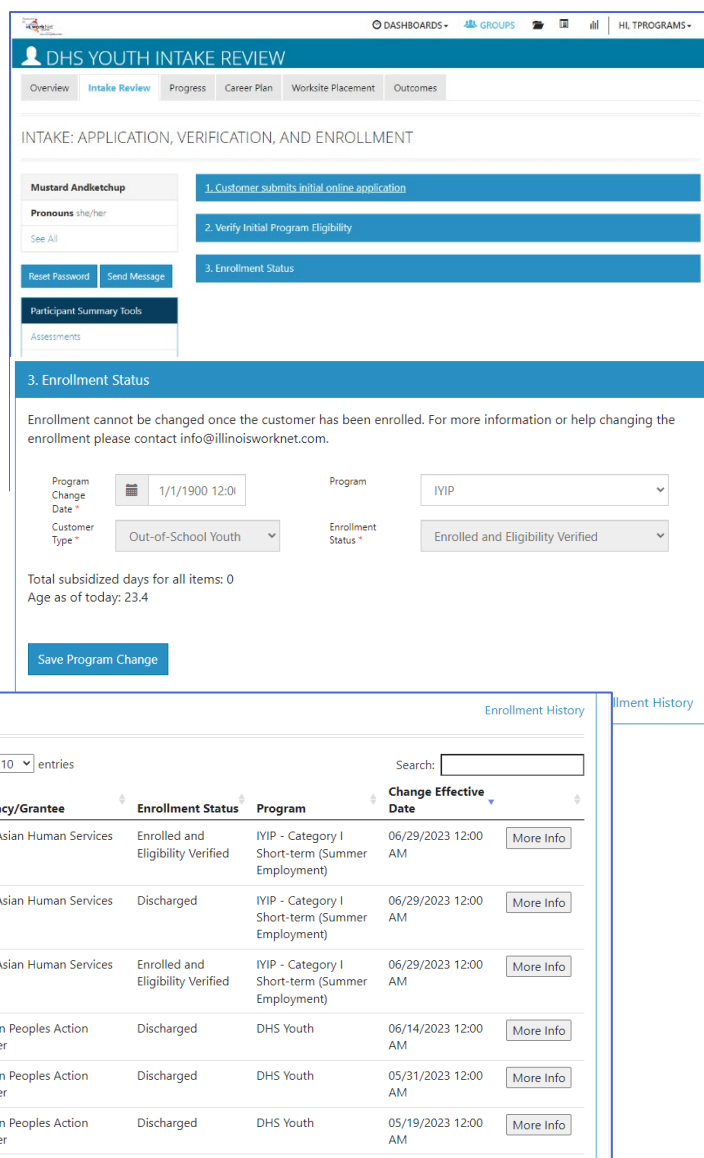
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Step 3 Enrollment Status

1. **Click** Intake Referral tab
2. **Select** 3. Enrollment Status
3. **Enter** the date when the agency began activities with the youth.
4. **Select** the program in which the youth is to be enrolled.
5. **Select** in-school or out-of-school for customer type.
   a. In-school identified as regularly enrolled in secondary eduction when school is in session.
   b. Out-of-school identified as no longer enrolled in secondary education when school is in session.
6. **Select** the Enrollment status
   a. Eligibility complete and enrolled
   b. Eligibility complete and placed on waiting list
   c. Not Enrolled – declined to participate
   d. Provider not willing to enroll.
7. **Click** Save Program Change
8. **Review** the Enrollment History. Click the Enrollment History in the lower right corner of 3. Enrollment Status.

If a partner discovers after enrollment that an eligibility criteria was added incorrectly or overlooked, submit a help request and the items may be corrected. This is only applicable to the list of eligibility criteria.

Please be careful when entering information into the system.

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