

## 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](http://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 & Career Pathways**.
7. Select the **Dashboard** from the top menu.

### Shortcut Tip:






Go to [www.illinoisworknet.com/YACPartners](http://www.illinoisworknet.com/YACPartners).

Select the link for **Youth Apprenticeship & Career Pathways Partner Tools**.

**Section and 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 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:** These links provide 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
<b>1. Topic</b>				
<u>White Color Code</u> = FYI only. No action is needed. These numbers are not included in the loss/pass rates. 	<a href="#">2</a>	20%		
<u>Yellow Color Code</u> = Action is needed. These numbers are not included in the loss/pass rates. 	<a href="#">2</a>	20%		
<u>Red Color Code</u> = Red flag - Immediate action is needed. These numbers are not included in the loss/pass rates.  <a href="#">Next Steps</a>	<a href="#">2</a>	20%		
<u>Green Color Code</u> = This step is complete or meets a program requirement. 	<a href="#">4</a>	40%		67%
<u>Grey Color Code</u> = This person is either not able to participate or quit participating in the program. 	<a href="#">2</a>	20%	33%	
<b>Total</b>	<b>10</b>			

Section	Information Bubbles
<b>Customer Application Status</b>	
Pre-Screening Started and Not Complete	<p>Customers who:</p> <ul style="list-style-type: none"> <li>Started the pre-screening section of the online suitability application.</li> </ul>
Has not completed the pre-screening within 5 days <a href="#">Next Steps</a>	<p>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.</p> <p>Customer Instructions: Suitability Application Instructions for Customers (PDF) Partner Instructions: Case Note Tool (PDF)</p>
Pre-Screening Complete and Applications Are Not Started	<p>Customers who:</p> <ul style="list-style-type: none"> <li>Completed the pre-screening section but they have not started their application.</li> </ul>
Has completed the pre-screening and not started application within 5 days <a href="#">Next Steps</a>	<p>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.</p> <p>Customer Instructions: Suitability Application Instructions for Customers (PDF) Partner Instructions: Case Note Tool (PDF)</p>
Pre-Screening Complete and Applications Started	<p>Customers who:</p> <ul style="list-style-type: none"> <li>Completed the pre-screening section but they have not submitted their application.</li> </ul>
Has completed the pre-screening, started application and not completed within 5 days <a href="#">Next Steps</a>	<p>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.</p> <p>Customer Instructions: Suitability Application Instructions for Customers (PDF) Partner Instructions: Case Note Tool (PDF)</p>
Application Completed/Submitted	<p>Customers who:</p> <ul style="list-style-type: none"> <li>Completed and submitted the online suitability application.</li> </ul>
Not Suitable	<p>Customers who:</p> <ul style="list-style-type: none"> <li>Were found not suitable based on the application questions.</li> </ul>
Declined to participate in the application	<p>Customers who:</p> <ul style="list-style-type: none"> <li>Declined to participate within the application.</li> </ul>
Total	
<b>Customer Suitability Review NOTE: Only customers who have their “Application Completed/Submitted” will appear in the following sections.</b>	

Section	Information Bubbles
Ready For Review	<p>Customers who:</p> <ul style="list-style-type: none"> <li>Do not have a training program selected and/or</li> <li>Their enrollment status has not been updated on the customer's Progress page.</li> </ul>
Has not completed suitability review within 5 days <a href="#">Next Steps</a>	<p>Next Steps:</p> <ul style="list-style-type: none"> <li>Go the customer's Suitability page to complete the Suitability Review.</li> <li>Set the recommendation as Ready for Enrollment, Not Suitable, or Declined to Participate.</li> </ul> <p>Instructions: Application and Suitability Page Instructions for Partners (PDF)</p>
Ready For Enrollment	<p>Customers who:</p> <ul style="list-style-type: none"> <li>Have a training program selected and</li> <li>Have been recommended for enrollment on the customer's Progress page.</li> </ul>
Not Suitable	<p>Customers who:</p> <ul style="list-style-type: none"> <li>Have "Not Suitable" as the recommendation on the customer's Progress page.</li> </ul>
Declined To Participate	<p>Customers who:</p> <ul style="list-style-type: none"> <li>Have "Declined To Participate" as the recommendation on the customer's Progress page.</li> </ul>
Total	
<b>Customer Enrollment Status NOTE: Only customers who have been "Recommended For Enrollment" will appear in the following sections.</b>	
Not Enrolled – Not Synced/No IWDS Application Status <a href="#">Next Steps</a>	<p>Next Steps:</p> <p>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.</p> <p>If the application does not sync, contact <a href="mailto:info@illinoisworkNet.com">info@illinoisworkNet.com</a>.</p>
Not Enrolled - Inquirant Application Status	<ul style="list-style-type: none"> <li>This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application.</li> <li>Customers with a WIOA application that has not been certified in IWDS.</li> </ul>
Not Enrolled - Inquirant Application Status for more than 5 days <a href="#">Next Steps</a>	<p>Next Steps:</p> <p>Provide the LWIA career planner with the required eligibility documentation so the customer's IWDS application can be completed and certified.</p> <p>Use the Schedule Tool: The Schedule tool allows LWIA career planners to enter available appointment times into the Illinois workNet system.</p>

Section	Information Bubbles
	<p>Then you can select an appointment time for the customer to meet with the career planner to complete/certify their IWDS application.</p> <p>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.</p> <p>Partner Instructions:</p> <ul style="list-style-type: none"> <li>• Schedule Customers with LWIA Career Planners (PDF)</li> <li>• Case Note Tool (PDF)</li> </ul>
Enrolled - Applicant IWDS Application Status	<ul style="list-style-type: none"> <li>• This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application.</li> <li>• Customers with a WIOA application have been certified in IWDS.</li> <li>• These customers have at least one service in IWDS.</li> </ul>
Enrolled - Applicant Application Status for more than 5 days <a href="#">Next Steps</a>	<p>Next Steps:</p> <p>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.</p> <p>Once a service has been provided, either:</p> <ul style="list-style-type: none"> <li>• Enter the service into IWDS (use the same service and start date that is in the initial plan), OR</li> <li>• 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.)</li> </ul> <p>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.</p> <p>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.</p> <p>Partner Instructions:</p> <ul style="list-style-type: none"> <li>• Document Customer Plans and Progress (PDF)</li> <li>• Partner Instructions: Case Note Tool (PDF)</li> </ul>
Enrolled - Registrant IWDS Application Status	<ul style="list-style-type: none"> <li>• This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application.</li> <li>• Customers with a WIOA application have been certified in IWDS.</li> <li>• These customers have not been exited from IWDS.</li> </ul>
Completed Program - Registrant IWDS Application Status	<p>These customers are still receiving services through the LWIA, but they have completed the WRAP program.</p>
Completed Program - Exited IWDS Application Status	<p>Follow-up will be completed by LWIA when exited from WIOA services.</p>

Section	Information Bubbles
Total	
<b>Progress page update</b>	
Progress Update Due	<p>This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application.</p> <p>Customers who:</p> <ul style="list-style-type: none"> <li>• Are an Inquirant/Ready for Enrollment or have an application status of applicant or registrant, OR</li> <li>• Are exiters who have been exited from IWDS for less than one year,</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>• Their Progress page has NOT been updated in more than 30 days.</li> </ul>
Progress Not Updated Within 5 days <a href="#">Next Steps</a>	<p>Next Steps:</p> <ul style="list-style-type: none"> <li>• Go to the customer’s Progress page.</li> <li>• Review their information and make updates as needed.</li> <li>• Check the box to confirm the information is current and accurate.</li> </ul> <p>Partner Instructions: Document Customer Plans and Progress (PDF)</p>
Progress Is Current	<p>This status is based on the application that was sent to IWDS through the Youth Apprenticeship and Career Pathway online application.</p> <p>Customers who:</p> <ul style="list-style-type: none"> <li>• Are an Inquirant/Ready for Enrollment or have an application status of applicant or registrant, OR</li> <li>• Are exiters who have been exited from IWDS for less than one year,</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>• Their Progress page has been updated within the last 30 days.</li> </ul>
Progress Update Is Not Required	<p>Progress page updates are not required for customers who:</p> <ul style="list-style-type: none"> <li>• Are exiters who have been exited from IWDS for more than one year.</li> </ul>
<b>Case Note Update</b>	
Add Case Note – 30 Days Since Case Note Entry	<p>Customers who:</p> <ul style="list-style-type: none"> <li>• Are an Inquirant/Ready for Enrollment or have an application status of applicant or registrant, OR</li> </ul>

Section	Information Bubbles
	<ul style="list-style-type: none"> <li>• Are exiters who have been exited from IWDS for less than one year,</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>• A Case Note has NOT been entered in more than 30 days.</li> </ul>
<p>Add Case Note – 35 Days Since Case Note Entry <a href="#">Next Steps</a></p>	<p>Next Steps:</p> <p>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.</p> <p>Partner Instructions: Case Note Tool (PDF)</p>
<p>Case Notes Added Within Past 30 Days</p>	<p>Customers who:</p> <ul style="list-style-type: none"> <li>• Are an Inquirant/Ready for Enrollment or have an application status of applicant or registrant, OR</li> <li>• Are exiters who have been exited from IWDS for less than one year,</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>• A Case Note has been entered in the past 30 days.</li> </ul>
<p>Case Note Entry No Longer Required</p>	<p>Case Note entry is no longer required for customers who:</p> <ul style="list-style-type: none"> <li>• Are exiters who have been exited from IWDS for more than one year.</li> </ul>
<p><b>Customer Services NOTE: Only applicant, registrant, and exited customers will appear in the following sections.</b></p>	
<p>Customers Who Do Not Have Services in IWDS</p>	<ul style="list-style-type: none"> <li>• Customers with a WIOA application status of applicant.</li> <li>• These customers do not have any services synced with IWDS.</li> </ul>
<p>Customers who have an open request for IWDS service/credential updates</p>	<ul style="list-style-type: none"> <li>• Customers with a WIOA application status of applicant or registrant.</li> <li>• There are services on the customer’s Progress page that show as an open request for an IWDS update.</li> <li>• The service name and start date must match to sync for the customer. <ul style="list-style-type: none"> <li>○ If they do not match, you can submit a request to update the service.</li> <li>○ If the synced services are correct, you can delete the duplicate request.</li> </ul> </li> </ul>
<p>Customers who have an open request for IWDS service/credential updates for more than 5 days <a href="#">Next Steps</a></p>	<p>Next Steps:</p> <p>Check the services area. Is there a duplicate service entry for the open request? If there is a duplicate entry for the service, you can delete the</p>

Section	Information Bubbles
	<p>open request. This can happen if the start date entered into IWDS was not the same as the start date in the request.</p> <p>Use the Case Note tool in the customer Progress page or Case Note page to send a message to the LWIA career planner. Find out if additional information is needed to enter the service.</p> <p>Partner Instructions:</p> <ul style="list-style-type: none"> <li>• Document Customer Plans and Progress (PDF)</li> <li>• Case Note Tool (PDF)</li> </ul>
<p>Customers Who Do Not Have Identified Planned Services <a href="#">Next Steps</a></p>	<p>Next Steps:</p> <ul style="list-style-type: none"> <li>• These customers have an IWDS application status of applicant and</li> <li>• Do not have any services added on their Progress page as not started or open requests for IWDS services.</li> <li>• OR they are a registrant and do not have an ISS IWDS service.</li> </ul> <p>Update their planned services in Illinois workNet.</p> <p>Partner Instructions: Document Customer Plans and Progress (PDF)</p>
<p>Customers Who Have A Case Management Service</p>	<ul style="list-style-type: none"> <li>• Customers with a WIOA application status of registrant or exiter.</li> <li>• Have at least one career service with a status of either started, open, or complete.</li> </ul>
<p>Customers Who Have An Academic Learning Service in any Pathway</p>	<ul style="list-style-type: none"> <li>• Customers with a WIOA application status of registrant or exiter.</li> <li>• Have at least one training service with a status of either started, open, or complete.</li> </ul>
<p>Customers Who Have A Work Based Learning Service in any Pathway</p>	<ul style="list-style-type: none"> <li>• Customers with a WIOA application status of registrant or exiter.</li> <li>• Have at least one work-based learning service with a status of either started, open, or complete.</li> </ul>
<p>Customers Who Have Earned an Industry Recognized Credential</p>	<ul style="list-style-type: none"> <li>• Customers with a WIOA application status of registrant or exiter.</li> <li>• Earned at least one credential that has been entered into IWDS. This includes high school diploma, college degree, or stackable certification during being enrolled.</li> </ul>
<p>Unduplicated Customer Total</p>	
<p><b>Program Completion Status</b></p>	
<p>Customers who are not marked as completing the Youth Career Program</p>	<ul style="list-style-type: none"> <li>• This is an unduplicated count of customers who have a “Not Complete” program completion status documented in the program completion section of the progress page.</li> </ul>

Section	Information Bubbles
Customers who successfully completed the Youth Career Program	<p>This is an unduplicated count of customers who have a successful program completion status in Illinois workNet.</p> <p>Customers who:</p> <ul style="list-style-type: none"> <li>• Have been marked as successfully completing the program in their overview page.</li> <li>• Have either a registrant or exiter IWDS application status.</li> <li>• Have either earned a credential, gained permanent employment, or they are continuing in a postsecondary program. This information was documented in the program completion section of the progress page.</li> </ul>
Earned Industry Recognized Credential or Postsecondary Credential	<p>This is an unduplicated count of customers who:</p> <ul style="list-style-type: none"> <li>• Have been marked as successfully completing the program in their overview page.</li> <li>• Have either a registrant or exiter IWDS application status.</li> <li>• Have either earned an industry recognized credential or postsecondary credential documented in the program completion section of the progress page.</li> </ul>
Gained Permanent Employment	<p>This is an unduplicated count of customers who:</p> <ul style="list-style-type: none"> <li>• Have been marked as successfully completing the program in their overview page.</li> <li>• Have either a registrant or exiter IWDS application status.</li> <li>• Have current “started/open” permanent employment documented in in the program completion section of the progress page.</li> </ul>
Continued in Postsecondary Education	<p>This is an unduplicated count of customers who:</p> <ul style="list-style-type: none"> <li>• Have been marked as successfully completing the program in their overview page.</li> <li>• Have either a registrant or exiter IWDS application status.</li> <li>• Have “started/open” postsecondary education documented in the program completion section of the progress page.</li> </ul>
Unsuccessful Completion	<p>This is an unduplicated count of customers who have an unsuccessful program completion status in Illinois workNet.</p> <p>Customers who:</p> <ul style="list-style-type: none"> <li>• Completed the program and have been marked as unsuccessful program completion in their overview page.</li> <li>• Have either a registrant or exiter IWDS application status.</li> <li>• Did not earn an industry recognized credential, gain permanent employment, or continue in a postsecondary program. This information was documented in the program completion section of the progress page.</li> </ul>



Section	Information Bubbles
<p>Withdrew from Program</p>	<p>This is an unduplicated count of customers who have a withdrew program completion status in Illinois workNet.</p> <p>Customers who:</p> <ul style="list-style-type: none"> <li>• Did not complete the program and have been marked as withdrawn in their overview page.</li> <li>• Have either a registrant or exiter IWDS application status.</li> <li>• Did not earn an industry recognized credential, gain permanent employment, or continue in a postsecondary program. This information was documented in the program completion section of the progress page</li> </ul>