

CYEP Management Meeting Agenda

January 17, 2020

Webinar

9:30 – 9:45 – Welcome, introductions– Chelsea

- Good morning from Chelsea.
- Overview of agenda
- Introducing Panelists:
 - o Brandon Bax, Program Administrator from CYEP
 - o Kristin Marshall the Bureau Chief
 - o Nicolle McKinney, CYEP Program Coordinator
 - o Dee Reinhart from Worknet
- Overview of who ICOY is:
 - o Statewide organization that provides Technical Assistance and training, policy, advocacy, capacity building work for organizations that serve Illinois children youth and families. Our goal is to make sure organizations are supported to do what you do best. Contract with DHS to do a lot of the technical assistance and training work with many of your programs such as Teen REACH, Juvenile Justice Councils, Redeploy Program, CYS, CYEP, CCBYS, and homeless youth. ICOY manages a large training calendar for all DHS programs, provide trauma-informed care technical assistance for CYEP programs, and oversee the coordination of these quarterly meetings. Feel free to reach out, our contact info is on the last slide.
 - o Utilize question box so conversation isn't stifled.

9:45 – 12:00 – CYEP Program Updates from DHS – Brandon and Kristen

- Review New Programmatic Performance Reports
- New PPR, emailed out by Kristin Marshall on Wednesday as an attachment everyone can open

Section One Questions:

- Q: If someone is Hispanic and they only identify as Hispanic which box would they go in?
 - o they would go in as Hispanic/Latino under white.
- Q: can race definitions can be provided for providers since having definitions can help know what questions to ask the youth.
 - o Yes, they can be made available. Not necessarily in Worknet but will be shared somewhere.
- Q: Do quarter 1 and quarter 2 need separate reporting or can it be aggregated into one report for both quarters?
 - o needs to be two separate reports.
- Q: Are the numbers being tracked specifically by Hispanic or Latino heritage?
 - o we have the ability to look at data based on any of these factors. Based on race, ethnicity, whether in school or out of school, gender, all the different categories.
- Q: Since the performance measures are longitudinal over several quarters, are we reporting cumulative data at the end of each quarter?
 - o the majority of the actual performance measures are looking at the outcomes we have achieved once the youth are discharged from the program. Sometimes kids will cross over fiscal years. That's the reason why we ask the questions in section two.

- Q: If 20 people enrolled first quarter and 30 enrolled second quarter, total of 50. At end of second quarter are we reporting 50 or just the new 30?
 - Just report on the youth that are being served that quarter.
 - Not cumulative. Wouldn't be 50 unless no kids left the program.
 - Reporting however many kids are being serviced during that report period. Kids are being enrolled and discharged all the time. It's not necessarily total minus the discharge. It depends what quarter you are looking on. It's based on what report period you are in. Only considering between the reporting period dates.
- Q: What box would you put an African American or Black Youth who isn't Hispanic/Latino in?
 - Black youth who does not identify as Hispanic/Latino, would put in the bottom right box. If they do identify as Hispanic/Latino they would go in the bottom left box.

Section Two Questions:

- Karrie wants to point out the purpose of the first few questions. First question is what you proposed in your application. How many youth you thought you were going to serve. Second question is what you are actually doing so far to work towards your proposed goal in this quarter. Same goes for questions three and four. In this report: Questions under 1 and 3 are what you proposed to do in plan and application. Things we are holding you accountable for. Questions 2 and 4 are what you are doing so far for hitting 1 and 3.
- Q: There is a clarifying question asking 2a, number of high school diplomas" Is that only for out of school youth?
 - Yes.
- Q: Follow-up question about out of school related to summer. Does that account for summer?
 - Karrie: If you are enrolling a 16 year old in July, and they are expected to go back to school in the fall, the youth is considered an in-school youth. Out of school youth are ones that dropped out or got expelled.
- Q: Do period end date and report period end date equal the same thing?
 - Yes
- Q: Is question three talking about total or just subsidized job placement?
 - Should be everything. What we are setting up are what our expectations are for providers to be doing over the course of the year.
- Comment: Nice job on conditional formatting and IT formulas!
- Q: Is job placement /employed the same subsidized or unsubsidized?
 - Yes
- Q: For first quarter are we putting in numbers from Q4, of last fiscal year
 - Correct, previous report period. But only including number of kids who are continuing and remaining in the program over that reporting period.
- Q: Is Question 6 for subsidized or unsubsidized?
 - Number 5 is how many kids are employed on that day. Question 6 is how many kids were not employed, and how many of those had been employed at some point during their time in the program. Doesn't matter if subsidized or unsubsidized.
- Q: Referring to question 5: On the last day of report period versus during the report period, the first seems to mean Q1 equals 10 jobs, Q2 equals 20 jobs, Q3 equals 2 jobs. Answer for on the last means 32 and for during it would be 2. Please clarify which is meant.
 - Today is the 17th, so question is today how many kids do you have that are employed? So today have 20 kids employed today. 10 are in subsidized employment and 10 unsubsidized. There are also 20 kids who are not employed today but were employed

previously. For some reason that employment failed, or it was over, or they quit. They are not employed today but they had been. In the next question, we look at the kids who have never been employed and currently aren't. This question asks today, tell us how many kids are employed and how many kids are not employed. This is a Point in time question.

- Suggestion: color code questions that are a snapshot in time.
- Q: Question #3 refers to proposed unsubsidized employment, correct?
 - o It's subsidized and unsubsidized combined.
- Suggestion: Job in this sheet and employed in this sheet referred to any placement subsidized or unsubsidized.
 - o Correct!
- Q: How does youth employed in other quarters account for when counting employment in time as in question 5?
 - o Only way it matters is if that kid is still employed today on that day. This report is designed to capture quarter information. Only cumulative info is the final question. Only question 6, "at any point during their enrollment" takes into account previous quarters.
- Q: for 8c, we were informed they have 90 days and this says 91.
 - o The point of the 91 is to show they exceeded the 90 days.
- Q: for 8, is this a snapshot in time question or a Q3 question where we ignore Q1 and Q2 number? For example, 5 job placements in Q1, 4 job placements in Q2, 1 job placement in Q3, what is the answer for number 8 in Q3 one or ten?
 - o If subsidized job placements, it would be One.
 - o You only add up the numbers when you submit your final report.
- Q: Is 90 days referring to days actually worked or just a 90 day subsidized employment period?
 - o 90 days of employment starts on date of employment through 90 days regardless of how much they work. Meaning like weekends and holidays and days off. 90 days from start date of employment and then 90 days. Not days worked, but three months or 13 weeks from employment. If there is a serious gap of time or significant break, the 90 days gets paused.
- Q: Does discharge refer to any youth exit? Including going back to school, voluntary, employment, etc. If we are providing follow-up would they be included in discharge?
 - o Discharge: discharges when no longer need services, don't wait for the 9 month follow-up.
- Q: The system does not allow you to discharge until after a year after a year of services.
 - o Dee said the system will be fixed in one of the updates. Right now, the case can't be closed until the student does 270 days of follow-up. Dee sent a note off about working on that. There will be adjustments made in the system so the info populated from this report will be more readily accessible on Worknet.
- Q: Can we still service youth that are still being serviced by their local FCRC or do they have to be dropped before we can serve them?
 - o Youth being served by local FCRC programs can still be serviced.
- Q: Will there be an instruction manual to go along with this report?
 - o Not for a little while. This recording will be shared out so we can refer back to different sections of the spreadsheet.
 - o Being posted on the partner page where all other webinars are placed.
 - o Also will be placed on ICOY website and the IWN website.
- Q: The term discharge in #11 refers to youth existed from the program or never been in the program?

- You wouldn't report youth who haven't been in the program.
 - If a kid was not enrolled in the program, they will not show up in this report.
- Q: We typically have not been discharging youth until the last quarter in order to provide follow up through the end of the program year. Since the performance outcomes question 12 onward, are based on discharged youth Is, the expectation we would have a lot of zeros until that quarter of reporting and final quarter of reporting?
 - Again, discharge the kid when you stop providing services for them. The Worknet system is going to be checked if it doesn't allow you to close the case. The follow up is just seeing if they are still employed. The performance measures regarding that in the past have changed.
 - Follow up question: for those programs that haven't discharged youth they stopped serving, do they have to go back and retroactively discharge those kids and go back and fill out the quarter reports even if that wasn't the model they were using previously?
 - Answer: they do need to be discharged. Do you discharge them today or discharge as of whatever that date should have been and how do you report that information? She needs to think about that, but if that kid should have been discharged last year versus this year you can capture them in first quarter report and capture what outcomes were in first quarter report. If this year, give it however it should have been.
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- Q: if we discharge a kid and then need to reemploy them do we count them in the new quarter?
 - Yes, count as discharged in quarter discharged and count as enrolled in whichever quarter you enrolled them in. It's possible it was the same quarter. The same client will be counted twice if they were discharged and then they are reenrolled.
- Comment about FCRC question: Some providers were penalized for servicing youth that were being serviced by FCRC.
 - Develop a relationship with FCRC and show how we can help serve the youth they are seeing and have them accept referrals.
- Q: People would like support in building relationships with FCRC in cook county.
 - Maybe we can have a conversation about this further at a different time.
 - Document that you have made efforts to reach out and being you talked to.
 - The Contract requires we make an effort to develop that relationship.
 - If you don't get referrals or help any kids you'll have to list zeros in your report.
- Clarification: FCRC is reluctant to refer since it might interfere with benefits.
 - If it's a temporary job, benefits aren't touched. There is no interference
 - The clients they serve that fall into our age group and almost always eligible for our programs.
- Q: How does reengagement happen? Do they get a new Worknet ID? Does the kid get "undischarged"?
 - If they are filling out new application, they use info from their previous application. Dee doesn't think they get a new ID
- Q: Point of clarity about question # 12: Discharged youth still receive supportive services? We were previously told that they weren't.
 - They do not receive supportive services from CYEP post discharge. This question asks how many assessed youth required supportive services and how many received them. Not looking at outcomes until done providing services to the kid which is when they are

discharged. So once discharged, look back and tell us what you were able to do with those kids. Not asking what you did with a kid once you discharged them.

- Q: Is there an approved list of alternatives for NOCTI?
 - o Not yet. But there are two proposals. But you just have to do the skills assessment, you don't have to use NOCTI. If you have landed on an instrument, share with DHS to get approval to use.
 - o TABE is a good alternative. But DHS needs to grant approval.
 - o Work keys has also been asked about.
 - o PROVEIT has also been asked about.
 - o Hearing about what other people are using would be very useful as they think about what assessments they want to use.
 - o Turnaround time: couple of weeks. Depends how much info is provided up front in the proposal. What skills is it looking at?
 - o Can use two assessments to replace NOCTI.
- Time is limited. Direct questions to Brandon directly for NOCTI.
- Q: Assessment Approval turnaround time?
 - o As quickly as possible. Probably around 2 weeks but depends how many details you provide them.
- Q: Regarding question #'s 16 and 17 for discharged youth: If I have 20 youth in Q2 who have completing employment 101 but no discharged youth is my answer 0?
 - o Yes, just discharged youth.
- Q: For question 17b: Does this pertain to short term goals or all goals
 - o All goals.
- Q: Question 17b: Does the question ask number of youth who completed one or more goals and how do you reconcile that with the rest of the questions asking about 50% of their case goals.
 - o 17b> there is youth that completed 1-3 of their goals. Less than half of their case plan goals. They did something but not half. More than nothing though.
- Q: What if a goal is to complete college, and were accepted but doesn't complete it by the time of discharge? but they can't be serviced for four years so they didn't graduate yet. That count against them on question 18.
 - o Not the kind of goal they should list in this program. That's more a career plan.
- Q: Which category are life skills placed in on Worknet?
 - o It will probably go in the independent living category. Depending on if it forces you to pick a category, it may depend on what life skill you are working towards, but most likely will fall in independent living category.
- Casey Life Skills Training is happening February 4th in Matteson. Chelsea will add this info into an email for everyone.
- Q: #20> for in school and out of school youth?
 - o Its only for discharged youth, and for both in school and out of school. Those that don't have high school diploma or GED when enrolling in the program.
- Q: What is the definition of reengaged?
 - o Any attempt at furthering their education.
 - o Example like expelled from school and then enrolling in community college.
 - o GED, community college. Something to further their education.
 - o Engaged are involved in school from the start.
- Q: #21a6> would certification such as food handling or servesafe count as employer specific training program?

- It's more a technical certificate. It's a requirement of a particular job, but most likely Employer specific training program because you need it to work.
- Q: Are we required to track the number of youth who increased their grades?
 - You can capture that in #20a3

Section Three Questions:

- General FYI: When you have 0 in discharge, percentages in performance measures are reading as an error.
 - There can be a quarter when no one is discharged, so if the math doesn't work with zero, but section two is correct, you can just write in the box why it's correct.
- Q: Discharged youth in Q1 and Q2 looking in portal, can't tell who was discharged in which quarter?
 - DHS is working with Worknet to fix this so you can pull up specific data points and where the info exists in the report. Have been working on for two months already.
- Q: Is the populated percentage calculated by total proposed plan served or based on current quarters served?
 - Based on data you put up above. Every data element that goes into those measures is in section two.
- Note: the report is missing a section but will get section added and sent back out. It's not a new section. Identical to what it currently looks like. It's the section before the signature block about whether we had conditions on our grant from exhibit "g". There were two other recommendations for this report. One was color code different sections and the second recommendation she cannot recall. They will take on these recommendations before sending back out.
- Q: if percentage is off of total proposed numbers served is 100 and only enroll 25% Q1 the populated percentage will display was 25% which is negative and requires explanation.
 - The explanation can be one sentence. Just explain what the reason is. You may enroll 100% in first quarter and no kids in subsequent quarters.

DHS Updates:

- **Karrie says PPR will be updated and sent back out today.**
- Brandon and Kristin have been doing side visits with four providers in Chicago and are taking meeting with agencies around the state.

ICOY Updates

- Trauma Initiative for FY20
- ICOY update from Samantha Edwards: Thank you for those who took the CBATO assessment, results should be going out in the next couple of weeks. We are also launching a new form of technical assistance this Spring. We are doing group learning with about 10-15 organizations that scored lower. The application for that will be live February 7th.
- Question about trauma work: If you already took it and reached trauma-informed status do you need to take it again?
 - If you completed both assessments last year "pre" and "post", you don't need to complete it again. It will be redistributed again in the spring but didn't need to take it this fall.

- We receive lists from DHS so our reports are going to be sent to those contacts. Can email Sam or Jackie for more info or for the report.
- Only 6 CYEP providers completed the CBATO assessment. It was due in the fall, and since it's required, you can do it now while you have it through DHS. It's a large survey online. Very expensive technical assistance.
- Check out assessment results before seeing which trainings to sign up your staff for. Always check our calendar, because there are area lot of trainings coming up in the next few months. We try to spread the trainings out around the state to reach as many people as possible, and CEU's are provided. Certificates of Attendance are given out as well.

12:00 – 12:30 –Lunch

12:30 – 1:30 Illinois Worknet Q&A - Dee

- First dashboard gives you numbers based on enrollment process. Second dashboard is worksite placement dashboard. This tells you where your students/customers are placed for their work.
- CYEP application
 - If they don't have an Illinois Worknet account, they need to start from scratch and create one.
 - They need both applications completed and submitted, if a student doesn't show up they probably didn't finish one of the two applications.
- Community youth employment program tool
 - You can add customers to a personal group for you to keep track of, as well as have them be available in the CYEP group.
- Dee will get back to us about how to change addresses.
- Make sure placements are counted
 - Go to career plan and set up and make sure there is a goal of employment through or add services.
- Changes will be made around July 1st
 - Making it so when you add employer in work site placement, that you are only given the option to go to employer profile. It won't allow you to add a customer at this point
 - We are updating customer service.
- When looking at payroll information, if a kid works more than one job you need to separate it accordingly. If just one job, just list how many hours for the year period in the next column.
- Catch up the past payroll, but make sure in the interim you have not added people under the worksite placement site, because once you upload a payroll for it, Dee can't remove it. In the meantime, if you need to remove someone from worksite placement, go to project, click on job numbers, and as long as there are no payrolls upload, the person can be removed.
- Q&A
 - Q: Is the payroll template for subsidized or unsubsidized or both?
 - For the system, we only require subsidized wages.
 - Q: For payroll, are we submitting/ uploading checks/pay stubs? Do you want the stubs from the previous program years too?

- DHS needs supporting documentation from all years in Worknet or send to them directly. That includes previous program years.
- Q: If we are paying people every two weeks, do we upload stubs every two weeks? Will there be an issue if it's not every week?
 - They can upload it as often as they want, but as far as two weeks should be fine.
- Q: Why would someone not show up on payroll template if they were added through work site?
 - Email Dee directly so she can address the issue
- Q: To upload all stubs per pay period you can do so in payroll form, otherwise it would be each person's personal stubs on the persons profile in the uploads tab. (per person)
- Karrie: DHS only wants paystubs from subsidized employment. She needs a documentation trail for grant dollars only.
- Q: We have access to the IDES system. Can we use those reports for employment?
 - No, those are 90 days behind.
- Q: What supporting documents are acceptable? Would payroll register suffice, or Do you need timesheets?
 - Payroll registers are official summary by name and amount
 - Anything that is summary is not documenting material. So timesheets would be better.
- Q: Regarding supporting documents of unsubsidized employment if client has stated he is working yet we can no longer locate client to get paystub, an employer doesn't have a feasible way to verify employment with us, so can we submit alternate forms for verification purposes other than pay stubs?
 - To prove someone is still employed 6 months later when we follow up? Yes.
 - Karrie says as long as you as the case worker reached out to employer, if that employer says the youth is still employed there, and the conversation is documented including name, date, details, outcomes, that is sufficient.
- Q from Dee: Should we add this as an official case note in someone's file
 - Karrie says that would be nice. It would eliminate the need for DHS to come to provider and ask for that info. But it won't be required.
- Clarification Question: The work number by Equifax doesn't change anything about the question with IDES. If we are following up by alternate means than the employer, that needs to be indicated on the Worknet note.
- Q: If you enter a different time range, the same list shows up.
 - Dee explained that this would be fixed
- Q: Our payroll is paid through a payroll processor to a pay card. We receive payroll log for all youth paid during payroll cycle. May we submit this? The payroll register identifies each youth during a pay cycle and how much tax was taken out, how much they were paid, etc. It appears like a report.
 - That is acceptable since they don't have any other option. Since they are paid on a debit card, they don't have paycheck pay stubs.
- Q: What about a self-attestation form if the youth doesn't want to give a stub?
 - You will need to follow-up about this with DHS to confirm if it is acceptable.
- Q: Following unsubsidized placement question> if a client completed her subsidized placement time for allotted 90 days but subsequently was not hired by that employer but then hired by a different employer I was told to add the new employer and the client placed under unsubsidized by that employer. However, when this is done, there is

additional 270 days of follow up was required before I could close that client out. What can be done about this?

- Dee says Worknet needs to be fixed with direction from DHS.
- Karrie says 6 month follow up is required, from last employment, and only following up with kids who have been discharged. Adjustments will be made about how far out we have to track. Won't have to follow up with kids whose employment did not continue after discharge. Trying to resolve a number of things all at the same time with Worknet, but this issue will be fixed before other things get fixed if necessary.

Updates:

- **The next quarterly meeting is scheduled for April 24th.**
- Karrie talks about changes that will be made to the report:
 - Two missing sections will be added at end.
 - Question 17: the language in that question will be changed and the corresponding performance measure in next section to read: "short-term" before "case plan goals".
 - 8D WILL BE REMOVED FROM THE REPORT
 - 19: will read: "the number of discharged youth who had college and career plans developed". There will not be a,b,c,d,e. those subsections will be removed.
 - You will only see report period start date and report period end day in the future. The third option will be removed.
 - Snapshot in time questions will stand out somehow, and will do the same with questions #1 and #3 that are related to annual projections.
 - We need to make sure to provide ethnicity and race definitions.
- **Report is due two weeks from today on the 31st.**