






What is a program dashboard? A program dashboard provides real-time data showing where customers are in a program (intake, program services, and outcomes) for a region. It includes pass/loss rate data for section/components of the program. Partners can use the data in the dashboard to access filtered lists of customers for easy access to customer program information. It is the default page when using the DEI program tools.

Who can use them? Only staff that have been given access to the program can view the dashboard. Access to customer information is restricted even further through the use of roles.

- **Super User Role-** Statewide staff sees statewide information and uses a dropdown menu to see specific regional information.
- **Career Planner/Case Worker Role-** Staff sees accounts for their region that provide easy access to customer information. They can select result links to get filtered lists of customers that meet the criteria for that section of the dashboard. From that point, they can access detailed customer information.
- **Partners Role -** See dashboard for their region, but they cannot use the links to customer information. Instead, they would need to go to their customer list.

How are they set up?

Section/Definitions Column: Sections/components of the program (intake, services, outcomes). The  provides a definition for the item in the section. Color-coding is used to identify customers who need action (or are in-process), successfully completed, or did not complete (withdrew). The definitions are listed in the sample below.

Section and Defintions	Count	%	Loss Rate	Pass Rate	Completed Service	%
1. Topic						
<u>White Color Code</u> = FYI only. No action is needed. These numbers are not included in the loss/pass rates. 		20%				
<u>Yellow Color Code</u> = Action is needed. These numbers are not included in the loss/pass rates. 		20%				
<u>Green Color Code</u> = This step is complete or meets a program requirement. 	<u>1</u>	40%		67%	1	50%
<u>Red Color Code</u> = This person is either not able to participate or quit participating in the program. 	<u>1</u>	20%	33%			
Total	2	100%	33%	67%	1	50%

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

Count column: Links go to the results, which is a list of customers. These links are available for Super User and Career Planner/Case Worker roles.



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DEI Program Dashboard with Definitions

Intake and Services Section	Definition
Click Here To See Eligible PWD Pool	<p>IWDS customers who are eligible to participate, but have not been identified as DEI customers.</p> <p>Regional staff use this information to reach out to known eligible customers.</p> <ul style="list-style-type: none"> • If customers are interested in participating, they complete the application. • If they are not interested, update their profile to show they do not want to participate.
1. DEI Applications	Definition
Orientation Customers	<p>Customers who:</p> <ul style="list-style-type: none"> • Have been added for attending orientation, but • Have not started an application.
Incomplete Application	<p>Customers who:</p> <ul style="list-style-type: none"> • Have started, but • Have not submitted their application. <p>They are not included in the total count.</p>
Completed Starter Application	<p>Customers who:</p> <ul style="list-style-type: none"> • Have submitted a starter application. <p>Contact customers within 5 business days to complete the full application to enroll in DEI.</p>
Completed Full Application To Enroll In DEI	<p>Customers who:</p> <ul style="list-style-type: none"> • Have submitted the full online DEI application and are considered enrolled in DEI. <p>IWDS has been updated to include customer DEI application information. Once the DEI application is submitted, updates to this information are made in IWDS (which will update Illinois workNet). These customers may/may not be WIOA Registrants while in the DEI program.</p>
Enrolled in DEI through IWDS (Without Illinois workNet Online DEI Application)	<p>Customers who:</p> <ul style="list-style-type: none"> • Were previously identified in IWDS as DEI customers. <p>They are considered enrolled in DEI. These customers may/may not be WIOA Registrants while in the DEI program.</p>
Total Customers Enrolled in DEI	
DEI Enrolled Customers Who Are WIOA Registrants	<p>Customers who:</p> <ul style="list-style-type: none"> • Are/were WIOA Registrants while enrolled in the DEI program.
DEI Enrolled Customers Who Are Not WIOA Registrants	<p>Customers who:</p> <ul style="list-style-type: none"> • Are/were not WIOA Registrants while enrolled in the DEI program.
2. Customer Progress Updates	Definition
Progress Update Due	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in DEI or • Have been exited from DEI for less than one year, AND their DEI progress page has NOT been updated in more than 30 days.



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<u>Progress Is Current</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in DEI or • Have been exited from DEI for less than one year, AND their DEI progress page has been updated within the past 30 days.
<u>Progress Update Not Required</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Have been exited from DEI for at least one year. <p>Follow-up is no longer required.</p>
3. IRT & Provider Status	Definition
<u>Customers Not Assigned to a Team / Active Resource Coordination</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Have not been added to a team using the Illinois workNet DEI tools.
<u>Customers Assigned to a Team / Active Resource Coordination</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Have been added to a team using the Illinois workNet DEI tools.
<u>Provider Level(s) Needs to Be Selected</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Do not have a provider level selected on their DEI Progress Page.
<u>Customers With a Secondary Provider Level</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Have secondary provider level selected on their DEI Progress Page.
<u>Customers With a Postsecondary Provider Level</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Have postsecondary provider level selected on their DEI Progress Page.
<u>Customers With LWIA Provider Level</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Have LWIA provider level selected on their DEI Progress Page.
4. Enrolled DEI Customer Ticket to Work Status	Definition
<u>Customer Does Not Have A Ticket</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Are not Ticket to Work participants. <p>If they become a Ticket to Work participant, then update the DEI Progress Page.</p>
<u>Status Is Not Set</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, • Are Ticket to Work participants, and • Their current ticket status needs to be updated on their DEI Progress Page.
<u>Not Assigned</u>	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, • Are Ticket to Work participants, and • Their current ticket status is Not Assigned (on their DEI Progress Page). <p>Follow up to see if the customer wants to assign the ticket to the LWIA.</p>



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Assigned To LWIA	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, • Are Ticket to Work participants, and • Their current ticket status is Assigned to LWIA (on their DEI Progress Page). <p>Staff has verified in SSA these DEI enrolled customers have assigned their ticket to the LWIA.</p>
Assigned To Other Organization	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, • Are Ticket to Work participants, and • Their current ticket status is Assigned to Other Organization (on their DEI Progress Page). <p>Staff has verified in SSA these DEI enrolled customers have assigned their ticket to an organization that is not the LWIA.</p>
5. LWIA Staff Assisted Services	Definition
Customers That Do Not Have WIOA Services	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in DEI, and • Do not have LWIA Staff assisted services identified in DEI ISTEP (or IWDS).
Customers With Career Services	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Have LWIA Staff assisted career planning services/guidance services identified in DEI ISTEP (or IWDS). <p>These customers may/may not be WIOA Registrants while in the DEI program.</p>
Customers With Employment Services	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Have LWIA Staff assisted Employment Services identified in DEI ISTEP (or IWDS). <p>These customers may/may not be WIOA Registrants while in the DEI program.</p>
Customers With Financial Asset Development	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Have LWIA Staff assisted Financial Asset Development Services identified in DEI ISTEP (or IWDS). <p>These customers may/may not be WIOA Registrants while in the DEI program.</p>
Customers With Training Services	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and • Have LWIA Staff assisted Training Services identified in DEI ISTEP (or IWDS). <p>These customers may/may not be WIOA Registrants while in the DEI program.</p>
Customers With Work and Training Support Services	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, and



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	<ul style="list-style-type: none"> Have Support Services identified in DEI ISTEP (or IWDS). <p>These customers may/may not be WIOA Registrants while in the DEI program.</p>
Customers Exited Without WIOA Services	<p>Customers who:</p> <ul style="list-style-type: none"> Are exited DEI customers, and Do not have LWIA Staff assisted Services identified in DEI ISTEP (or IWDS).
<p>Total Customer With Services: This is the unduplicated count of enrolled in/exited from DEI customers with partner services.</p>	
6. Integrated Partner Services	Definition
Integrated Partner Services Not Identified	<p>Customers who:</p> <ul style="list-style-type: none"> Are enrolled in DEI, and Do not have a LWIA Staff assisted Integrated Resource Team Service identified in DEI ISTEP (or IWDS). <p>These customers may/may not be WIOA Registrants while in the DEI program.</p>
Customers With Integrated Resource Team	<p>Customers who:</p> <ul style="list-style-type: none"> Are enrolled in/exited from DEI, and Have LWIA Staff assisted Integrated Resource Team Service identified in DEI ISTEP (or IWDS). <p>These customers may/may not be WIOA Registrants while in the DEI program.</p>
Customers Exited Without An Integrated Resource Team Service	<p>Customers who:</p> <ul style="list-style-type: none"> Are exited DEI customers, and Do not have a LWIA Staff assisted Integrated Resource Team Service identified in DEI ISTEP (or IWDS). <p>These customers may/may not be WIOA Registrants while in the DEI program.</p>
7. DEI Enrolled (Non-WIOA Registrant) Outcomes	Definition
Not Enrolled in a Pathway	<p>Customers who:</p> <ul style="list-style-type: none"> Are enrolled in DEI, Are non-WIOA customers, Do not have a career pathway identified in the DEI progress page, and/or Do not have at least one started/open career planning or academic/technical step identified in DEI ISTEP.
Enrolled in Other Pathway Selected	<p>Customers who:</p> <ul style="list-style-type: none"> Are enrolled in/exited from DEI, Are non-WIOA customers, Have a career pathway identified in the DEI progress page that is not IT, and/or Have at least one started/open career planning or academic/technical step identified in DEI ISTEP.



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Enrolled in IT Career Pathway	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, • Are non-WIOA customers, • Have IT identified as their career pathway in the DEI progress page, and • Have at least one started/open career planning or academic/technical step identified in DEI ISTEP.
Completed IT Career Pathway	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, • Are non-WIOA customers, • Have IT identified as their career pathway in the DEI progress page, AND • Have a job started (while enrolled in DEI) added to their progress page, OR • Have at least one credential identified in DEI ISTEP.
Attained Secondary/Postsecondary Degrees/Diplomas, Industry Recognized IT Certifications	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, • Are non-WIOA customers, • Have IT identified as their career pathway in the DEI progress page, AND • Have at least one credential identified in DEI ISTEP earned while in the program. This includes high school diploma, college degree, or stackable IT certification in the course of being enrolled.
Exited and Not Enrolled in a Pathway	<p>Customers who:</p> <ul style="list-style-type: none"> • Are exited from DEI, • Are non-WIOA customers, • Do not have a career pathway identified in the DEI progress page, and/or • Do not have at least one started/open career planning or academic/technical step identified in DEI ISTEP.
Total: This is an unduplicated count of enrolled customers.	
8. DEI Enrolled (WIOA Registrant) Outcomes	Definition
Not Enrolled in a Pathway	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in DEI, • Are WIOA customers, • Do not have a career pathway identified in the DEI progress page, and/or • Do not have at least one started/open career planning or academic/technical step identified in DEI ISTEP.
Enrolled in Other Pathway Selected	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, • Are WIOA customers, • Have a career pathway identified in the DEI progress page that is not IT, and/or • Have at least one started/open career planning or academic/technical step identified in DEI ISTEP.
Enrolled in IT Career Pathway	<p>Customers who:</p> <ul style="list-style-type: none"> • Are enrolled in/exited from DEI, • Are WIOA customers, • Have IT identified as their career pathway in the DEI progress page, and



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	<ul style="list-style-type: none"> Have at least one started/open career planning or academic/technical step identified in DEI ISTEP.
Completed IT Career Pathway	<p>Customers who:</p> <ul style="list-style-type: none"> Are enrolled in/exited from DEI, Are WIOA customers, Have IT identified as their career pathway in the DEI progress page, AND Have a job started (while enrolled in DEI) added to their progress page, OR Have at least one credential identified in DEI ISTEP.
Attained Secondary/Postsecondary Degrees/Diplomas, Industry Recognized IT Certifications	<p>Customers who:</p> <ul style="list-style-type: none"> Are enrolled in/exited from DEI, Are WIOA customers, Have IT identified as their career pathway in the DEI progress page, AND Have at least one credential identified in DEI ISTEP earned while in the program. This includes high school diploma, college degree, or stackable IT certification in the course of being enrolled.
Exited and Not Enrolled in a Pathway	<p>Customers who:</p> <ul style="list-style-type: none"> Are exited from DEI, Are WIOA customers, Do not have a career pathway identified in the DEI progress page, and/or Do not have at least one started/open career planning or academic/technical step identified in DEI ISTEP.
Total: This is an unduplicated count of enrolled customers.	

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