

Using Illinois workNet & DEI Tools For Round 5

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The DEI program goal is to increase outreach and services to individuals with disabilities to achieve career, training and employment goals.



Staff-assisted WIOA services are **provided and coordinated** through the regions' integrated network of partners using DEI tools in Illinois workNet.



Tools For Integrating the DEI Project Model

- ⚙️ **Services:** (self-guided and staff-assisted)
 - Employment Search
 - Training
 - Financial Counseling and Assistance
 - Support Services

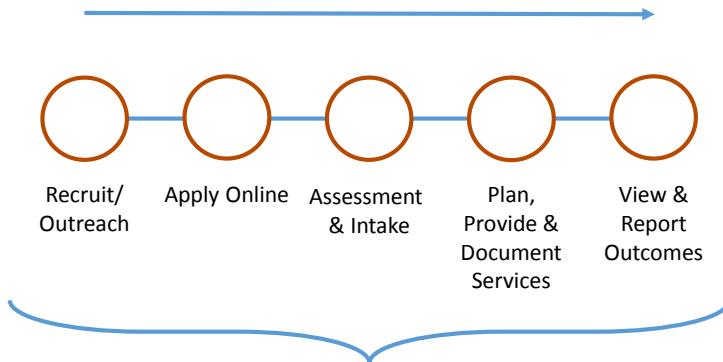
- 🔧 **Tools:**
 - Assessments
 - Guidance/Plans (linked to online resources)
 - Communication Tools
 - Reporting



Integrate all aspects of service provision with day-to-day LWDA activities so the service model continues after the DEI grant ends.



High Level Overview of Online Tools



- Use Illinois workNet tools to:
- Communicate with partners and customers.
 - Facilitate and report DEI activities.

Scenario 1: Alley's Story



Alley is a 10th grade female with a disability in D214 that is interested in IT.



She received a DEI flyer and application checklist from her teacher. She reviewed the flyer, checklist and DEI customer website (www.illinoisworknet.com/aboutdei) with her parents. They decide this is a good program for Alley.

Alley and her father complete the full online application to enroll her in the DEI program.

Things to have when filling out your DEI Online Application using Option 1

First, Middle, & Last Name

Email Address

Social Security Number, Date of Birth, and Address with Zip code and Zip Code4

Former Phone Number & Phone Type

Gender, Ethnicity, Military Status, and Marital Status

Highest Level of Education Completed and Any Degrees, Certificates, Licenses, or Credentials You Have Earned

Employment Status, Employment History, and Annual Income Before Taxes

Which of the following do you think will make it hard for you to get a job?

- Disability
- Ex Offender
- Homesite
- Language Barrier
- Limited Education or Training
- Limited Transportation
- No Child Care
- Substance Use

Do you have any of the following disabilities?

- Developmental Disability
- Disability Affecting Employment
- Learning Disability
- Mental Impairment
- Physical Impairment



Illinois workNet Application and Starter Information

Illinois workNet helps people with disabilities find employment. This program is for Illinois residents.

- With a disability, a disability is defined as one or more of the following:
 - A physical or mental impairment that substantially limits one or more major life activities. For example, this could be working, learning, hearing, seeing, or caring for one's self.
 - A record of such an impairment.
 - A characteristic that others view as an impairment. For example, a person that has severe facial scarring.
- Between the ages of 18-64.
- Ages 18-64 for the following counties: Lake, Franklin, Jackson, Jefferson, Perry, Williamson

Individuals participating in this program will receive subsidies and information to help them reach their training and employment goals.

OPTION 1: Complete the Full Application
This application will give us complete information so we may begin assisting you right away. Complete the full online application or have a family member of your personal agent complete it for you. Expect to spend between 10-20 minutes completing it. You don't have to complete it all at one time. You can save it and come back later. Review and print the list of information you'll want to have ready to complete the application.

OPTION 2: Give Us Starter Information
Give us some starter information about you so we can show and build a relationship with you over time. We'll need the following:

- First and last name
- Email address (if you don't already have an email)
- Disability status
- Date of birth
- Training and employment interests

Scenario 1: Alley's Story



Her father completes and submits the application on behalf of Alley.



Please select one of the following:

I am a person with a disability. I have read the information above and I would like to complete the application.

I am a legal guardian or agent acting on behalf of a person with a disability. I have read the information above and I would like to complete the application in their behalf.

Save and Go to the Next Page Cancel

Preview Application

Review all of the information below. Make any corrections and then save.

Applicant's information

Edit Section

First Name: Anna
Middle Name:
Last Name: Sample
Email Address: nteiger@anna_siuccwd.com
Social Security Number (xxx-xx-xxxx): xxx-xx-8956
Street Address 1: 1305 North Russell Street
Street Address 2:
City: Marion
State: IL
ZIP Code: 62959

Congratulations!

Thank you for completing the application. Your application will now be submitted for review. You cannot change it once submitted.

Once submitted, a location serving your area will contact you concerning your eligibility for the program. An email will be sent to you confirming your submission.

Cancel **Submit Application**

Scenario 1: Alley's Story



Dan, a DEI Career Planner in LWDA 7, uses his DEI dashboard, along with his daily tasks, to view a snapshot of DEI customers and their status.

Dashboard Customers Teams Reports

DEI Intake Dashboard

LWIA *
LWIA 25

Team *
All

Filter

Intake and Services Section	Count	Percent	Loss Rate	Pass Rate
1. DEI Customers Pool				
Source: IWDS				
Eligible PWD Pool	0			
Marked as DEI (Without DEI application)	0	0%		
Does Not Want To Participate	0	0%		
Source: Online Application				
Incomplete Application	6	600%		
Completed Starter Application	1	100%		
Completed Full Application	1	100%		
Total Eligible Customers and Submitted Applications	1	100%	0%	0%
2. Enrolled DEI Customer Ticket to Work Status				
Customer Does Not Have A Ticket	2	100%		
Status Is Not Set	0	0%		

Dan looks at the completed applications and sees that Alley submitted an online application.

Scenario 1: Alley's Story



Dan reviews her application in her profile



He contacts Lynn (a D214 partner) to:

1. Assess Alley's situation and current support structure.
2. Determine appropriate resources and suitability by creating an Integrated Resource Team (IRT) around Alley.

Dashboard Customers Teams Reports

DEI Intake Dashboard

LWIA *
LWIA 25

Team *
All

Filter

Intake and Services Section	Count	Percent	Loss Rate	Pass Rate
1. DEI Customers Pool				
Source: IWDS				
Eligible PWD Pool	0			
Marked as DEI (Without DEI application)	0	0%		
Does Not Want To Participate	0	0%		
Source: Online Application				
Incomplete Application	6	600%		
Completed Starter Application	1	100%		
Completed Full Application	1	100%		
Total Eligible Customers and Submitted Applications	1	100%	0%	0%
2. Enrolled DEI Customer Ticket to Work Status				
Customer Does Not Have A Ticket	2	100%		
Status Is Not Set	0	0%		

Dashboard Customers Teams Reports

Customer Search

DEI Customers IWDS Customers

Name:

LWIA:

Team:

Show Advanced Search

Search Export

Show 50 entries

Last Name	First Name	LWIA	Address	Options
Sample	Anna	LWIA 25	1305 North Russell Street	Profile

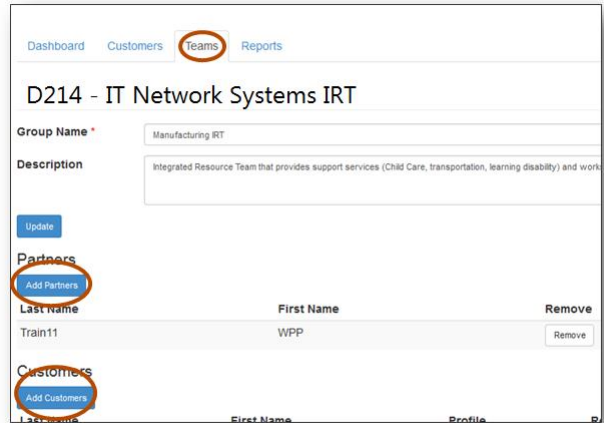
Scenario 1: Alley's Story



Dan realizes that an IRT team is not currently set up in the system to meet Alley's needs.

Dan, Lynn, Alley and her parents meet to determine appropriate partners to add to the team.

He creates a team and adds partners that can assist Alley. Then, he adds her to the team. This allows the partners to collaborate over Alley's information.



Scenario 1: Alley's Story



The DEI tools and dashboard will allow partners who also provide services to:

Intake and Services Section				Count	Percent	Loss Rate	Pass Rate
1. DEI Customers Pool							
Source: IMIS							
Eligible PYD Pool		0					
Matched as DEI (without DEI application)		0		0%			
Does Not Want To Participate		0		0%			
Source: Online Application							
Incomplete Application		6		600%			
Completed Starter Application		1		100%			
Completed Full Application		1		100%			
Total Eligible Customers and Submitted Applications		1		100%	0%	0%	
2. Enrolled DEI Customer: Ticket to Work Status							
Customer Does Not Have A Ticket		2		100%			
Status is not set		0		0%			

- Collaborate over information regarding Alley's assessments, training plans, job search plans, etc.
- Identify services that are or have been provided to Alley.
- Communicate with Alley and other partners for the purpose of helping the customer reach their career, training and employment goals.



Scenario 1: Alley's Story



A future employer could be added to the IRT to help address additional supports she may need in her transition.



Dan verifies Alley's Ticket To Work Status in the SSA system and updates her ticket status in her profile.

Ticket To Work Status	
Update Status	▼
Update Status	
Customer Has Not Been Assigned	
Assigned To LWIA	
Assigned To Other Organization	



Lynn provides career planning in IT and training in IT for D214.

2. Enrolled DEI Customer Ticket to Work Status		
Customer Does Not Have A Ticket	4	44%
Status Is Not Set	4	44%
Not Assigned	0	0%
Assigned To LWIA	0	0%
Assigned to Other Organization	1	11%
Total Customers	9	100%
3. LWIA Staff Assisted Services		
Customer That Do Not Have WIOA Services	0	0%

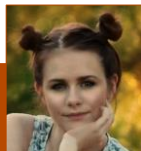


Sammy is the trainer for the entry level IT courses at Harper Community College.



Walter is a partner who provides transportation support services.

Scenario 1: Alley's Story



Services that are entered into the State MIS system and Illinois workNet populate the DEI Dashboard.



- Complete guided application for Alley and enter services into State MIS System.
- Determine eligibility and assess fit for WIOA enrollment.

3. LWIA Staff Assisted Services		
Customer That Do Not Have WIOA Services	0	0%
Career Services	0	0%
Employment S	0	0%
Financial Asse	0	0%
Training	0	0%
Work and Train	0	0%
Exited Without Services	0	0%
Total Services	0	0%
4. Integrated Partner Services		
Not Set	0	0%
Integrated Resource Team	0	0%
Co-enrolled Partner	0	0%
Exited Without Services	0	0%
Total Partner Services	0	0%



- Participate in ongoing communication.
- Enter case notes regarding Alley's employment plan.

Definitions let you know where the system is pulling information and what is included in the count.

Scenario 1: Alley's Story



Services



Communication Services Provided

Partners enter case notes and reminders through Illinois workNet.

The screenshot shows the 'Services/Referrals/Notes/Reminders' profile page for a customer named Anna Sample. It features several pop-up windows for adding services, referrals, notes, and reminders. The 'Add a Service' window lists various services like Career Services and Training. The 'Add a Referral' window lists referrals like Child Care and Financial Assistance. The 'Add a Note' window allows adding notes with categories like Assessment and Training. The 'Add a Reminder' window allows setting reminders with dates and subjects.

Scenario 1: Alley's Story



Services



Dan reviews his dashboard to see if any of his customers need to have their DEI progress updated.

Feature Coming Soon: Email notice for career planners when customers are due for progress review.

This is important since:

1. The information collected in the progress page impacts the DEI Round 5 Outcomes.
2. It is good to ensure customer information is up to date to help them stay on track for reaching their career, training and employment goals.

Filter	Intake and Services Section	Count	Percent	Loss Ra
1. DEI Customers Pool				
Source: IWDS				
	Eligible PWD Pool	65		
	Marked as DEI (Without Illinois workNet Online DEI Application)	314	98%	
	Does Not Want To Participate	8		
Source: Online Application				
	Incomplete Application	34		
	Completed Starter Application	2		
	Completed Full Application To Enroll In DEI	5	1%	
	Total Customers Enrolled in DEI	319	100%	0%
	DEI Enrolled Customers Who Are WIOA Registrants	117	37%	
	DEI Enrolled Customers Who Are Not WIOA Registrants	202	63%	
2. Customer Progress Updates				
	Progress Update Due	253	79%	
	Progress Is Current	59	18%	
	Progress Update Not Required	7	2%	
3. Enrolled DEI Customer Ticket to Work Status				
	Customer Does Not Have A Ticket	216	68%	

Scenario 1: Alley's Story



Dashboard Customers Teams Reports

Profile DEI Progress Services/Referrals/Notes/Reminders Outcomes

DEI Progress

First Name: Anna
Last Name: Sample
Email: anna.sample@mail.com
IWDS User ID: 132456789
Application Submit/Enrollment Date: 2/25/2015
Imported From: Inets
Last Synced: 8/25/2015 9:21 AM
IWDS App Status: Exiter

Customer Status: DEI enrollment and ticket to work status
Application Submit/Enrollment Date: 2/25/2015
Ticket To Work Status: Assigned To LWIA
Enrollment Status: Exited
Exit Date: 8/17/2015

Career Goals: Select up to 3 careers (SOC Codes)
Career Cluster: Select Cluster
First Career Choice: Select First Career Choice
Second Career Choice: Select Second Career Choice

Services: List services entered through IWDS and/or Illinois workNet while enrolled in DEI.

Service	Status	Status Date	Start Date	End Date	Options
Basic Academic Training	Successful Completion	3/2/2015	2/25/2015	5/17/2015	View/Update
Transportation	Successful Completion	3/2/2015	2/25/2015	5/17/2015	View/Update
Other Supportive Services	Successful Completion	3/2/2015	2/25/2015	5/17/2015	View/Update
Follow-up Services	Open	6/9/2015	5/17/2015		View/Update

Training: List employment training completed while enrolled in DEI.

Service	Status	Status Date	Start Date	End Date	Options
Basic Academic Training	Successful Completion	3/2/2015	2/25/2015	5/17/2015	View/Update
Transportation	Successful Completion	3/2/2015	2/25/2015	5/17/2015	View/Update
Other Supportive Services	Successful Completion	3/2/2015	2/25/2015	5/17/2015	View/Update
Follow-up Services	Open	6/9/2015	5/17/2015		View/Update

Credentials: List industry recognized credentials earned while enrolled in DEI.

Credential Title	Credential Type	Date Earned	Options
High School Diploma	H.S. Diploma/Equivalency/Q.E.D.	5/17/2015	View/Update

Employment: List past and current employment, as well as employment since enrolled in DEI.

Employer Name	Start Date	End Date	Wages	Hours Per Week	Pay Unit	From IWDS	Options
Casey's General Store	11/17/2014	4/15/2015	8.50	10.00	Hour	True	View/Update

Employer Name	Start Date	End Date	Wages	Hours Per Week	Pay Unit	From IWDS	Options
Siemens Manufacturing Co	7/1/2015		9.00	40.00	Hour	True	View/Update



Dan reviews/updates Alley's DEI Progress page every 30 days.

Scenario 1: Alley's Story



Staff that have been given the Career Planner access level can run reports and export lists with additional customer information.



Staff with Partner level access cannot run reports or export detailed customer information.

Reporting Option 1: Use the dashboard to access a list of customers. Then, export detailed customer information.

Intake and Services Section

Count	Percentage
1. DEI Customers Pool	
Source: IWDS	
Eligible PWD Pool	0
Marked as DEI (Without DEI application)	0
Does Not Want To Participate	0 0%
Source: Online Application	
Incomplete Application	6 75%
Completed Starter Application	1 12%
Completed Full Application	8 100%
Total Eligible Customers and Submitted Applications	8 100%
2. Enrolled DEI Customer Ticket to Work Status	
Customer Does Not Have A Ticket	4 44%
Status Is Not Set	4 44%
Not Assigned	0 0%
Assigned To LWIA	0 0%
Assigned to Other Organization	1 11%
Total Customers	9 100%
3. LWIA Staff Assisted Services	
Customer That Do Not Have WIOA Services	0 0%

DEI Customers IWDS Customers

Customer Search

Name:
LWIA: All

Show Advanced Search

Show 50 entries

Last Name	First Name	LWIA	Address	Options
5. Outcomes				
Customers Enroll With WIOA Career Services		0	0%	
Customers Enrolled With Core Services		0	0%	
Customer Enrolled With Intensive Services		0	0%	
Customer Enrolled With Training Services		0	0%	
Customer Enrolled With Only Partner Services		0	0%	
Customer Earning An Industry Recognized Credential		0	0%	
Exited Without Services		0	0%	
Total		0	0%	0%

Scenario 1: Alley's Story



Reporting Option 2: Use the Reports tab to access a list of custom reports. Search criteria and filters will vary based on the report.

Dashboard Customers Teams **Reports**

Customer Pool Report

Application Date Range
 9/8/2015 To

Show Advanced Search

Export Refresh

Show 10 entries

Last Name	First Name	Address	City	State	ZIP Code
Evans	Amy	345 E St Charles Rd	Elmhurst	IL	60126
Garcia	Maria	200 E Palatine Rd	Arlington Heights	IL	60004
Grayson	Dick	842 Merrill Ln	Grayslake	IL	60030
Joplin	Janis	200 E Palatine	Arlington Heights	IL	60004
Lowery	Brett	369 Rte 173	Antioch	IL	60002
Masten	Scott	Scott Road	Lake Forest	IL	60045
Ortega Vaquero	Jose Luis	2237 Old Jacksonville Road	Springfield	IL	60002
Rollins	Amanda	213 S Court Street	Marion	IL	62959

Showing 1 to 8 of 8 entries Previous 1 Next

Example Reports:

DEI Starter Application Report

Description: Use the filters in this report to pull customer information for those who have completed a starter DEI application. Starter application customers should receive follow-up within 5 business days. Use the date range filters to identify those who have submitted their application within the last 5 days.

DEI Enrolled/Applicant Customer Pool Report:

Description: Use the filters in this report to pull demographic information for customers who have applied for the DEI program or have been identified in IWDS DEI customers.

Scenario 1: Alley's Story



Other Reports

Dashboard Customers Teams Reports

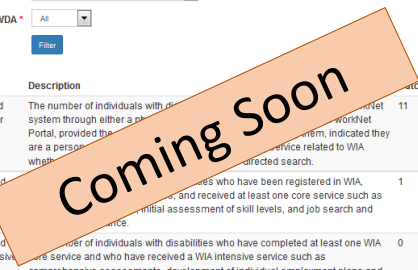
DEI Outcome Report

Quarter: 2014 Quarter - 2: 4/1/2014 - 5/30/2014

LWDA: All

Filter

Outcome Activities	Performance Measurement	Description	Outcome
Increase in number of PWDs served through portal or physical center	Number entered through portal or physical center	The number of individuals with disabilities who have been registered in WIA, and received at least one core service such as comprehensive assessments, development of individual employment plans and counseling and career planning.	11
Number of participants to receive core services	Number enrolled with WIOA core services	The number of individuals with disabilities who have been registered in WIA, and received at least one core service such as comprehensive assessments, development of individual employment plans and counseling and career planning.	1
Numbers of participants to receive intensive services	Number enrolled with WIOA intensive services	The number of individuals with disabilities who have completed at least one WIA intensive service and who have received a WIA intensive service such as comprehensive assessments, development of individual employment plans and counseling and career planning.	0
Numbers of participants to receive training services	Number receiving WIOA training service	The number of individuals with disabilities who have met the requirements for WIA intensive services and who have received a WIA training service.	1
Education outcomes	Number completing employment training	The number of individuals with disabilities who have completed a training service related to a pursuit of employment.	1
Number earning an industry-recognized credential	Number receiving credential	The number of individuals with disabilities who have completed the required coursework and/or testing and received an industry-recognized credential for that occupation.	2



Round 5 Outcomes Report

Description: View outcomes by quarter. Select the results to access a list of customers included in the count. Export the customer list to a spreadsheet to access the progress status information in a spreadsheet format.

Round 5 Cumulative Outcomes Report

Description: View cumulative outcomes. Select the results to access a list of customers included in the count. Export the customer list to a spreadsheet to access the progress status information in a spreadsheet format.

Teams Report

Description: Use this report to pull a list of partners for DEI teams and export their information.

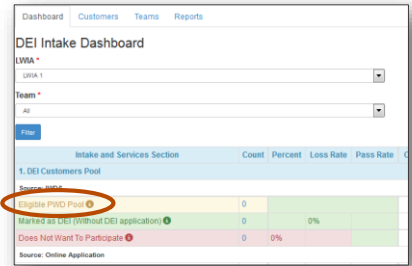
Scenario 2: Chuck's Story



Chuck is a Career Planner/Navigator in LWDA 6 who is actively recruiting out of school youth to become DEI customers.

He works with partners to distribute DEI flyers and provide orientation sessions that direct customer to the DEI customer website (www.illinoisworknet.com/aboutdei).

He also contacts eligible WIOA out of school youth customers in the State MIS system that have not been identified as DEI customers. He can access this list of customers through his DEI dashboard.



Scenario 2: Chuck's Story



Chuck accesses his list of eligible customers that have not been identified as DEI customers through the DEI dashboard.

He contacts them to see if they would like to participate.

Move to "Does Not Want To Participate".

An automatic instruction email is created.
It can be customized with specific contact information.
It will be sent to the customer's email.

Pat wants to participate, so Chuck sends the email.

Customer Information:
First: Pat Last: Jones
LWIA: 1
Home Phone: 3127871212
Cell Phone:
Email: PJones@gmail.com
1200 W. Maple
Libertyville, IL 60048

Buttons: Cancel, Does Not Want to Participate, Wants To Participate

Scenario 2: Chuck's Story



Pat received the email.

You are eligible to participate in the Disability Employment Initiative which provides career, employment and training services for persons with a disability.

Free services offered to individuals with disabilities include:

- Employment Search
- Training
- Financial Counseling and Assistance
- Support Services

If this program sounds like it could help you get on the road to success, you have two options:

1. Complete the full online application on your own or have a family member or personal agent complete it for you. It takes about 10-20 minutes to complete. You do not have to complete it all at one time. You can save it and come back later. This will give us complete information to begin assisting you right away. Get started: www.illinoisworknet.com/aboutDEI
2. Chuck Zimmer is a case manager with your local Illinois workNet Center. Chuck can help you complete the online application.

How to contact this case manager:
ChuckZimmer@gmail.com
 Phone: 1-800-555-1212

Pat can't remember his password to log into his Illinois workNet account so that he can complete the online application.

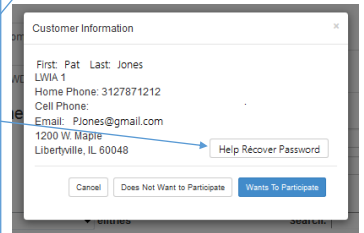
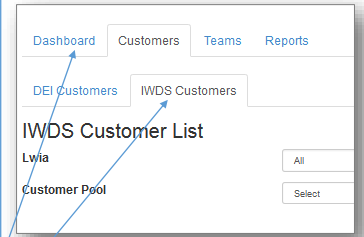
He calls Chuck.

Chuck accesses his information using one of the following options:

- a) Dashboard - Pat is still listed with the Eligible PWD Pool since he has not started his online application.
- b) Go to the Customer tab and search IWDS Customers.

He gives Pat information to recover his password.

Pat recovers his password and submits his application.



Scenario 2: Chuck's Story



Dashboard Customers Teams Reports

DEI Intake Dashboard

LWIA *
LWIA 1

Team *
All

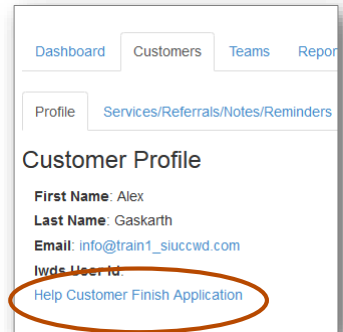
Filter

Intake and Services Section	Count	Percent	Loss Rate	Pass Rate
1. DEI Customers Pool				
Source: IWDS				
Eligible PWD Pool	0			
Marked as DEI (Without DEI application)	0		0%	
Does Not Want To Participate	0	0%		
Source: Online Application				
Incomplete Application	6	150%		
Completed Starter Application	1	25%		
Completed Full Application	4	100%		
Total Eligible Customers and Submitted Applications	4	100%	0%	0%
2. Enrolled DEI Customer Ticket to Work Status				
Customer Does Not Have A Ticket	7	50%		

Chuck follows up with customers to make sure they are continuing to move through the intake process by completing their application.

He can access a list from the dashboard and view their information.

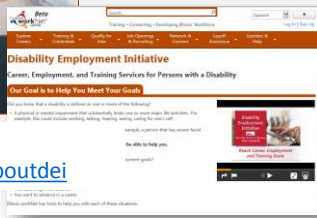
He can also help them complete the application.



Demonstration Time



DEI Customer Website:
www.illinoisworknet.com/aboutdei



DEI Partner Guide:
<http://www.illinoisworknet.com/DEIpartner>

This is the partner “go to” place for updates, instructions, documents, FAQs and videos.

Next Steps: What Can You Do?

Use DEI tools in Illinois workNet for customers who complete the online application.

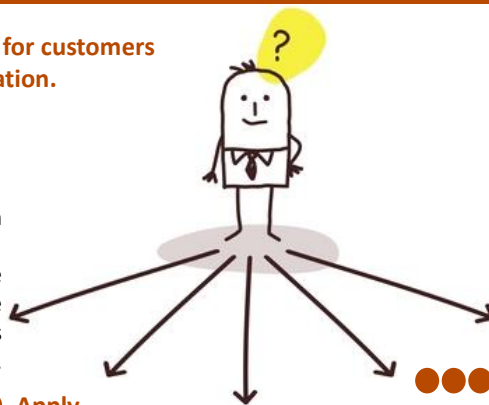
●●●●● Recruit
 Use the webpage and flyer to inform parents and students about the DEI program and to direct them to the online application. If you would like your local information posted to this site, please let us know.

●●●●● Apply
 Determine an approach for having students complete the online application.

●●●●● Intake
 Follow-up with those who have a full application. Enter their Ticket to Work status. Create IRTs as needed.

●●●●● Reports
 Run reports to see detailed information for each participant and partner on teams that have been created for your area.

●●●●● Services
 Customers registered in IWDS – Enter services in IWDS. (Currently working on the ability to add these service through Illinois workNet.)
 Customer not registered in IWDS – Enter services in Illinois workNet.



Stay Tuned In



News & Announcements:

- New Reporting Tools
- Career/Training Plan
- Job Search Plan
- Other New Features

www.illinoisworknet.com/partnernews

Questions:

- See DEI Partner Guide FAQ
- Submit Questions via DEI Partner Guide in FAQ
- Email info@illinoisworknet.com