Contents

Purpose:

The Intake Status Dashboard provides real-time data showing where customers are in the intake/eligibility. Partners can use the data in the dashboard to access filtered lists of customers for easy access to customer program information. It also includes pass/loss rate data for sections/components of the program.

Who Uses This Dashboard:

Provider Staff can view an overview of their customers and access a filtered list of their customers.

How Partners Access the DHS Youth Customer Information:

1. Log into www.illinoisworknet.com.
2. Select My Dashboard, then select Dashboard/Partner Tools.
3. Select Customer Support Center.
4. Select the Groups in the top menu.
5. Select DHS Youth Employment & Education Programs.
6. Select Dashboards from the top menu.

> **Shortcut Tip:**
>
> Go to www.illinoisworknet.com/DHSYouthPartners.
>
> Select the link to the DHS Youth Employment Program Partner Tools.

Section/Definitions Column:

Includes sections/components of the program. The 🛈 icon provides a definition for the item in the section. Next Steps opens in a modal window and includes next steps and related instructions/procedures. Color-coding is used to identity customers who need action (or are in-process), successfully completed the section, or did not complete/does not move to the next section. The definitions are listed in the sample below.

Customers in the white, yellow, and red lines are not included when calculating the pass/loss rate columns.

Count column: These links provide access to individual customer information; the column count links are available for Super User and Career Planner/Case Worker roles.

Section and Defintions	Count	%	Loss Rate	Pass Rate
1. Topic				
White Color Code = FYI only. No action is needed. These numbers are not included in the loss/pass rates. 🛈	2	20%		
Yellow Color Code = Action is needed. These numbers are not included in the loss/pass rates. 🛈	2	20%		

Red Color Code = Red flag -Immediate action is needed. These numbers are not included in the loss/pass rates. ⓘ Next Steps	2	20%		
Green Color Code = This step is complete or meets a program requirement. ⓘ	4	40%		67%
Grey Color Code = This person is either not able to participate or quit participating in the program. ⓘ	2	20%	33%	
Total	**10**			

Intake Dashboard

Section	Information bubbles
Customer Application Status	
Applications Started	Customers who: • Have started but they have not submitted their application.
Has started application and not complete within 5 days Next Steps	These customers have started but they have not submitted their application within 5 days. Contact the customer and ask them to complete the application. You can send a message/email using the case note tool to document your attempt to contact the customer. Customer Instructions: Application Instructions for Customers (PDF) Partner Instructions: • Case Note Tool (PDF) • Application Instructions for Partners (PDF)
Application Completed/Submitted	Customers who: • Completed and submitted the online application.
Application not submitted because the customer is not eligible.	Customers who: • Have started but they have not submitted their application since they were determined not eligible.
Total	
Customer Eligibility Review – Customers must have a submitted application before they will appear in this section.	
Initial Program Eligibility Not Verified	Customers who: • Have a status of "eligible not verified" in their progress page. Go to the customer's progress page and verify the customer's eligibility to participate.
Not Verified - Status for more than 5 days after the application date. Next Steps	Next Steps: Go to the customer's progress page and verify the customer's eligibility to participate. Partner Instructions: Document Customer Eligibility, Enrollment, and Completion (PDF)

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Section	Information bubbles
Initial Program Eligibility Verified as Eligible – Customer is Ready for Enrollment	Customers who: • Have been verified as eligible to participate in their progress page.
Initial Program Eligibility Verified as Not Eligible	Customers who: • Have been verified as not eligible to participate in their progress page.
Total	
Customer Enrollment Status– Customers must have verified a Verified as Eligible status before they will appear in this section.	
Partner Contact Not identified	Customers who: • Does not have at least one partner contact identified on the Progress page. Go to the customer's progress page and identify staff who are working with this customer.
Enrollment Status Not Set	Customers who: • Do not have an enrollment status saved on the Progress page.
Not Enrolled - Status for more than 5 days after the application date. Next Steps	Next Steps: Go to the customer's progress page and set the customer's enrollment status. Partner Instructions: Document Customer Eligibility, Enrollment, and Completion (PDF)
Customer Type: In School Youth	Customers who: • Have a saved customer type (in school youth) and • Have an enrollment status of enrolled, on waiting list, declined to participate, or provider not willing to enroll saved on the progress page.
Customer Type: Out of School Youth	Customers who: • Have a saved customer type (out of school youth) and • Have an enrollment status of enrolled, on waiting list, declined to participate, or provider not willing to enroll saved on the progress page.
Enrollment Status: On waiting List	Customers who: • Have a saved customer type (in school/out of school youth) and • Have an enrollment status of on waiting list saved on the progress page.
Enrollment Status: Enrolled	Customers who: • Have a saved customer type (in school/out of school youth) and • Have an enrollment status of enrolled saved on the progress page.
Enrollment Status: Youth Declined to Participate	Customers who: • Have a saved customer type (in school/out of school youth) and • Have an enrollment status of declined to participate saved on the progress page.
Enrollment Status: Provider Not Willing to Enroll	Customers who: • Have a saved customer type (in school/out of school youth) and

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Section	Information bubbles
	• Have an enrollment status of provider not willing to enroll saved on the progress page.
Total	

Worksite Placement Dashboard

Sections	Information Bubble/Next Steps
Employer categorized by sub/unsub Customer Placement Status – These employers have customers placed with their worksites. This is the current status and not a historical snapshot in time.	
Employers Without Customer Placements	These employers have been added to worksite placement, but they do not have customers placed in their opening.
Employers With Placements	
Employers With Subsidized Placements Only	These employers have been added to worksite placement, and all of the placements are subsidized.
Employers With Subsidized and Unsubsidized Placements	These employers have been added to worksite placement, and there is a mixture of subsidized and unsubsidized placements.
Employers With Unsubsidized Placements Only	These employers have been added to worksite placement, and all of the placements are unsubsidized.
Customer Placement Status –	
Customers With Placements – Employment Not Started	These customers have been added to worksite placement, but their start date is in the future.
Customers With No Placements [Next Steps]	Next Steps: • Add these customers to a worksite placement. • Upload payroll • If they are no longer participating in the program, update the progress page case closure section. Partner Instructions: • Worksite Placement and Payroll Upload ([PDF]) • Document Customer Eligibility, Enrollment, and Case Closure ([PDF])
Customers Who Have Ever Had Subsidized Placement & Do Not Have At Least One Approved Payroll Entry	These customers have been added to subsidized worksite placement, but they do not have at least one payroll entry approved. Next steps: Check to see if the customer has a payroll uploaded. • If they don't have one, upload their payroll. • If they do have a payroll upload, contact your DHS contact to see if adjustments need to be made before their payroll can be approved.

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Customers Who Had Subsidized Placement & Have At Least One Approved Payroll Entry	These customers have been added to subsidized worksite placement, and they have at least one payroll entry approved.
Customers Only In A Fully Unsubsidized Placement & Approved Payroll Entry Not Required	These customers have been added to a fully unsubsidized worksite placement. Payroll upload is not required.
Customers No Longer In Program With No Placements	These customers have a closed case and they were never placed at a worksite.

Customer Subsidized Placement Time Period Status –	
Subsidized Wage Customers with Inactive Status	These customers have been added to subsidized worksite placement and their placement has been made inactive or they have been terminated from the placement.
Subsidized Wage Customers with Inactive Status more than 30 days Next Steps	Next Steps: • Follow-up with these customers to see if they can go back to work in the current placement or if they can be placed at a different worksite. Partner Instructions: • Worksite Placement and Payroll Upload (PDF)
Subsidized Wage Customers With More Than 60 Days Remaining	These customers have been added to subsidized worksite placement and they have 60 days or more available for subsidized employment.
Subsidized Wage Customers With 59 - 15 Days Remaining	These customers have been added to subsidized worksite placement and they have 59-15 days available for subsidized employment. Make sure there is a plan in place to transition this customer from subsidized to unsubsidized employment.
Subsidized Wage Customers With 14 - 1 Days Remaining	These customers have been added to subsidized worksite placement and they have 14-1 days available for subsidized employment. Make sure there is a plan in place to transition this customer from subsidized to unsubsidized employment.
Customers Marked as Subsidized Wages & Beyond 90 Day Time Period. Next Steps	Next Steps: • Make sure the customer is transitioned from subsidized to unsubsidized employment. • Update the customer's worksite placement wages to show they are in fully subsidized employment. Partner Instructions: • Worksite Placement and Payroll Upload (PDF)

No Longer Eligible for Subsidized Employment	Customers who: • Were placed in a subsidized worksite placement; • Are no longer eligible for subsidized employment; and • Are no longer marked as receiving subsidized employment.

Follow-up/Completion Status -	
Customers who are not ready for follow-up	Customer who have never been place OR they have been placed for less than 30 days.
Customer was terminated prior to 30 days	Customers that have been placed for less than 30 days and they were terminated.
Customers have ever been ready for follow-up	Customers that have been placed 30 days or more.
Total Customers Ever Enrolled	
30 day Follow-up/Completion Status -	
30 Day Follow-up Due: Complete Worksite Evaluation & Verify Employment	• 30 day follow-up "clock" begins on the first day of actual employment. • On hold status does not put the 30 day follow-up requirement on hold. • Check for complete worksite evaluation & verified status is complete.(Hired/still employed, withdrew, moved, incarcerated, timed out, other
30 Day Follow-up is 5 days past due Next Steps	
Follow-up Complete: Employment information has been verified to be current and accurate.	Information bubble Customer can be: • Hired/Still Employed By Employer and Follow-Up Is Complete • Not employed but working towards another placement
Follow-up Complete: Unable to verify employment or the customer is not participating.	Unable to determine employment status and youth is no longer receiving services. Not Employed and not working towards another placement.
Total	
60 day Follow-up/Completion Status – only those who were still employed or working towards employment at 30 day follow-up are included in the section below.	
60 day follow-up is not due	
60 Day Follow-up is due Not Complete	
60 Day Follow-up is 5 days past due Next Steps	
Follow-up Complete: Employment information has been verified to be current and accurate.	Information bubble Customer can be:

	• Hired/Still Employed By Employer and Follow-Up Is Complete • Not employed but working towards another placement
Follow-up Complete: Unable to verify employment or the customer is not participating.	Unable to determine employment status and youth is no longer receiving services. Not Employed and not working towards another placement.
Total	

90 day Follow-up/Completion Status – only those who were still employed or working towards employment at 60 day are included in the section below.

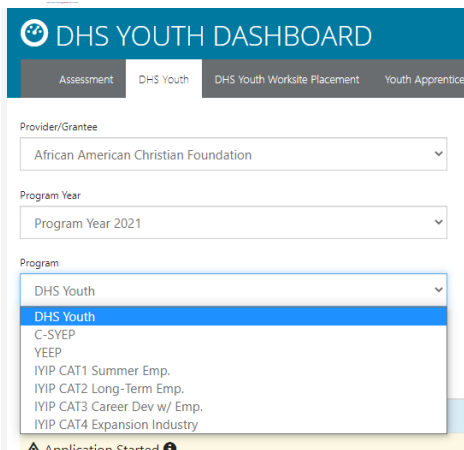|	
90 day follow-up is not due	
90 Day Follow-up is due Not Complete	
90 Day Follow-up is 5 days past due Next Steps	
Follow-up Complete: Employment information has been verified to be current and accurate.	Information bubble Customer can be: • Hired/Still Employed By Employer and Follow-Up Is Complete • Not employed but working towards another placement
Follow-up Complete: Unable to verify employment or the customer is not participating.	Unable to determine employment status and youth is no longer receiving services. Not Employed and not working towards another placement.
Total	

180 day Follow-up/Completion Status – only those who were still employed or working towards employment at 90 day are included in the section below.

180 day follow-up is not due	
180 Day Follow-up is due Not Complete	
180 Day Follow-up is 5 days past due Next Steps	
Follow-up Complete: Employment information has been verified to be current and accurate.	Information bubble Customer can be: • Hired/Still Employed By Employer and Follow-Up Is Complete • Not employed but working towards another placement
Follow-up Complete: Unable to verify employment or the customer is not participating.	Unable to determine employment status and youth is no longer receiving services. Not Employed and not working towards another placement.

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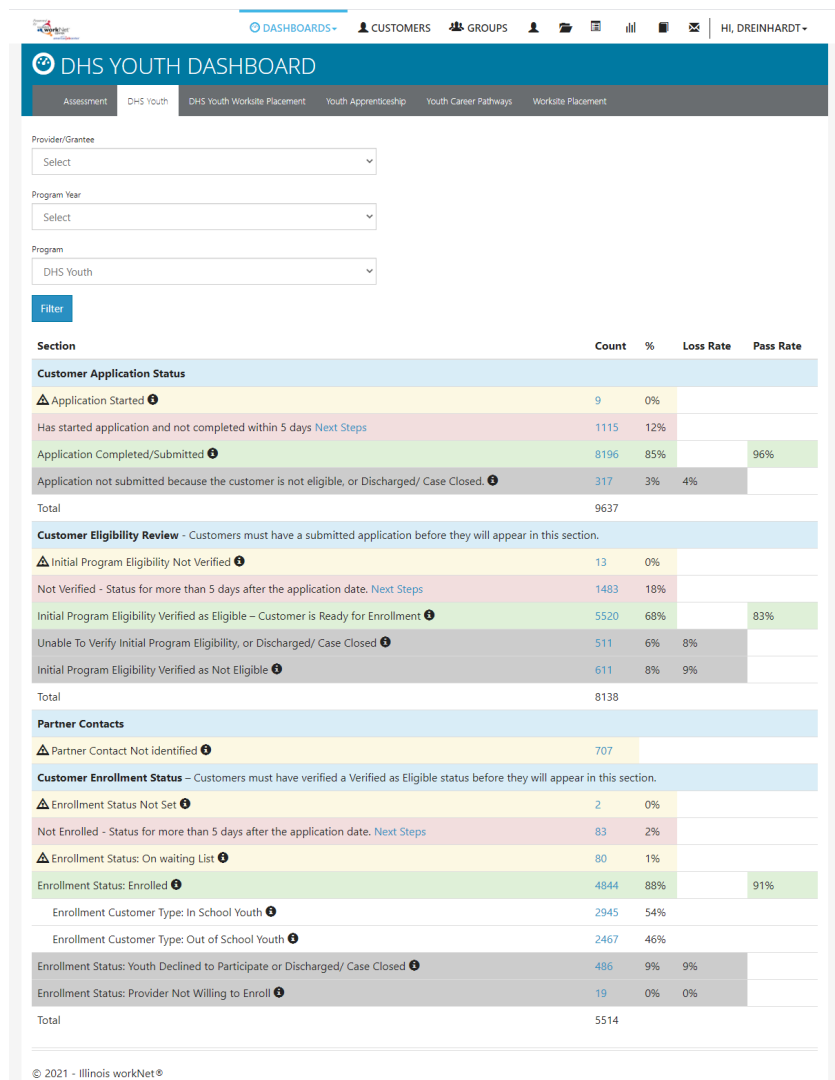
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270 day Follow-up/Completion Status – only those who were still employed or working towards employment at 180 day are included in the section below.	
270 day follow-up is not due	
270 Day Follow-up is due Not Complete	
270 Day Follow-up is 5 days past due Next Steps	
Follow-up Complete: Employment information has been verified to be current and accurate.	Information bubble Customer can be: • Hired/Still Employed By Employer and Follow-Up Is Complete • Not employed but working towards another placement
Follow-up Complete: Unable to verify employment or the customer is not participating.	Unable to determine employment status and youth is no longer receiving services. Not Employed and not working towards another placement.

How to Use the Dashboard to Follow a Customer

1. Customer applications will show on the DHS Youth Dashboard under the DHS Youth Program.
2. After eligibility is determined, the customer will show under the program to which the youth is assigned.

3. If you cannot find a youth, first select the proper program year, then the program.

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4. To access a list of youth in a category, click the number to the right that will yield a list of those customers.

5. To access the customer profile, click the last name.

6. Use the numbers in the dashboard to tell which profiles require action/update.

DHS YOUTH

Customers

Field	Value
Name	
Provider	Austin Peoples Action Center
Program Year	Select
Quarter	Select
Customer Type	Select
Program	DHS Youth

Advanced Search

[Search] [Export] [Mgt Report]

Show 10 entries

Worknet Id	Last Name	First Name	Provider	Application Status	Application Submit Date	Case Status	Program
20257	Apprenticeship	Maxwell	Austin Peoples Action Center	Submitted	3/30/2018	Closed	DHS Youth
21372	Brown	Bryan	Austin Peoples Action Center	Submitted	11/21/2017	Closed	DHS Youth

Rows that Require Action

DHS Youth Dashboard:

- **Has started application and not completed within 5 days** – contact customers in this list to complete the submission process. The customer either didn't finish all of the questions or didn't hit submit twice.
- **Not Verified – Status for more than 5 days after the application date** – these customers eligibility must be completed before they can be enrolled.
- **Partner Contact Not identified** – add a contact person from your agency for that customer on the Overview tab of the customer profile.

DHS Youth Worksite Placement Dashboard:

- **Customers with No Placements** – these youth have not been properly placed through the Career Plan at a worksite.
- **Customers Who Have Ever Had Subsidized Placement & Do Not Have At Least One Payroll Entry** – these youth need a payroll uploaded for the work they have been doing.
- **Customers Marked as Subsidized Wages & Beyond Maximum Time Period by Grant** – these youth may have completed the allowable subsidized days, but the work placement has not been updated to reflect the end of the subsidized period.

NOTE: The following are reasons that you may not be able to find a customer in your list:

- *The customer did not create an Illinois workNet account and begin the youth application.*
- *The youth did not select your agency.*
- *You are not looking for them in the DHS Youth Program (where all applications originate.)*