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Documenting DHS Youth Customer Progress

December 2024 v15

Purpose:

There are several pages that assist in documenting customer progress. They include:

- Overview – snapshot view of primary activity status
- Progress – tracks significant items for periodic performance
- Career Plan / Services – tracks activities and services recommended for the customer
- Outcomes – discharge, follow-up and success stories
- Assessments – repository of assessments administered for the customer
- Case Notes – tracks communications about the customer
- Uploads – repository of documents related to the customer
- Worksites / Worksite Placement – tracks worksite placements, payroll, and stipends
- Resumes – customers working in the resume tool can share items for case managers to review.

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.

Access Customer Progress Sections

1. Log into www.illinoisworknet.com.
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center**.
 - a. Shortcut to CSC tools
<https://testapps.illinoisworknet.com/siteadministration/Groups/Default>
5. Select the **Groups** in the top menu.
6. Select **DHS - Youth Program for Employment and Education** if the partner has access to more than one group.
7. To find participants filter by **Program** or type the customer first name.
8. Select the **customer's name** to access their information.
9. Select the **Tab** upon which the partner wants to see specific progress. Or select a section from the **left menu**.

DHS YOUTH

Customers

Name

Provider

Program Year

Quarter

Customer Type

Program

Advanced Search

Show entries

Worknet ID	Last Name	First Name	Provider	Application Status	Application Submit Date	Case Status	Program
28388	Cosover	Kevin	Austin Peoples Action Center	Not Submitted	Not Submitted	Open	DHS Youth
21414	evergreen	erik	Austin Peoples Action Center	Submitted	1/12/2010	Open	DHS Youth
26342	Rist	Ken	Austin	Submitted	7/1/2019	Open	DHS Youth



Click the section headers to access that section of the customer profile.

Add/Update Integrated Resource Team Contacts

1. Select **Integrated Resource Team Contacts**.
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 for the partner agency.
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.

December 2024 v15

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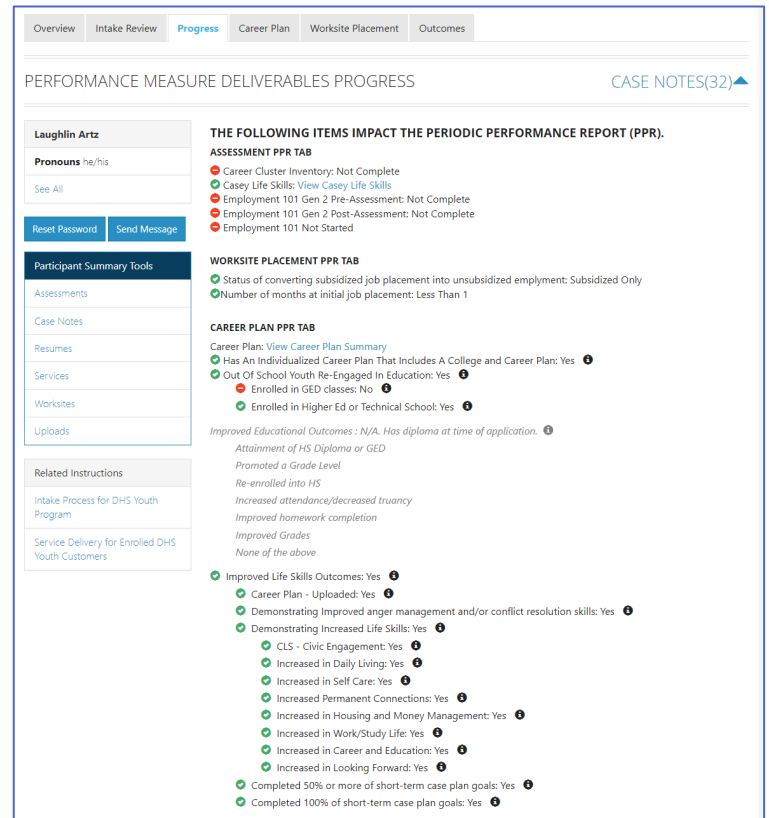
Progress - Performance Measure Deliverables Progress

The Performance Measure Deliverables section provides an overview of items in the system that impact the Periodic Performance Report. This is not the PPR, but is a good guide to how this participant will display in the PPR results.

All items are automatically populated with actions taken in other sections of the customer profile.

Assessment PPR TAB

- Career Cluster Inventory – is included in Employment 101 – E101 or can be completed as a stand-alone activity.
- Casey Life Skills – this item links to the assessment summary entered by a case manager in the assessments section of the profile. Other components include:
 - uploading the results of the full assessment to the Uploads section,
 - uploading the case plan to the uploads section, and
 - completing the activities in the Career Plan.
- Employment 101 Activities Verified – *Ensure that youth are logging into the DHS Youth Career Plan when completing E101. **The youth must be enrolled, the career plan must be activated, and the DHS Youth Career Plan must be selected for this to count toward DHS Youth program performance.***
 - E101 – Pre-Assessment – completion status
 - E101 – Post-Assessment – completion status
 - E101 learning modules – completion percentage
- Worksite Placement – based upon activities in customer Career Plan
- Career Plan PPR Tab
 - Career Plan – View Career Plan Summary links to the Overview page in the customer Career Plan.
 - Check the info bubbles for each of the items to see what needs to be completed
 - If the customer marked that they earned a High school Diploma or GED the next section will be greyed out. If not, there are activities in the career plan to address each item.
 - Improved Life Skills outcomes – all items in this section relate to the Case Life Skills case plan items that are accessible in the customer career plan. Some items require that they be started, others require completion status. Items marked as Evaluated / Not required count as successful completion.



Overview Intake Review **Progress** Career Plan Worksite Placement Outcomes

PERFORMANCE MEASURE DELIVERABLES PROGRESS CASE NOTES(32)

Laughlin Artz

Pronouns he/his

See All

Reset Password Send Message

Participant Summary Tools

Assessments

Case Notes

Resumes

Services

Worksites

Uploads

Related Instructions

Intake Process for DHS Youth Program

Service Delivery for Enrolled DHS Youth Customers

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

ASSESSMENT PPR TAB

- Career Cluster Inventory: Not Complete
- Casey Life Skills: View Casey Life Skills
- Employment 101 Gen 2 Pre-Assessment: Not Complete
- Employment 101 Gen 2 Post-Assessment: Not Complete
- Employment 101 Not Started

WORKSITE PLACEMENT PPR TAB

- Status of converting subsidized job placement into unsubsidized employment: Subsidized Only
- Number of months at initial job placement: Less Than 1

CAREER PLAN PPR TAB

Career Plan: View Career Plan Summary

- Has An Individualized Career Plan That Includes A College and Career Plan: Yes
- Out Of School Youth Re-Engaged In Education: Yes
- Enrolled in GED classes: No
- Enrolled in Higher Ed or Technical School: Yes

Improved Educational Outcomes: N/A. Has diploma at time of application.

Attainment of HS Diploma or GED

Promoted a Grade Level

Re-enrolled into HS

Increased attendance/decreased truancy

Improved homework completion

Improved Grades

None of the above

- Improved Life Skills Outcomes: Yes
- Career Plan - Uploaded: Yes
- Demonstrating Improved anger management and/or conflict resolution skills: Yes
- Demonstrating Increased Life Skills: Yes
- CLS - Civic Engagement: Yes
- Increased in Daily Living: Yes
- Increased in Self Care: Yes
- Increased Permanent Connections: Yes
- Increased in Housing and Money Management: Yes
- Increased in Work/Study Life: Yes
- Increased in Career and Education: Yes
- Increased in Looking Forward: Yes
- Completed 50% or more of short-term case plan goals: Yes
- Completed 100% of short-term case plan goals: Yes

Career Plan

This is a robust section with many nuances. There is an entire document regarding the management of a customer's Career Plan. Find it on the Full List of Resources section of the DHS Youth Partner page.

<https://www.illinoisworknet.com/partners/CYEPpartners/Pages/Resources.aspx>



Outcomes

This section includes Discharge, Success Stories and Follow-up.

Discharge/Case Closure


On the Outcomes page select the "Discharge" tab to end a Youth's participation in the program.

A youth may be discharged or "Completed" at any time.

1. **Enter** a date for the discharge.
2. **Select** a Completion Status:
 - a. Exited – Moved to another Program
 - b. Exited – Successful Completion
 - c. Exited – Unsuccessful Completion
 - d. Exited/Discharged (general)
3. **Select** a Completion Reason
 - a. Attending Post-Secondary School/ College
 - b. Attending Secondary (High School)
 - c. Deceased
 - d. Employed – No Longer Needs Services
 - e. Enlisted in Military
 - f. Entered Registered Apprenticeship Program
 - g. For Cause (Add case note) – the case note explains the "Cause" reason, i.e. the police were called because the youth was stealing from the staff.
 - h. Grant Program Ended
 - i. Incarcerated – DJJ or DOC
 - j. Personal - (Treatment Center, etc.)
 - k. Reserved Forces Call to Active Duty
 - l. Unable to Locate Youth
 - m. Youth chose to work with a different agency
 - n. Youth Decided Not to Participate
 - o. Youth Moved

Discharge

Use these fields to Discharge or Exit a Customer.

Completion Date 

Completion Status * Select

Completion Reason * Attending Post Secondary School/Colle

[Save Discharge Info](#)

[Enrollment History](#)

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.

Youth are automatically discharged if:

- An application is not completed within 90 days of an invitation being made.
- There has not been any activity on case notes, career plan activity updates, or assessments entered/updated for 90 days.
- Worksite placement activities do not have an end date 365 days after the start date.

An automatic case note is added to the profile record – Automatic discharge – Inactivity - Discharged due to 90 or more days of inactivity. Most recent change for Worksite placement is more than a year ago and lacks an end date. Notated by the date it was done and entered by "System".



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Follow-Up

Customer follow-up *may* be 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

Follow Up Date *

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

Contact *

Select

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

Yes

Training Status *

Select

Credential Earned *

No

Follow Up Notes *

Save

Cancel

Contact *

Select

Select

Youth

Parent

Employer

Other

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

Yes

Select

Yes

No

Training Status *

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 *

No

Select

Yes

No

Fill in all the drop-down areas, write the message and save.



Documenting DHS Youth Customer Progress

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Success Stories

This section tracks success stories submitted about the customer. Follow the link on the associated page after clicking the Add Success Story button.

Choose the option to submit as a Service Provider.

Follow the instructions for the success story submission and save.



Documenting DHS Youth Customer Progress

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Participant Summary Tools

Otherwise known as the “left menu”, this section appears on every page of the customer profile.

Program Information

Find quick details about the customer by clicking the “See All” to expand demographic and basic customer information that includes:

- Name and Pronouns – taken from the addition of the customer. If partner made an error upon entering, submit a help request.
- Email, Phone number, and Address – partners can **click** Update Contact info to update these three items.
- User Name – is based upon the name entered when adding the customer. This will not be able to be updated even if the name is edited through a help request.
- workNet ID – users have an ID associated with the Illinois workNet account. If users have more than one workNet profile, it can cause issues when trying to add them as a new customer.
- profile ID – each DHS program account has a unique profile ID. This allows a partner to update a profile of a discharged youth.
- Agency
- Date of Birth
- Application Submit Date – for this profile ID
- Eligibility
- Enrollment Status
- Customer Type – in or out-of-school
- Placement Status

Laughlin Artz

Pronouns he/his

See All

Reset Password Send Message

Participant Summary Tools

Assessments

Case Notes

Resumes

Services

Worksites

Uploads

Reset Password and Send Message

There are occasions when a youth forgets the password. Partners have the ability to reset a password and give the youth a temporary password.

Partners can send a message through Illinois workNet’s messaging system to the youth by clicking the Send Message button.

Assessments

This links to the profile section where a number of standard assessments are maintained for the customer in Illinois workNet. Find out about Illinois workNet assessments [by clicking here](#).

Skills and Interest Survey

The Career Information System is an external tool that Illinois workNet uses to assess the skills and interest of customers. There are seven components to the survey. However, only the skills and interest survey is tracked for DHS Youth.

ASSESSMENTS

Laughlin Artz

Pronouns he/his

See All

Reset Password Send Message

Related Instructions

Assessments

Participant Summary Tools

Assessments

Case Notes

Resumes

Services

Worksites

Uploads

SKILLS AND INTERESTS

DISABILITY BENEFITS ESTIMATOR

EMPLOYMENT 101

SELF-EVALUATION

OBSERVATIONAL EVALUATION

WORKSITE EVALUATION

View Evaluation Summary

Assessments Not Available Through Illinois workNet

ENTER MORE ASSESSMENTS

Add Assessment Results

Search:

Assessment Name/Description	Edit/View Results	Assessment Date	Type	Category	Updated
Casey Life Skills	View Results	7/17/2023	Other	Skills	info@train10_slucwd.com 8/1/2023
Casey Life Skills	View Results	7/10/2023	Other	Skills	RRabbit1 7/18/2023



Documenting DHS Youth Customer Progress

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To view the customer's results of the CIS surveys, click the link – an external link opens in a new window.

The new window opens to the customer information on the partner platform, if the customer saved the results.

During the initial customer assessment, use the answers from the interest survey to help determine placement.

Employment 101 engages the customer with CIS surveys. The skills and interest survey does not have to be done independently from E101.

Disability Benefits Estimator

Part of disabilityworks.com, the disability benefits estimator can be used for any customer expressing an actual or potential disability.

The customer accesses the disability benefit estimator from their personal Illinois workNet “My Dashboard.”

The customer answers questions about age, marital status, members of household, income and expenses, and healthcare programs they may already be receiving. If the customer completes the benefits estimator, the results report into the assessment tab of the customer's profile. Click on the report to view.

Employment 101

Customers who participate in Employment 101 (E101) activities take a Pre-Assessment test, complete the learning modules, and then take a Post-Assessment. Customers who score at least 70% on the post-assessment test earn a Certificate of Completion.

From the customer assessment tab, partners can view scores of tests, date taken, click on and view plans, and download a copy of the certificate of completion.

As mentioned earlier in this document, customers must be enrolled, the career plan must be activated and the participant must choose DHS Youth for the career plan associated with E101.

Self-Evaluation

The Self-Evaluation measures how the customer ranks their own ability of the Essential Employability Skills. It tracks the top 10 skills of the 14 addressed in Illinois workNet's Job Skills Guide. It is based upon a rubric and provides an idea of where the participant feels they are starting with each of the skills. Participants can complete the survey from a link in their “My Dashboard” or as part of E101.

SELF-EVALUATION

PARTICIPANT

Participant White House

Review Date 7/9/2020

☒ Current user is the participant

☐ Current user is entering evaluation from participant

Foundation Skill / Performance Expectations	Performance Improvement Plan Needed (1)	Needs Development (2)	Proficient (3)	Exemplary (4)
Computer Literacy - Ability to operate a computer and use computer software of varying levels of difficulty.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attendance & Dependability - Understands scheduled work day expectations for attendance and follows them. Notifies supervisor in advance in case of absence.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-Presentation - Shows effort to dress appropriately and practice hygiene for position and duties.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Communication Skills - Shows effort to communicate in a manner and language appropriate for the workplace. Listens attentively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Independence & Initiative - Shows a willingness to complete assigned tasks from start to finish and ask the supervisor for next task upon completion of a previous one.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Teamwork - Shows effort to work well with co-workers, be respectful, and contribute to group efforts. Respects diversity within the workplace.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Positive Attitude - Demonstrates a willingness to understand workplace policy and culture. Complies with health and safety rules. Exhibits integrity and honesty.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem-Solving & Critical Thinking - Shows willingness to learn and to use sound reasoning. Uses knowledge and information from the job to understand or solve workplace problems.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work Ethic - Shows effort to accept direction and constructive criticism with a positive attitude. Uses feedback to improve work performance.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Quality of Work - Shows effort to learn to evaluate own work, and use feedback to improve work performance and meet quality standards.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Comments - Please provide any additional comments related to your performance.

Preview



Documenting DHS Youth Customer Progress

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Results are viewed showing each section, the result, and a description of the result. It can be directly compared to the Worksite Evaluation that an employer completes.

Multiple evaluations can be done by the individual. Each one is tracked and dated.

Observational Evaluation

The Observational Evaluation assesses workplace skills demonstrated over time in classes or agency interactions. The assessment is based upon a rubric. Answers provided to the customer include what the rubric defines for the customer's score.

Select "View" to see the results of that evaluation. The assessment fills in below the results section.

Multiple evaluations can be done. Each one is tracked and dated.

Worksite Evaluation

The Worksite Evaluation measures essential employability skills and has a crosswalk that is directly related to the Self-Evaluation completed by the individual. This evaluation measures skills demonstrated at a worksite during a work-based learning experience. Most standards recommend one evaluation at 30 days and a final at 90 days. The assessment is based upon a rubric. Answers provided to the customer include what the rubric defines for the customer's score.

1. Select an employer/worksite associated with the youth.
2. Enter participant job title, start and end date of worksite experience.
3. Search or add an employer contact. Skip this step if the partner is completing the evaluation on behalf of the employer.
4. Select Initial or Final for the evaluation that is being completed.



Documenting DHS Youth Customer Progress

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5. If the employer is completing the evaluation, click the button that says "Send Email". If the partner is completing the evaluation on behalf of the employer, click complete evaluation. Complete the evaluation > preview > make changes if necessary > submit. There will be an option to Print and Return to Customer Profile.

Assessments Not Available Through Illinois workNet

There are many assessments that Illinois workNet Partners use to assess customers.

This section provides an opportunity to add information related to those assessments.

Assessments include options for TABE, CASAS, **Casey Life Skills (required for DHS Youth)**, Prove-It, Workeys, DHS Family Assessment, and optional entries.

Click Add Assessment Results

Enter a keyword or title of assessment

Select and enter assessment results.

Upon completing the entry, the assessment is tracked in this section of the assessments.

Assessments Not Available Through Illinois workNet

Case Notes

1. Select Add Case Notes using the Case Note page or one of the other pages.
 - a. If the partner creates the Case Note on the Progress page, it will display on the Progress page as well as the Case Note page.
 - b. If the partner creates the case note on the Case Note page, it will only display on the Case Note page (and in IWDS).
2. Select a task.
3. Enter subject and enter case note.
4. Select how to send the Case Note:
 - a. As an Illinois workNet message. This will also save as a Case Note.
 - b. As an Illinois workNet message and email. This will go to the email associated with the Illinois workNet account. The options displayed are added to this list by adding partners to the Integrated Resource Team list on the Overview tab. This will also save as a Case Note.
 - c. Save as a Case Note without sending a message/email.
5. If the partner chooses to send it as a message/email, select to whom the message/email should be sent.

Case Notes can be:

- Filtered by date range.
- Sorted by any column.
- Exported into an excel file.



Resumes

Illinois workNet has a partnership with Skills First resume builder tool. It may be accessed with a single sign-on from the youth's profile. Use this tool to help the youth write a resume. Items shared with the partner are tracked on this page.

Services

This link directs users to the youth's career plan. More detailed instructions can be found on the full list of resources partner page in the Document Customer Plans and Progress in their Career Plan.

Worksites

This link directs users to the worksite placement records for the youth.

- A table of worksite placements and totals of subsidized days.
- A table recording payroll submitted for the youth.
- A table of stipends issued to the youth.

Full worksite place instructions can be found on the full list of resources partner page in the Worksite Place and Payroll Upload instructions.

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
1. Add Integrated Resource Team Contacts <div>Select</div> <div>Save</div>	View	● Action Needed

4. Select **Integrated Resource Team Contacts**.
5. 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.
6. 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.