Youth (Apprenticeship) Career Pathways 2018 Dashboard

December 2018 v5

Purpose:

The Dashboard provides real-time data showing where customers are in the intake/eligibility process all the way up through program completion. 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.

Access The Dashboard:

1. Log into www.illinoisworknet.com.
2. Select My Dashboard.
3. Select Partner Tools.
4. Select Customer Support Center.
5. Select Groups in the top menu.
6. Select Youth Apprenticeship / Youth Career Pathways 2018.
7. Select the Dashboard from the top menu.

> **Shortcut Tip:**
>
> Go to www.illinoisworknet.com/YCPpartners.
>
> Select the link for Youth Career Pathways Partner Tools. Select the appropriate dashboard – Youth Apprenticeship / Youth Career Pathways 2018

Section and Definitions Column: Includes sections/components of the program. The ❶ icon provides a definition for the item in the section. Next Steps opens in a modal window and includes next steps and related instructions and procedures. Color-coding is used to identify 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: Clicking the number in these links provides access to individual customer information; the column count links are available for the 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. ❶	2	20%		
⚠ Yellow Color Code = Action is needed. These numbers are not included in the loss/pass rates. ❶	2	20%		
Red Color Code = Red flag - Immediate action is needed. These numbers are not included in the loss/pass rates. ❶ Next Steps	2	20%		
Green Color Code = This step is complete or meets a program requirement. ❶	4	40%		67%
Grey Color Code = This person is either not able to participate or quit participating in the program. ❶	2	20%	33%	
Total	**10**			

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Section	Information Bubbles
Customer Application Status	
Pre-Screening Started and Not Complete	Customers who: • Started the pre-screening section of the online suitability application.
Has not completed the pre-screening within 5 days Next Steps	Next Steps: 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: Suitability Application Instructions for Customers (PDF) Partner Instructions: Case Note Tool (PDF)
Pre-Screening Complete and Applications Are Not Started	Customers who: • Completed the pre-screening section but they have not started their application.
Has completed the pre-screening and not started application within 5 days Next Steps	Next Steps: 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: Suitability Application Instructions for Customers (PDF) Partner Instructions: Case Note Tool (PDF)
Pre-Screening Complete and Applications Started	Customers who: • Completed the pre-screening section but they have not submitted their application.
Has completed the pre-screening, started application and not completed within 5 days Next Steps	Next Steps: 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: Suitability Application Instructions for Customers (PDF) Partner Instructions: Case Note Tool (PDF)
Application Completed/Submitted	Customers who: • Completed and submitted the online suitability application.
Not Suitable	Customers who: • Were found not suitable based on the application questions.
Declined to participate in the application	Customers who: • Declined to participate within the application.
Total	
Customer Suitability Review NOTE: Only customers who have their "Application Completed/Submitted" will appear in the following sections.	
Ready For Review	Customers who:

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	• Do not have a training program selected and/or • Their enrollment status has not been updated on the customer's progress page.
Has not completed suitability review within 5 days Next Steps	Next Steps: • Go the customer's Suitability page to complete the Suitability Review. • Set the recommendation as Ready for Enrollment, Not Suitable, or Declined to Participate. Instructions: Application and Suitability Page Instructions for Partners (PDF)
Ready For Enrollment	Customers who: • Have a training program selected and • Have been recommended for enrollment on the customer's Progress page.
Not Suitable	Customers who: • Have "Not Suitable" as the recommendation on the customer's Progress page.
Declined To Participate	Customers who: • Have "Declined To Participate" as the recommendation on the customer's Progress page.
Total	
Customer Enrollment Status NOTE: Only customers who have been "Recommended For Enrollment" will appear in the following sections.	
Not Enrolled – Not Synced/No IWDS Application Status Next Steps	Next Steps: Go to the customer's profile and select the Sync button. If the customer does not sync, make sure the last four of the customer's Social Security Number are correct. If the application does not sync, contact info@illinoisworknet.com.
Not Enrolled - Inquirant Application Status	This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application. • Customers with a WIOA application that has not been certified in IWDS.
Not Enrolled - Inquirant Application Status for more than 5 days Next Steps	Next Steps: Provide the LWIA career planner with the required eligibility documentation so the customer's IWDS application can be completed and certified. Use the Schedule Tool: The Schedule tool allows LWIA career planners to enter available appointment times into the Illinois workNet system. Then you can select an appointment time for the customer to meet with the career planner to complete/certify their IWDS application.

Section	Information Bubbles
	Use the Case Note Tool: Create a Case Note/send an email to the LWIA career planner to find out if additional information is needed to move this customer to applicant status. Partner Instructions: • Schedule Customers with LWIA Career Planners (PDF) • Case Note Tool (PDF)
Enrolled - Applicant IWDS Application Status	This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application. • Customers with a WIOA application have been certified in IWDS. • These customers do not have any services in IWDS.
Enrolled - Applicant Application Status for more than 5 days Next Steps	Next Steps: Enter the initial plan of activities/services into the customer's Illinois workNet Progress page. The customer will have a read only view of the plan in their Illinois workNet account. Once a service has been provided, either: • Enter the service into IWDS (use the same service and start date that is in the initial plan), OR • Update the service status in Illinois workNet. This will submit a request to the LWIA career planner to enter the service into Illinois workNet. (Note: The LWIA career planner must be identified as one of the contacts associated with the customer.) Once the service is in IWDS, the IWDS application will change to Registrant. Also, the IWDS services sync with Illinois workNet and populate the customer's record. Use the Case Note Tool: If the customer does not have services, create a Case Note/send an email to the LWIA career planner to find out if additional information is needed to add the services. Partner Instructions: • Document Customer Plans and Progress (PDF) • Case Note Tool (PDF)
Enrolled - Registrant IWDS Application Status	This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application. • Customers with a WIOA application have been certified in IWDS. • These customers have not been exited from IWDS and they have at least one service in IWDS
Completed Program - Registrant IWDS Application Status	These customers are still receiving services through the LWIA, but they have completed the WRAP program.
Completed Program - Exited IWDS Application Status	This is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application. Customers who:

Section	Information Bubbles
	• Have a WIOA application and have been certified in IWDS • Have been exited from IWDS.
Total	
Show/Hide Customer Type	
Customer Type is Not Set Next Steps	Next Steps: This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application. Go to the customer's profile and select the sync button. If the application does not sync, contact info@illinoisworknet.com
Co-Enrolled - WRAP In-School Youth & WIOA Youth - WRAP Out-Of-School Youth & WIOA Youth - WRAP Out-Of-School Youth & WIOA Adult	These customers are enrolled in WRAP program either as in-school youth or 0ut-of-school youth and they are also co-enrolled in a WIOA program.
Not Co-Enrolled	These customers are enrolled in WRAP program either as in-school youth or out-of-school youth and they are not co-enrolled in a WIOA program.
WRAP In-School Youth	This is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application. Customers who: • Are marked as in-school in IWDS
WRAP Out-of-School Youth	This is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application. Customers who: • Are marked as out-of-school in IWDS
Progress page update	
Progress Update Due	This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application. Customers who: • Have an application status of applicant or registrant, OR • Are exiters who have been exited from IWDS for less than one year, AND • Their Progress page has NOT been updated in more than 30 days.
Progress Not Updated Within 5 days Next Steps	Next Steps: Go to the customer's Progress page. Review their information and make updates as needed. Check the box to confirm the information is current and accurate.

Section	Information Bubbles
	Partner Instructions: Document Customer Plans and Progress (PDF)
Progress Is Current	This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application. Customers who: • Are an Inquirant/Ready for Enrollment or have an application status of applicant or registrant, OR • Are exiters who have been exited from IWDS for less than one year, AND • Their Progress page has been updated within the last 30 days.
Progress Update Is Not Required	This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application. OR Customers who: • Are exiters who have been exited from IWDS for more than one year.
Case Note Update –	
Add Case Note – 30 Days Since Case Note Entry	Customers who: • Are an Inquirant/Ready for Enrollment or have an application status of applicant or registrant, OR • Are exiters who have been exited from IWDS for less than one year, AND • A Case Note has NOT been entered in more than 30 days.
Add Case Note – 35 Days Since Case Note Entry Next Steps	Next Steps: Go to the customer's Progress or Case Note page to add a Case Note documenting communication or another meaningful activity/outcome associated with the customer. Partner Instructions: Case Note Tool (PDF)
Case Notes Added Within Past 30 Days	Customers who: • Are an Inquirant/Ready for Enrollment or have an application status of applicant or registrant, OR • Are exiters who have been exited from IWDS for less than one year, AND • A Case Note has been entered in the past 30 days.
Case Note Entry No Longer Required	Customers who: • Have an application status of application or registrant. OR • Are exiters who have been exited from IWDS for more than one year.

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Section	Information Bubbles
Synced IWDS Service & Outcomes Status for Registrants & Exiters MISSING	
Customers Who Have An Open Request For IWDS Service/Credential Updates	These customers: • Have an IWDS application status of applicant, registrant OR • Are exiters who were registrants that have been exited from IWDS for less than one year, AND • Have services in the customer's Career Plan that show as an open request for an IWDS update. • The IWDS activity service type, name and start date must match to sync for the customer. • To get a list of IWDS activity service type, name and start date, export an IWDS Crosswalk from the Career Plan Overview page.
Customers Who Have An Open Request IWDS Service/Credential Updates For More Than 5 Days Next Steps	Next Steps: These customers meet the criteria of one of the following scenarios: • They have an IWDS application status of applicant (glossary) and they do not have any planned (Not Started) services added on their Progress Page. • They have an IWDS application status of registrant and do not have an Individualized Service Strategy (ISS) IWDS service. Next Steps: 1. Add planned services on the customer's progress page. 2. Make sure the customer has an Individualized Service Strategy funded service as a completed in their Progress Page . Partner Instructions: • Document Customer Plans and Progress (PDF) • Individualized Services, Training, and Employment Plan (ISTEP) Rubric (PDF)
Customers Who Do Not Have An Individual Service Strategy	These customers: • Have an IWDS application status of registrant or exiter. • Do not have an individual service strategy with a status of either started, open, or complete in IWDS.

Section	Information Bubbles
Customers Who Have An Individual Service Strategy	These customers: • Have an IWDS application status of registrant or exiter. • Have an individual service strategy with a status of either started, open, or complete in IWDS.
Customers Who Do Not Have a Career Service/Activity	These customers: • Have an IWDS application status of registrant or exiter. • Do not have at least one career service with a status of either started, open, or complete.
Customers Who Have a Career Service/Activity	These customers: • Have an IWDS application status of registrant or exiter. • For Adults - Have at least one career service with a status of either started, open, or complete in IWDS. • For Youth – Have at least one of these services that "qualify" a Youth for the MSG and Credential performance measures: Advanced Academic/Prerequisite Training, Apprenticeship, Basic Academic Training, Concurrent Conceptual Training, Cooperative Training, English Language Proficiency, Entrepreneurial Skills Training, Equivalency (GED), Occupational Classroom Training, Other Academic Training, Other Vocational Training, Remedial Training, Vocational Retraining
Customers Who Do Not Have an Academic Learning Service	These customers: • Have an IWDS application status of registrant or exiter. • Do not have at least one training service with a status of either started, open, or complete in IWDS.
Customers Who Have an Academic Learning Service	These customers: • Have an IWDS application status of registrant or exiter. • Have at least one training service with a status of either started, open, or complete in IWDS.
Customers Who Do Not Have A Work Based Learning Service	These customers: • Have an IWDS application status of registrant or exiter. • Do not have at least one work based learning service with a status of either started, open, or complete in IWDS.
Customers Who Have A Work Based Learning Service	These customers: • Have an IWDS application status of registrant or exiter. • Have at least one work based learning service with a status of either started, open, or complete in IWDS.
Customers Who Do Not Have A Measurable Skills Gain	These customers: • Have an IWDS application status of registrant or exiter. • Do not have at least one milestone entered into IWDS.
Customers Who Have A Measurable Skills Gain	These customers:

Section	Information Bubbles
	• Have an IWDS application status of registrant or exiter. • Have at least one milestone entered into IWDS. Time Frames for inclusion in the MSG indicator: • The measurable skill gain indicator measure progress in a program year (PT); it is not exit based. • A program year is July 1st through June 30th. • NOTE: participants (who are in education and training) are included in the indicator regardless of how long they have participated in the program year. For example, if a participant is enrolled in June, they have until June 31st to achieve a gain. Programs should not delay enrollment if they believe a participant does not have significant time to achieve a skill gain. • Participants need to achieve at least one skill gain each year they participate in WIOA and are enrolled in education or training.
Customers Who Do Not Have Not Earned an Industry Recognized Credential	These customers: • Have an IWDS application status of registrant or exiter. • Have not earned at least one credential that has been entered into IWDS. This includes high school diploma, college degree, or stackable certification in the course of being enrolled.
Customers Who Have Earned an Industry Recognized Credential	These customers: • Have an IWDS application status of registrant or exiter. • Earned at least one credential that has been entered into IWDS. This includes high school diploma, college degree, or stackable certification in the course of being enrolled.
Customers Who Do Not Have a Follow-Up Service	These customers: • Have an IWDS application status of registrant or exiter. • Do not have at least one follow-up service with a status of either started, open, or complete in IWDS.
Customers Who Have a Follow-Up Service	These customers: • Have an IWDS application status of registrant or exiter. • Have at least one follow-up service with a status of either started, open, or complete.
IWDS Outcomes for Exiters ONLY	
Unduplicated Count of Customers Who Are Exited From IWDS for Less Than One Year and Did Not Earn at Least One Successful Outcome	These customers: • Have an IWDS application status of exiter for less than one year. • Did not earn at least one successful outcome.

Section	Information Bubbles
Unduplicated Count of Customers Who Are Exited from IWDS and Earned at Least One Successful Outcome	These customers: - Have a WIOA application status of exiter - Earned at least one successful outcome.
Show/Hide Outcome Details	
Customers Who Earned an Industry Recognized Credential	These customers: - Have a WIOA application status of exiter - At least one credential documented in IWDS. This includes high school diploma, college degree, or stackable certification in the course of being enrolled.
Customers Who Are Enrolled in Post-Secondary Education or Training at Exit	These customers: - Have a WIOA application status of exiter - Have postsecondary education or training enrollment documented in IWDS.
Customers Placed in Unsubsidized Employment at Exit	These customers: - Have a WIOA application status of exiter - Have an unsubsidized employment placement documented in IWDS.
Customers With A Measurable Skill Gain	These customers: - Have a WIOA application status of exiter - Have at least one milestone documented in IWDS Time Frames for inclusion in the MSG indicator: - The measurable skill gain indicator measures progress in a program year (PY); it is not exit based. - A program year is July 1st through June 30th. - NOTE: Participants (who are in education and training) are included in the indicator regardless of how long they have participated in the program year. For example, if a participant is enrolled in June, they have until June 31st to achieve a gain. Programs should not delay enrollment if they believe a participant does not have significant time to achieve a skill gain. - Participants need to achieve at least one skill gain each year they participate in WIOA and are enrolled in education or training.
Customers in Training or Employment 2nd Quarter Post-Exit	These customers: - Have a WIOA application status of exiter - Have a postsecondary education/training enrollment or unsubsidized employment document in IWDS for 2nd quarter post exit.
Customers in Training or Employment 4th Quarter Post-Exit	These customers: - Have a WIOA application status of exiter - Have a postsecondary education/training enrollment or unsubsidized employment document in IWDS for 4th quarter post exit.

Section	Information Bubbles
Customers Who Are Exited From IWDS (Follow-Up). These Customers Can Still Have Documentation Entered into IWDS.	These customers: • Have a WIOA application status of exiter for less than one year
Show/Hide Outcome Details	
Customers Who Earned an Industry Recognized Credential	These customers: • Have a WIOA application status of exiter for less than one year • Do not have at least one credential documented in IWDS. This includes high school diploma, college degree, or stackable certification in the course of being enrolled.
Customers Who Are Enrolled in Post-Secondary Education or Training at Exit	These customers: • Have a WIOA application status of exiter for less than one year • Do not have a postsecondary education/training enrollment documented in IWDS.
Customers Placed in Unsubsidized Employment at Exit	These customers: • Have a WIOA application status of exiter for less than one year • Do not have an unsubsidized employment placement documented in IWDS.
Customers With A Measurable Skill Gain	These customers: • Have a WIOA application status of exiter for less than one year • Do not have at least one milestone documented in IWDS
Customers in Training or Employment 2nd Quarter Post-Exit	These customers: • Have a WIOA application status of exiter for less than one year • Do not have a postsecondary education/training enrollment or unsubsidized employment document in IWDS for 2nd quarter post exit.
Customers in Training or Employment 4th Quarter Post-Exit	These customers: • Have a WIOA application status of exiter for less than one year • Do not have a postsecondary education/training enrollment or unsubsidized employment document in IWDS for 4th quarter post exit.
Unduplicated Count of Customers Who Are Exited from IWDS for More Than One Year and Did Not Earned at Least One Successful Outcome	These customers: • Have a WIOA application status of exiter for more than one year • Did not earn at least one successful outcome.