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Overview

Purpose:

The Career Plan is a tool case workers/career navigators can use with their customers to:

- Review assessment results
- Create goals based on assessment results
- Identify steps/services needed to achieve those goals and,
- Document current status and flags when intervention is needed.

Highlights:

- Customer information submitted during the application process is used to populate the Career Plan.
- The career navigator reviews the information and identifies recommended next steps that include start/end dates, status, notes, associate cost and earned credentials (when applicable upon successful completion of the credential).
- The career navigator adds recommended steps/services by selecting from a list of steps/services.

Who Enters/Maintains Data

Only staff and customers that have been given access to the program can view the Career Plan.

- **Statewide User Roles**- Statewide staff view/edit Career Plan s for all customers.
- **Career Planner/Case Worker Role**- Staff can view/edit Career Plan s for customers in their region/office.
- **Customers**- Customers can access their information from their program tools located in My Dashboard. (coming next)

Access Customer Progress Page

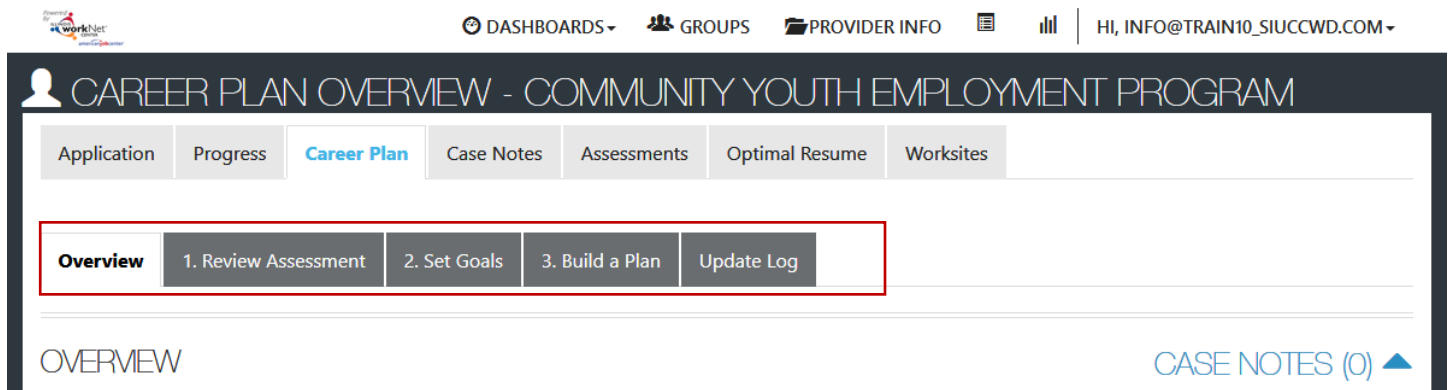
1. Log into www.illinoisworknet.com.
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center**.
5. Select the **Groups** in the top menu.
6. Select **Community Youth Employment Program**.
7. Select the **customer's name** to access their information.
8. Select the **Career Plan** tab.

Shortcut Tip:

Go to www.illinoisworknet.com/CYEPpartners.
 Select the link for **Community Youth Employment Program Partner (CYEP) Tools**.

How is the ISTEP organized?

The Main ISTEP Navigation



Overview provides a summary view of assessments, career goals, accomplishments, and the steps to achieve their goals.

1. **Complete Assessments** provides assessment results that are saved in Illinois workNet and an area to write a summary of the assessment results.
2. **Set Goals** provides an area to identify goals and categorize them as short/long term, type, and status
3. **Build a Plan** provides system generated recommended services/steps and can be added to the plan.
4. **View Achievements** – *Upcoming enhancement* – *provides an list of earned credentials and completed steps/services*
5. **Update Log** - *Upcoming enhancement* – *provides a log of Career Plan updates and upload for customer Career Plan agreements.*
6. **Report** - *Upcoming enhancement* – *provides customer level report of services/accomplishments based on the needs of the program.*

Career Plan Sections

Overview

Case Notes allows career planners/partner to enter case notes to document changes, updates, and other notes.

Profile provides a:

- Summary of customer information
- Message button
- Upload file tool

Customer Goal/Plan Agreement – This section provides the evidence that the customer participated in the development of their Career Plan. At this time, use the **print customer copy button** and have the customer sign the bottom of the document. Then upload the agreement to the Career Plan.

Coming Soon Enhancements – The customer will be required to agree to the plan changes when a goal is added or marked as off track. The customer will have a customer view where they can login and click agree. The career planner will also have the option to upload a signed copy. If the career planner cannot reach the customer, they will be able to select that option.

Assessments view a high level of completed assessments. Select **See More** to go to the assessment page.

Desired Career Path is part of the Employment Goal assessment. This information can be updated at any time. Select **See More** to go directly to the Employment Goal assessment section.

Accomplishment provides a quick count of earned credentials, completed goals, and completed services that link to a list of those items.

OVERVIEW
CASE NOTES (0) ▲

Profile

First Name Natacha

Last Name CYEP

Email ncjep@ncemail.com
[Show More Contact Information](#)

User Name ncjep123

Application Submitted 11/15/2017

Eligibility Unable To Verify

Provider Austin Peoples Action Center

Enrollment Status Not Eligible

Customer Type In School

Worksite placement status Not Placed

[Reset Password](#)
[Send Message](#)

☉ **Customer Goals/Plan Agreement:** (Status: *Pending 12/12/2018*) [Print Customer Copy](#)

ASSESSMENTS

Career Cluster Inventory
Not Complete

Employment 101 - Pre
Not Complete

Employment 101 - Post
Not Complete

NOCTI
Not Complete [See More](#)

DESIRED CAREER PATH

Career Pathway Choice
Education and Training

Occupation 1
Athletic Coaches

Occupation 2
Basic Education Teachers

Wage Goal (Per Hour)
25.00 [See More](#)

ACCOMPLISHMENTS

Earned Credentials:

Completed Goals: 0

Completed Services: 1

INDIVIDUALIZED, SERVICES, TRAINING AND EMPLOYMENT PLAN (ISTEP)

Goal	Related Steps	Category	Earliest Start Date	Latest Due Date	Status
Get support services lined up to help ensure workplace success.	Show Next Steps	Support Services	5/7/2018	12/31/2018	On Track
Gain permanent employment with an employer in the Health Science industry.	Hide Next Steps	Career Plan	4/2/2018	5/30/2018	Not Started
	Get permanent employment as part of this program.		4/2/2018		Planned/Not Started (Scheduled)
	Explore jobs, required skill/credentials, and wage information.		5/2/2018	5/30/2018	Started/Open
	Prepare your resume.		5/2/2018	5/2/2018	Successful Completion
Get training/certified as a care giver.		Education/Training Plan			Not Started

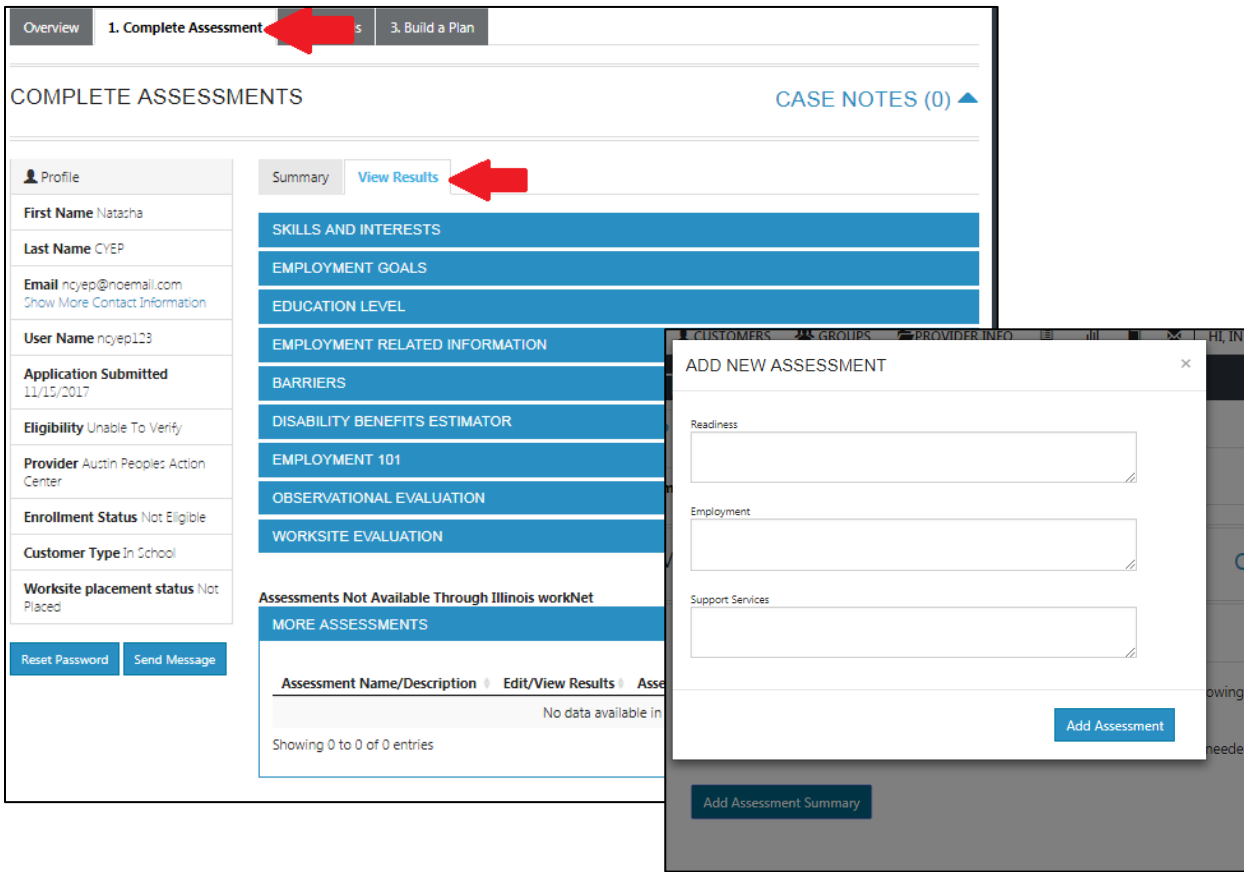
The **Career Plan section** is organized by goals. It includes a list of the steps/services associated with each goal. The start and end dates for the goals are automatically generated by the steps/service for that goal. Goal status is set by the career planner and is used to identify not started, on track, off track, or complete.

Complete Assessments

It is important to complete assessments to identify customer skills, interests, goals and barriers. Some of this information is collected when the customer completes the online application (initial assessment). This information is saved in the **Career Plan Complete Assessment & View Results** section.

1. Go through each of the assessment sections.
2. Add an **Assessment Summary**. Saved assessment summaries are available in the Assessment History link

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Set Goals

Goals should be written so they address barriers, employment goals, education/training and related stackable credentials that can be earned to advance the customer through their career pathway. Goals should be realistic, measurable and attainable.

Use completed assessments as a resource to discuss and develop goals with your customer. The customer will need to agree to the overall initial plan. If customer goals are added or marked as off track, the customer will need to agree to the update.

1. Select **Set Goals** tab and **add a goal statement**.
2. Enter a **goal statement** that is 144 characters or less.
3. Select a **category** (Support Services, Career Plan, Education/Training Plan).
4. Identify if the goal is a **short term or long term** goals.
5. Set **goal status**.

- Not Started = This status is the default setting. The career planner should update when the customer has started working towards this goal
- On Track = The customer is continuing to progress through the steps in this section of the plan at an acceptable rate.
- Off Track = The customer is not progressing through the steps in this section of the plan at an acceptable rate. *(Coming soon enhancement - A notification is sent to the customer to let them know the plan has been set to off track and the career planner would like to work with them to help them get back on track.)*
- Complete = The career planner has verified the customer has completed this section of the plan.

Add Goal Statement					
Goal Statement	Category	Short/Long Term	Status	Plan Services	
Get support services lined up to help ensure workplace success.	Support Services	Short Term Goal	On Track	Transportation assistance	Edit
Gain permanent employment with an employer in the Health Science industry.	Career Plan	Short Term Goal	Not Started	Get permanent employment as part of this program., Explore jobs, required skill/credentials, and wage information., Prepare your resume.	Edit
Get training/certified as a care giver.	Education/Training Plan	Long Term Goal	Not Started		Edit

Build a Plan

Start adding planned services/steps to for the customer to reach their goals.

1. Select **Add from a list of system generated recommended services** to identify the planned services (for step 2). Once a step has been added to the planned services, a checkmark will be show it was added. You can add a service more than one time.
2. **Edit the planned services** to identify the related goals, barriers the step addresses, step status, the service provider, dollar value of service, and more. Select the edit icon to edit the service.

SYSTEM GENERATED SERVICE RECOMMENDATIONS				
Filter By Type		Filter By Category		Search: <input type="text"/>
Type	Category	Service	Tags	
✓ Staff Assisted	Employment	Explore jobs, required skill/credentials, and wage information.	CYEP	Add
✓ Staff Assisted	Employment	Get permanent employment as part of this program.	CYEP	Add
✓ Staff Assisted	Support	Transportation assistance	CYEP	Add

PLANNED SERVICES				
Filter By Status		Filter By Goal		Search: <input type="text"/>
Step/Service	Note	Status	Goal	Other Items
Get permanent employment as part of this program. ✎ ✖		Planned/Not Started (Scheduled)	Gain permanent employment with an employer in the Health Science industry.	
Explore jobs, required skill/credentials, and wage information. ✎ ✖		Started/Open	Gain permanent employment with an employer in the Health Science industry.	

Service/Step Level Information (Not Worksite Placements)

Status

All services include the related goal, status, start date, weekly hours, WIOA funded (answer no for this project), notes, and related barriers. A completion date is required if the status is complete.

Service Provider

Identify who is providing the service. The grantee will be the default provider. If the grantee is not providing the service, enter the provider information.

Dollar Value (not required)

Enter the dollar amount related to the service. For example, if transportation bus pass or gas card was provided, you can add it to this service.

Get career/job planning guidance from your career advisor.

Services info for service other than work experience and referrals

Related Goal: Status:

Start Date:

Due Date:

Weekly Hours: WIOA Funded:

Notes:

Service addresses the following barriers: [Show More Barriers](#)

Get career/job planning guidance from your career advisor.

Pick the initial service provider OR add a new one.

Catholic Bishop of Chicago - St. Sabina, 7825 S Racine ave., Chicago, IL, 60620

Other provider

Name:

Address:

City:

State:

ZipCode:

Dollar Value of this Service (Optional)

Dollar value:

Number of times offered at this cost:

Dollar Value	Number of Times Service Was Offered at this Cost	Total Cost	Edit	Delete
12	12	144	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Showing 1 to 1 of 1 entries

Previous Next

Service/Step Level Information (Worksite Placements)

Notes:

- Before you start entering worksite placements into the Career Plan, make sure that all of your employers and worksites have been identified in the worksite placement tool.
- Adding the customer to a worksite using the Career Plan will also populate the worksite placement tool. You do not need to do it in both places.
- Payroll is uploaded in worksite placement so that you can enter the information for the entire group.

Status

All services include the related goal, status, start date, weekly hours, WIOA funded (answer no for this project), notes, and related barriers. This type of service/step also includes worksite placement fields:

- Select **Add** to add the customer and enter the following information:
 - **Minimum wage** for placement based on your region and customer age/circumstance.
 - **Hourly wage** will be prepopulated with the information that was entered with the job. You can change this for each customer. Hourly wage must be equal to or greater than minimum wage.
 - Enter the subsidized wage.
 - The **subsidized wage** should be no more than the minimum wage.
 - Customer only receive 90-days of subsidized wages regardless of the number of placements.
 - Start date begins the time limit for the subsidized wage of no more than 90-days. This is based on the customer and not on a particular placement.
 - Days in subsidized employment is listed with each placement.

- Unsubsidized wage will automatically calculate by subtracting the subsidized wage from the hourly wage.
- Select the **type of position**.
 - Full-time.
 - Part-time.
- Select a **Status**.
 - Planned/Not Started – The subsidized wage 90-day time period will not begin with this status.
 - Started (Open) – The start date begins the time limit for the subsidized wage.
 - On Hold (inactive) – This status “pauses” the subsidized wage 90-day time period.
 - Terminated – This status “pauses” the subsidized wage 90-day time period.
- Enter in the Start/End Date.

- **Follow-up** is required at 30, 60, 90, 180, and 270 days. The follow-up section will be available/activated once each of the timeframes have been met. When the customer reaches each of these milestones, review the information for accuracy, update the subsidized wage as needed, and select that you have verified employment.

- **NOTE: A worksite evaluation is due with the 30-day review.** The other milestones do not require the evaluation, but you can choose to use the evaluation tool.

- When a customer is terminated from their position, complete the **Participant Employment Termination Report (PDF)**. Then upload the report to the customer’s progress page.
- When a customer is marked “Inactive” – the Inactive Date field becomes available.
 - The 90-day subsidized wage count-down clock stops. To resume, make the customer active [change Status to Started (Open)] and enter in the return date.
 - If Inactive status is activated, a Status History will update to reflect inactivity. If a customer needs to become Inactive again, repeat the steps above to change the status and enter the dates.
- Days in subsidized employment – tracks 1 from all positions entered in the career plan. i.e. if one job has 35 days and another has 13 days, the Days in Subsidized will show 48 days. The job with recent dates will have the most current count.
 - Entered and Exited Subsidized Employment dates are entered to track on what date a customer begins and ends subsidized employment. This also stops the clock if a customer leaves subsidized employment before the 90 days are over. The dates are added to the Status History section.

The screenshot displays the 'EDIT CUSTOMER SERVICE' page for a customer named Duke Lasley. It includes fields for profile information, email, user name, and SSN. A 'Start permanent employment as part of this program' section contains a goal dropdown set to 'Gain permanent employment'. Below this is a table of worksites with columns for Employer, Worksite, Job, and Total Number of Openings. A 'STATUS HISTORY' table shows the customer's status changes over time, including 'On Hold (Inactive)' and 'Terminated'.

Employer	Worksite	Job	Total Number of Openings
Add Testing CYEP Employer	Testing CYEP Employer	Business Operations Specialists, All Other	1
Add Quality testers	Quality testers	Cashiers	1
Add Double E	Double E	Chief Sustainability	1
Double E	Double E	Computer Operators Level 1	0
Add Double E	Double E	Computer Programmers	1

Status	Start Date	Inactive Date	Return Date	Updated Date	Updated By
On Hold (Inactive)	7/24/2019	8/6/2019		5/15/2020	

This close-up shows the 'Status' dropdown menu with the following options: On Hold (Inactive), Planned/Not Started, Started (Open), On Hold (Inactive), and Terminated. The 'On Hold (Inactive)' option is currently selected.



Service Provider

The grantee will be the default provider.

Dollar Value (not required)

Enter the dollar amount related to the service. Do not use this as payroll upload. Those costs should be added via payroll upload. A possible future enhancement could be to pull in payroll uploads into this section.