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Purpose:

The Progress Page provides a customer level of program progress. Program information includes partner contact information, program eligibility, enrollment status, performance measure, and other supporting documents as needed.

Who Enters/Maintains Data

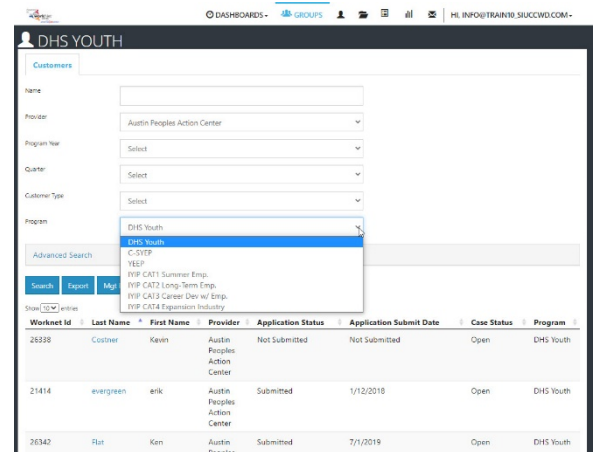
- **Grantee/Provider staff** enters contact information, verifies eligibility, as well as other supporting documents when needed.
- **Customer** has a read only view of the page.

Shortcut Tip:

Go to www.illinoisworknet.com/DHSYouthPartners.
 Select the link for **DHS Youth Program Partner Tools**.

Access Customer Progress Page

1. Log into www.illinoisworknet.com.
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center**.
5. Select the **Groups** in the top menu.
6. Select **DHS - Youth Program for Employment and Education** if you have access to more than one group.
7. To find participants filter by **Program**.
8. Select the **customer's name** to access their information.
9. Select the **Progress** tab.





Verify Initial Program Eligibility

This section is to document eligibility at the time of enrolling the customer into the DHS Youth program. The “Youth Self-Identified Meeting Requirement” checkboxes are initially populated with the youth’s responses within the application. Review and verify each item before enrolling the customer in the program.

1. Select **Verify Initial Program Eligibility**.
2. Review the Youth Self-Identified Meeting requirements row. This information is initially populated with the youth’s eligibility question responses in their CYEP application.
 - a. The “Youth Self-Identified” checkboxes **cannot** be updated (check/unchecked) by the provider staff. Instead of checking the box select “Added After Application and Verified” from the drop-down options to the left.
 - b. The social security number is no longer required if the youth is unable to be verified, but it must be added for enrollment.
 - c. If the participant is a male 18 years or older, they must be registered with the Selective Service. If they are not registered, select the Register with Selective Service and help the customer complete the registration.
3. 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.
 - a. All required fields must be completed in order to complete the verification process.
 - b. Identify and verify all applicable barriers.
 - c. The IDHS Family and Community Resource Center (FCRC) question must be completed. However, the response of yes/no does not impact eligibility.
 - d. Both the “Verified” and “Youth Self-Identified” checkboxes must be checked for applicable eligibility items before you can complete verification process.
4. Select **Save**. The system will determine the eligibility status.
 - a. Eligibility Not Verified
 - b. Verified Eligible
 - c. Verified Not Eligible
 - d. Unable to Verify Eligibility

Enter/Update Enrollment Status

The customer must be verified as eligible or not eligible before entering the enrollment status. Enrollment status can be updated over time. Enrollment status is different than completion status.

Enrollment Status Change Example: A customer starts:

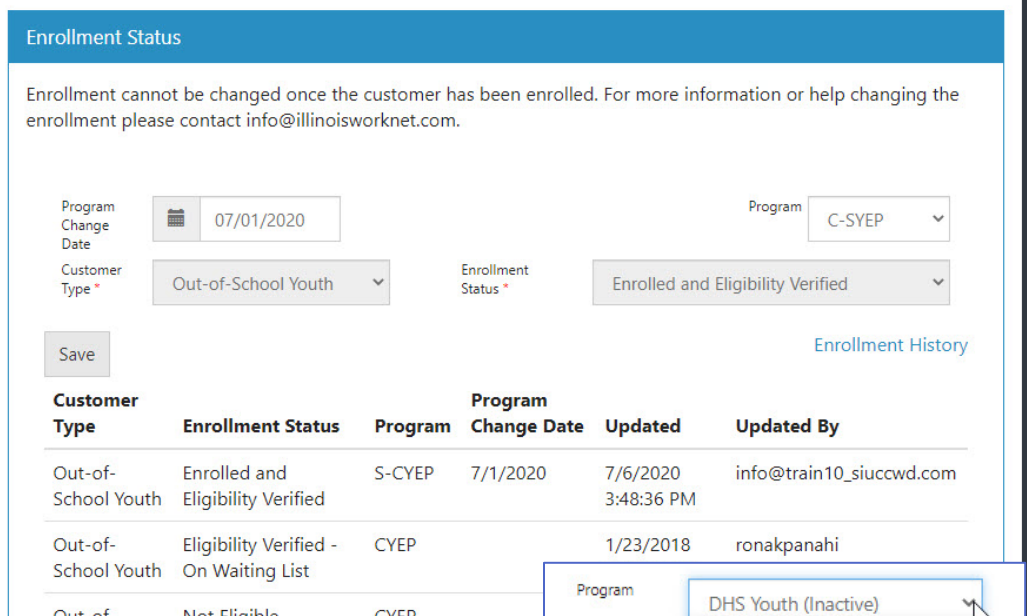
- As in-school youth and transitions to out-of-school youth.
- On the waiting list and is later enrolled into the program.

Example Status Change that results in a Completion Status Change:

- A customer is enrolled in the program and receives a service. Later they decide they do not want to participate in the program. Do NOT change their enrollment status because they were enrolled in the program. You will need to update the Case Closure Status.

To enter an enrollment status:

1. Select the Enrollment status section.
2. Select the Program Type:
 - a. C-SYEP
 - b. YEPP
 - c. IYIP Cat 1 through 4
 - d. *DHS Youth is the old CYEP category and is currently inactive.*



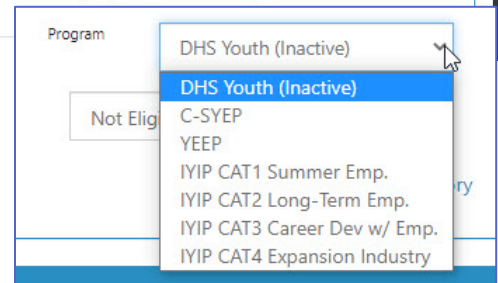
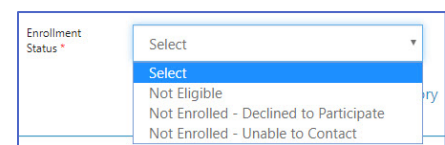
| Customer Type | Enrollment Status | Program | Program Change Date | Updated | Updated By |
|---------------------|--|---------|---------------------|---------------------|--------------------------|
| Out-of-School Youth | Enrolled and Eligibility Verified | S-CYEP | 7/1/2020 | 7/6/2020 3:48:36 PM | info@train10_siuccwd.com |
| Out-of-School Youth | Eligibility Verified - On Waiting List | CYEP | | 1/23/2018 | ronakpanahi |
| Out-of-School Youth | Not Eligible | CYEP | | | |

3. Enter the Customer Type.

4. Select the date the enrollment took place. Or the date the roll-over from one program to the next took place.

5. Enter the Enrollment Status.

- a. Verified Not Eligible
 - i. Not Eligible
 - ii. Not Enrolled – Declined to Participate
 - iii. Not Enrolled – Unable to Contact
- b. Verified Eligible could be one of the following:
 - i. Enrolled and Eligibility Verified
 - ii. Eligibility Verified and On Waiting List
 - iii. Youth Declined to Participate
 - iv. Provider Not Willing to Enroll

6. Select the enrollment history link to view the change log. If you make an update, you will need to *refresh the page* before it will appear in the history log.



Performance Measure Deliverables Progress

The Performance Measure Deliverables section provides an overview of items in the system that impact the Periodic Performance Report.

Most items are automatically populated with results and links to view details. There are three areas that have to be filled in by staff.

1. Employment 101 Activities Verified - Customers are able to self-identify they completed the activities. A staff person should view the plans to verify they have information saved in their plans and have all items marked as complete. Then check the verify box.
2. Improved Educational Outcomes – Staff should check the applicable items for each customer.
3. Improved Life Skills Outcomes – Staff should check the applicable items for each customer. Ensure Casey Life Skills Case Plan has been uploaded for the customer.

Performance Measure Deliverables Progress

THE FOLLOWING ITEMS IMPACT THE PERIODIC PERFORMANCE REPORT (PPR).

ASSESSMENT PPR TAB

- ⊖ NOCTI: ⊖ No Longer a Requirement as of 7-1-2020
- ⊖ Employment 101 Pre-Assessment: Not Complete
- ⊖ Career Cluster Inventory: Not Complete
- ⊖ Employment 101 Activities: Completed 0 out of 8 items. [Employment 101 Guide Plans](#) Verified
- ⊖ Employment 101 Post-Assessment: Not Complete
- ⊕ Casey Life Skills: [View Casey Life Skills](#)

WORKSITE PLACEMENT PPR TAB

- ⊖ Status of converting subsidized job placement into unsubsidized employment: N/A
- ⊖ Number of months at initial job placement: N/A

CAREER PLAN PPR TAB

Career Plan: [View Career Plan Summary](#)

- ⊕ Has An Individualized Case Plan: Yes ⓘ
- ⊖ Has An Individualized Case Plan That Includes A College and Career Plan: No ⓘ
- ⊖ Out Of School Youth Re-Engaged In Education: No ⓘ

Improved Educational Outcomes:

- Attainment of HS Diploma or GED
- Promoted a Grade Level
- Re-enrolled into HS
- Enrolled in GED classes
- Enrolled in Higher Ed or Technical School
- Increased attendance/decreased truancy
- Improved homework completion
- Improved Grades
- None of the above

Improved Life Skills Outcomes:

- Demonstrating Improved anger management and/or conflict resolution skills
- Demonstrating Increased Life Skills

Follow-Up

Customer follow-up is required for each youth every 30 days until 270 days after employment. Youth may be discharged but a follow-up may be required to continue. The Follow-Up section lists the next required follow-up date.

Follow-Up

Next Follow-Up Date: 8/18/2019

Add Follow Up

| Date | Contact | Employment Status | Wage/Hour | Training Status | Credential Earned |
|--------------------|---------|-------------------|-----------|-----------------|-------------------|
| No Follow-Up Added | | | | | |

FOLLOW UP [Close]

Follow Up Date *

Multiple attempts to follow-up were unsuccessful. These attempts are

Contact *

Is the worksite with the title of **Cashiers** still current?

Training Status *

Credential Earned *

Follow Up Notes *

Save **Cancel**

Contact * dropdown menu:

- Select
- Select
- Youth
- Parent
- Employer
- Other

Is the worksite with the title of Cashiers still current? dropdown menu:

- Yes
- Select
- Yes
- No

Training Status * dropdown menu:

- Select
- Select
- Not Enrolled in a Training or Technical Program
- Enrolled in a Training or Technical Program
- Completed a Training or Technical Program

Credential Earned * dropdown menu:

- No
- Select
- Yes
- No

Fill in all the drop-down areas, write the message and save. (A future update will make an automatic case note).

Discharge/Case Closure

On the Customer Progress page select the "Discharge/Case Closure" tab to end a Youth's participation in the program.

A youth may be discharged or a case closed at any time for one of the following reasons:

- Grant Program Ended
- Youth Decided Not to Participate
- Unable to Locate Youth
- Employed – No Longer Needs Services
- Youth Moved
- Incarcerated – DJJ or DOC
- Deceased
- Personal - (Treatment Center, etc.)
- Reserved Forces Call to Active Duty
- Attending Post-Secondary School/ College
- Attending Secondary (High School)
- Entered Registered Apprenticeship Program
- Enlisted in Military

Follow-up is still required and can be noted in the follow-up section above.

Discharge/Case Closure

Case Status

Discharged/Case Closed
▼

Case Closure Reason

Select
▼

Select
▼

- Youth Decided Not to Participate
- Unable to Locate Youth
- Employed - No Longer Needs Services
- Youth Moved
- Incarcerated - DJJ or DOC
- Deceased
- Personal (Treatment Center, etc.)
- Reserved Forces Call to Active Duty
- Attending Post Secondary School/College
- Attending Secondary (High School)
- Entered Registered Apprenticeship Program

Discharging or closing a case requires a new application if the customer needs to return for a reason other than follow-up services included with original case.

Upload Documents

Upload documents that are specific to each customer. For example: Certificate of Completions, Awards, and Proof of Employment.

Do not include documents that include (redacted copy is acceptable):

- Personally Identifiable Information
- Customer's full social security number.

Add/Update Primary Contact

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

INTEGRATED RESOURCE TEAM CONTACTS

| Action Item | Result | Status |
|--|---|---|
| <div style="border-bottom: 1px solid #ccc; display: flex; justify-content: space-between; align-items: center;"> 1. Add Integrated Resource Team Contacts ▼ </div> <div style="border-bottom: 1px solid #ccc; padding: 2px 0;"> Select </div> <div style="margin-top: 5px;"> Save </div> | View | ● Action Needed |

1. Select **Integrated Resource Team Contacts**.



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2. Select **Contact** from the dropdown menu and then select **Save**. The list contains only partners that have been granted access to the DHS Youth Program partner tools.
3. Select **View** in the results column to see the partner contacts for the customer. If a contact needs to be removed, select the **Remove** button.