Purpose:

The Illinois Department of Human Resources Youth Employment and Training Programs use the 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, they will not be able to complete the application. 2. Once an application is submitted, it will populate in the Progress page, where career planners will indicate that they verified eligibility.
Desired Provider	This field is used to direct customers to the appropriate program providers in Illinois workNet IDHS Partner Tools. It is the only way they can get into the system.
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	All of the questions are required, but the customer can select “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.

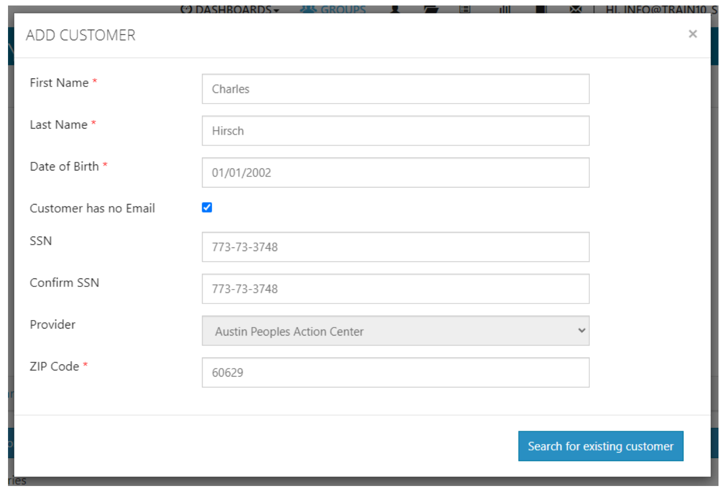
Who Enters and Maintains Data:

Provider Staff can complete the customer’s application or email a link after the customer has been added.

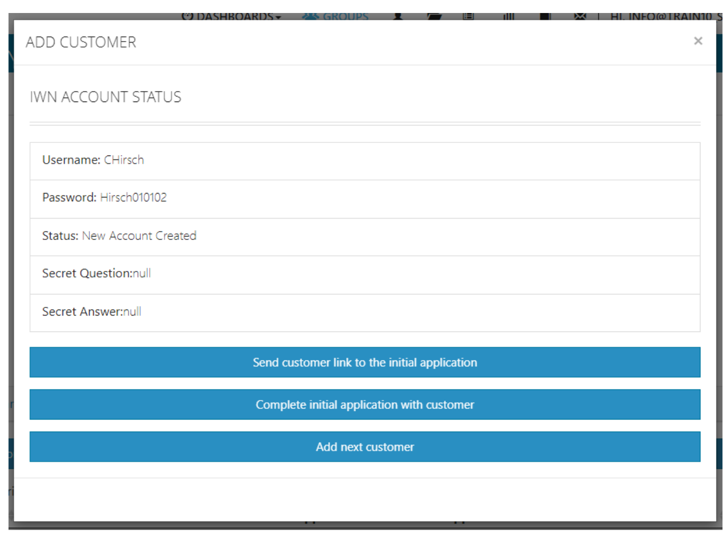
Provider Staff can access the customer’s Progress page to review the information and update their enrollment status.

Access the Intake Application:

1. Go to www.illinoisworknet.com/DHSYouthPartners.
2. Select the Home Icon to Go to the Customer Support Center (IWIS) to access DHS Youth Programs Partner Tools.
3. Select the DHS Youth Programs for Employment and Education to access the customer list for your program.
4. Select **Add Customer** button to add a customer and complete the application.

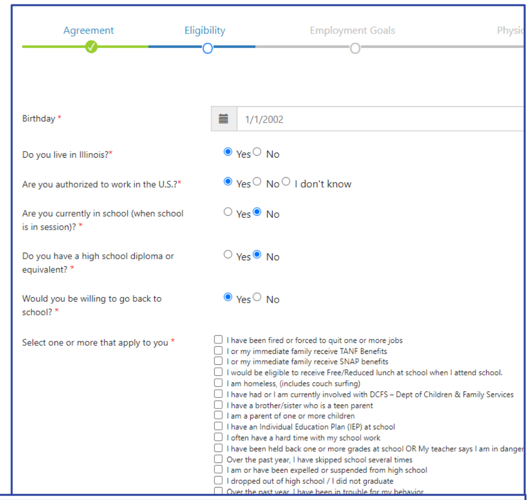


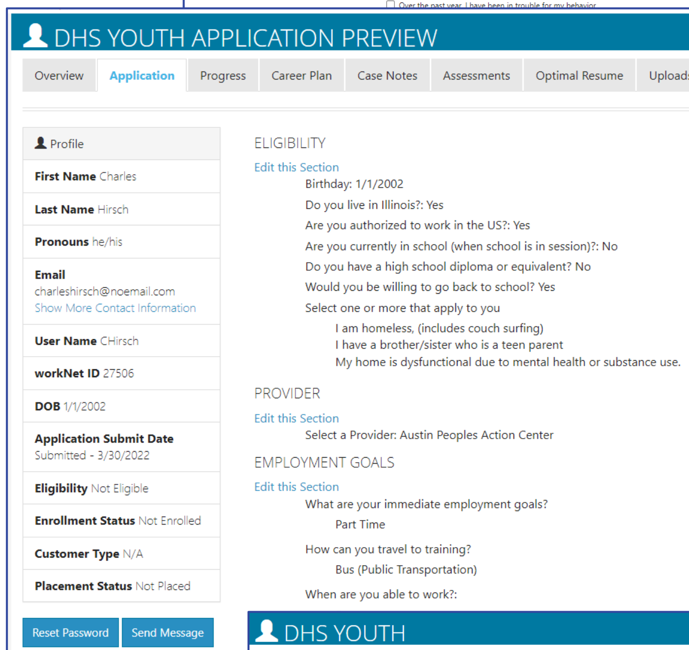
5. Enter:
   a. First Name
   b. Last Name
   c. Date of Birth
   d. Email and Confirm Email or check the box if the customer does not have an email address.
   e. Social Security Number (SSN) and Confirm SSN if the customer provides it.
   f. Provider defaults to the agency to which you are associated unless you have access to multiple agencies.
   g. Zip Code of customer.
6. Click **Search for existing customer.** ***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.*** *If the customer is still associated with another agency, you will receive a message.*
7. The customer account will be found if it exists in Illinois workNet, OR a new account will be created and provide the Username, temporary password.



8. Options:
   a. Send customer the link to the initial application for the customer to complete.
   b. Complete the initial application with customer
   c. Add next customer

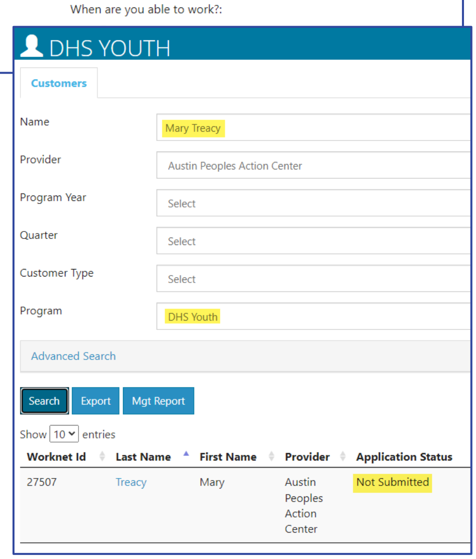
9. *The next steps will follow the "Complete the initial application with customer"*
10. Complete the eligibility sections:
    a. Eligibility – check as many boxes as apply. The customer is required to have at least one box checked.
    b. Employment Goals
    c. Physical Demands
    d. Other Items
    e. Select Save and Go To Next Page at the bottom of each section.
11. Complete Application sections:
    a. Contact information – *if an SSN is entered, it will need to be confirmed.*
    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
12. Review information entered.
    a. If information is incorrect, click Edit this Section, make changes and select Save Return to Preview.
    b. Select Submit Application or Customer submits initial online application if you completed edits.
    c. Click Submit Application on the modal that opens.
13. Verify Initial Program Eligibility before enrolling the customer.
14. Edits may be made to the application prior to customer being enrolled.



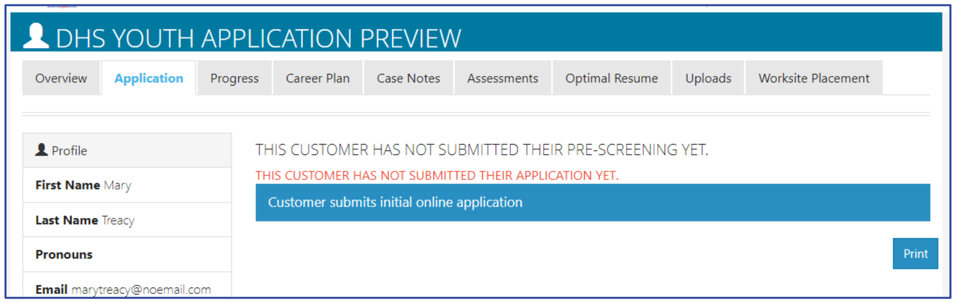


Complete the application later

1. Find the customer in the customer list. Youth not enrolled in a program will be found in the DHS Youth Program.
2. Click the customer's last name to go the profile.

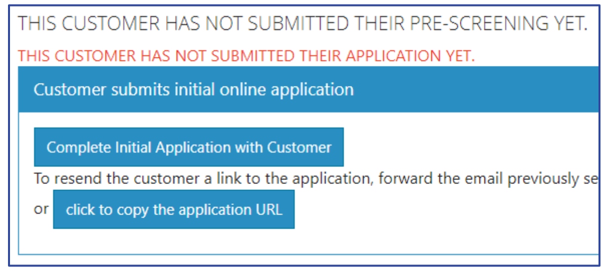


3. Select the Application tab on the customer's profile
4. Complete the information in the application by following the previous steps.



Youth Complete the application

If you feel a youth demonstrates strong computer skills and wish to have them complete the application on their own:



1. Click **Add Customer** complete the initial information to search for an existing account or create a new account.
2. Select the button to send them the link to the application. OR Return to the application tab and select "click to copy the application URL.
3. If you send the customer the link to complete the eligibility and application sections, the customer will be required to:
   a. Reset the temporary password if the account was newly created.
   b. Confirm the account information.
   c. Return to the link that was emailed.
   d. *Best practice is to send along the PowerPoint instructions for the customer so they know what answers may be required of them*.