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DEI Disability Employment Initiative

ILLINOIS workNet CENTER

Using Illinois workNet & DEI Tools For Round 5

September 10, 2015

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
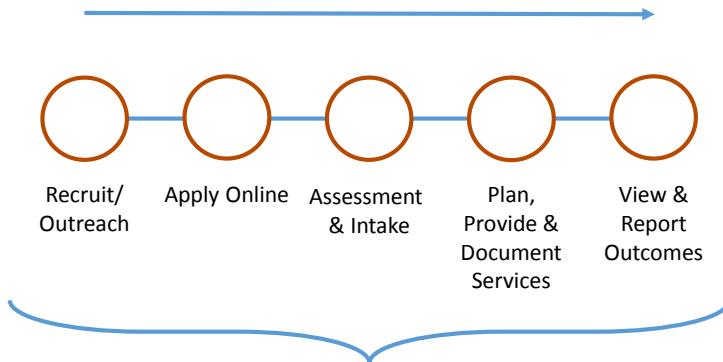- Financial Counseling and Assistance
- Support Services

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

Recruit/Outreach — Apply Online — Assessment & Intake — Plan, Provide & Document Services — View & Report Outcomes

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.

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 s...

Applicant's Information
Edit Section
First Name: Anna
Middle Name:
Last Name: Sample
Email Address: ntelger@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

Assessment & Intake

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.

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

Scenario 1: Alley's Story

Assessment & Intake

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.

Scenario 1: Alley's Story

Assessment & Intake

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

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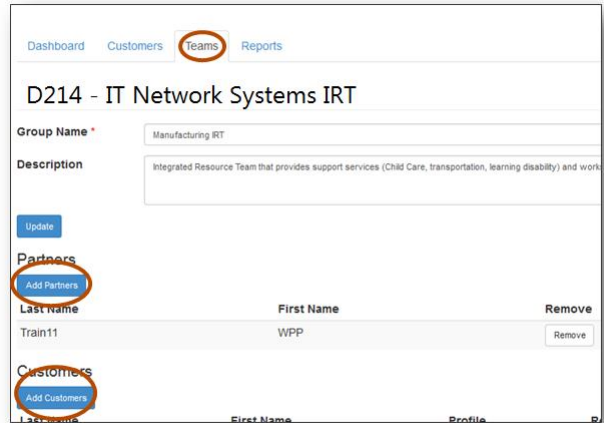
The DEI tools and dashboard will allow partners who also provide services to:

- 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

⚫⚫⚫⚫◯
Services

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

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

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 ⓘ	1	44%
Status Is Not Set ⓘ	4	44%
Not Assigned ⓘ		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%

Walter is a partner who provides transportation support services.

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

Scenario 1: Alley's Story

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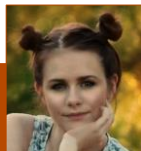
Services that are entered into the State MIS system and Illinois workNet populate the DEI Dashboard.

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%

These customers have received training services/guidance. These services are documented in IWDS if the customer is enroled in IWDS. If the cusomer is not enrolled in IWDS, the count is stored in IwN and saved in IWDS as a case note.

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

- 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

Partners enter case notes and reminders through Illinois workNet.

Dashboard | **Customers** | **Teams** | **Reports**

Profile | **Services/Referrals/Notes/Reminders**

First Name: Anna
Last Name: Sample
Email: ntelgen@anna_siuccwd.com
Iwds User Id: 2748908

Show: All Results

Option: Add
- Add
- Service
- Referral
- Note
- Reminder

Add a Service

Date *

Select a Service
- Select a Service
- Career Services
- Co-enrolled Services
- Employment Services
- Training
- Work and Training Support Services

Add a Referral

Date *

Select a Referral
- Select a Referral
- Child Care
- Disability Resources
- Financial Assistance
- Food and Nutrition
- Health care
- Housing/Shelter
- Immigrant
- Re-Entry
- Transportation
- Veteran Resources

Add a Note

Date

Select a Note
- Select a Note
- Assessment
- Background
- Exit
- General
- Individual Employment Plan
- Individual Service Strategy
- Monthly Contact
- Placement
- Post-Exit Follow-up
- Training
- Two Way Communication

- Message Only
- Email Only
- Both a Message and Email
- Do Not Show Customer

Add a Reminder

Wed Jul 08 2015

Subject

Select Reminder Date

Select a Reminder
- Select a Reminder
- Myself
- Customer
- Myself and Customer

Send reminder as:
- Message Only
- Email Only
- Both a Message and Email

Communication Services Provided

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

Scenario 1: Alley's Story

Services

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

Scenario 1: Alley's Story

Report

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.

Scenario 1: Alley's Story

Report

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

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

Report

Other Reports

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.
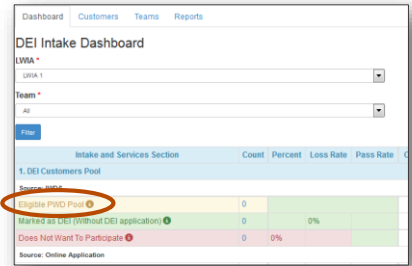
Scenario 2: Chuck's Story

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.

No   Yes

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.

Scenario 2: Chuck's Story

Apply

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.
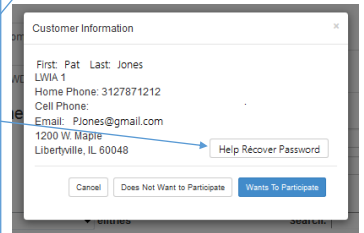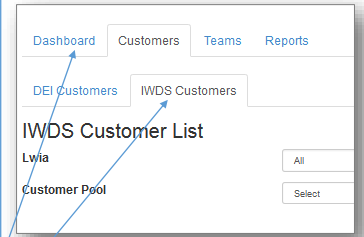
He calls Chuck.

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.

Dashboard | Customers | Teams | Reports

DEI Customers | IWDS Customers

IWDS Customer List

Lwia — All

Customer Pool — Select

Customer Information

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

Help Recover Password

Cancel | Does Not Want to Participate | Wants To Participate

Scenario 2: Chuck's Story

Apply/Assessment & Intake

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 ❶	0			
Marked as DEI (Without DEI application) ❶	0	0%		
Does Not Want To Participate ❶	0	0%		
Source: Online Application				
Incomplete Application ❶	6	150%		
Completed Starter Application ❶	1	25%		
Completed Full Application ❶	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 ❶	2	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.

Dashboard | Customers | Teams | Report

Profile | Services/Referrals/Notes/Reminders

Customer Profile

First Name: Alex
Last Name: Gaskarth
Email: info@train1_siuccwd.com
Iwds User Id:

Help Customer Finish Application
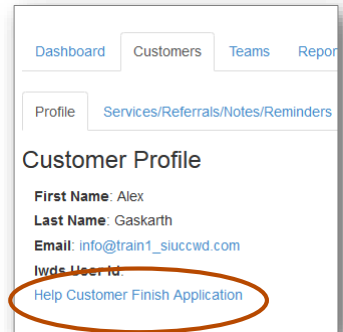
Demonstration Time

DEI Customer Website:
www.illinoisworknet.com/aboutdei

DEI Partner Guide:
http://www.illinoisworknet.com/DEIpartner
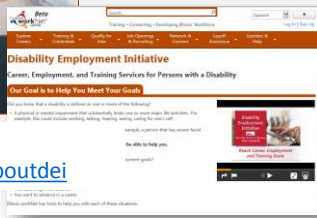
This is the partner "go to" place for updates, instructions, documents, FAQs and videos.

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.
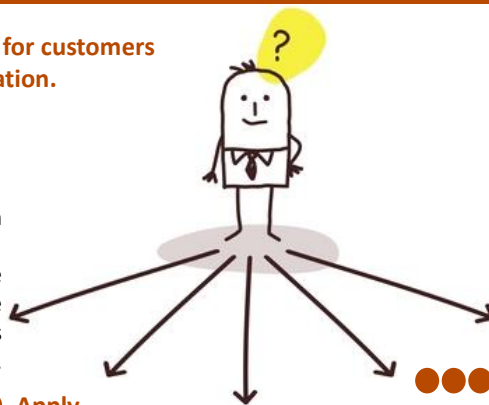
Stay Tuned In

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