

# UAT PERSONA

Supporting UAT Intake Activities

## Persona 3: In School Youth

**Purpose:** To provide realistic, program-specific personas that generate consistent test data, enabling users to effectively navigate UAT scenarios and validate system functionality across defined program tracks.

*Prepared by: Southern Illinois University Carbondale – Center for Workforce Development*

*UAT Context: IWDS 2.0*

*Audience Level: Introductory*

*Date: May 2026*

## Contents

Persona 3: In School Youth .....	1
Customer Overview .....	2
Add Customer .....	3
Duplicate Search.....	3
Create Customer Profile.....	3
Prescreening .....	3
Application.....	5
Eligibility Certification Tab.....	8

## Customer Overview

Persona 3 is a 20-year-old college student. Currently enrolled and finishing up a welding program. Persona 3 is focused on getting into an apprenticeship program to gaining hands-on experience, and eventually securing stable employment. However, she is struggling to support herself and her 1-year-old son while she is in school. She has limited work experience and a busy schedule, which has made it challenging for her to find part-time work to support herself. She is actively seeking career guidance, resume-building assistance, and assistance in finding part-time work. With limited income and reliance on public transportation or rides. Her strong foundational skills in literacy, numeracy, and technology position her well to succeed with the right support.

### Program Track: Adult, ISY – parenting

**Workflow:**  Duplicate Search >  Add Customer >  Pre Screen >  Application >  Document Uploads >  Eligibility Certification >  Getting Started Assessment >  Recommendations >  Career Plan >  Training Assessment >  Outcomes >  Transition >  Exit >  Occurrence

# Add Customer

## Duplicate Search

- First Name: **Your First Name**
- Last Name: **Your Last Name**
- Date of Birth: **11/29/2005 (Use specific DOB)**
- *If Duplicates appear complete the verification modal to move forward creating a new customer*

## Create Customer Profile

- Accommodations: **Leave Blank**
- First Name: **Auto-populated with your first name**
- Middle Initial: **Use your middle initial**
- Last Name: **Auto-populated with your last name**
- Preferred Name: **Enter your preferred name if you have one**
- Zip Code: **60930**
- Email: **(use your first initial, last name, favorite number @ fakemail.com)**
- Phone: **999-999-6666**, Receive Texts?: **YES**
- Hispanic or Latino: **No**
- Race/Ethnicity: **White**
- Sex assigned at Birth: **Female**
- Sexual Orientation: **Straight/Heterosexual**
- Disability Status: **No, I don't have a disability**
- Veteran Status: **No**

## Prescreening

- **Getting to Know You Better**
  - Goals:
    - **Become an Apprentice**
  - Career Goal:
    - **I Have a Job In Mind**
      - **Farm Equipment Mechanics and Service Technicians**
  - Job Preferences:
    - **I need specific hours (like mornings or evenings);**
    - **I am looking for a job close to home**

- Work Experience:
  - **I don't have a job, but I'm looking for one**
- Health Needs:
  - **I have other health or personal needs**
- Transportation:
  - **Public transportation**
- Childcare & Dependent Care:
  - **My childcare situation is stable**
- Housing Needs:
  - **I have a stable and permanent place to live**
- Legal Needs:
  - **I do not have any legal needs**
- Money Needs:
  - **I'm working on budgeting or managing money**
- **Skills Screening**
  - **Can read and understand written English**
  - **Can write short paragraphs in English**
  - **Can do basic math without a calculator**
  - **Can speak English well enough to get or keep a job**
  - **Can use a computer independently**
  - **Can follow step-by-step instructions**
  - **Can fill out forms on their own**
- **General Eligibility**
  - **Verify Blue Box Text**
  - **Citizenship: U.S. Citizen**
- **Program Eligibility**
  - Are you currently enrolled in school?
    - **Yes**
  - Check all that apply to you:
    - **I or someone in my family gets SNAP or we got them in the last 6 months**
    - **My family or I have limited income**

- **Review**
  - Check box:
    - **I confirm the information I shared is correct and complete to the best of my knowledge.**
  - Check box:
    - **I understand my personal information will be kept private and shared only with authorized agencies as allowed by law. See our [TODO: Privacy Policy].**
- **Next Steps**
  - **Adult: should be auto checked.**
  - **Youth: should be auto checked.**
  - How will the customer complete the application?
    - **Complete with the customer now.**

## Application

- **Introduction**
  - **Adult: should be auto checked.**
  - **Youth: should be auto checked.**
- **Getting to Know You Better**
  - Pulled in from prescreen & complete
- **Skills Screening**
  - Pulled in from prescreen & complete
- **Profile**
  - **Verify Blue Box Text**
  - Marital Status: **Single**
  - Address:
    - **854 E 2300 North Rd, Danforth, IL 60930**
      - Is this address in poverty area? **No**, will auto populate based on system calculations.
  - Do you have a phone:
    - **Yes** auto-populated with response previously provided
  - Primary Phone Number:
    - **Phone** auto-populated with phone number previously provided
  - Phone Receives Text Messages:
    - **Yes** auto-populated with response previously provided
  - Preferred Contact Method:
    - **Email**

- **Contacts**
  - Click **Add Contact**
    - Name: **Jeremy Brown**
    - Phone: **999-999-8888**
    - Can Receive Text: **Yes**
    - Email: [JeremyB@fakemail.com](mailto:JeremyB@fakemail.com)
    - Relationship: **Parent**
- **Veteran**
  - **Verify Blue Box Text:**
    - Veteran: **No**
  - Are you within 12 months of leaving or 24 months of retiring from military service?:
    - **No**
- **Private**
  - **Verify Blue Box Text**
  - Date of Birth:
    - *Auto populated with DOB previously provided*
  - Are you a US Citizen:
    - **Yes** *auto-populated with response previously provided*
  - Disability:
    - **No** *auto-populated with response previously provided*
  - Please select one of the following choices about parenting or caring for children:
    - **I have a child (or children)** *auto-populated with response previously provided*
  - Have you ever been involved in the justice system, such as arrest, probation, or court involvement?
    - **No** *auto-populated with response previously provided*
  - Which of the following apply to you? (Foster Impacted):
    - **I have never been in foster care**
  - Areas with English trouble:
    - **None of these describe me** *auto-populated with response previously provided*
  - Would you like to share your Social Security Number (SSN)?:
    - **Yes**
    - SSN: **123-45-6789**

- **Education**
  - **Verify Blue Box Text**
  - What kind of school or training are you in right now?
    - **College or university (working on a degree like associates, bachelors, or higher)**
  - What is the most school or training you've finished so far?
    - **I've taken some college or training classes after high school**
- **Employment**
  - Is the customer a UI Claimant?: **No**
- **Family & Household**
  - Do any of the following apply to you? Select all that apply. (Public Assistance/Income Questions):
    - **I or someone in my family gets SNAP or we got them in the last 6 months** *auto-populated with response previously provided*
  - Have you ever received TANF?: **No**
- **Document Upload**
  - For **U.S. Citizen**
    - **Click the Upload Icon**
    - **Click Select File and** upload your **test document**
    - **Document Type: Birth Certificate**
    - **Click Upload**
  - *Note – This will upload for U.S. Citizen and Date of Birth because the document was a shared source document.*
  - Documentation for the other criteria will be uploaded later in the processes.
- **Review**
  - Check box:
    - **I confirm the information I shared is correct and complete to the best of my knowledge.**
  - Check box:
    - **I understand that WIOA services are free if I qualify and are provided based on funding availability. I will inform the program if my situation changes.**
- **Submit**
  - Choose a job Center:
    - **Auto-default to closes office, leave identified office.**
  - Assigned Support Staff Member:
    - **Pick first person in list of staff (Do not select N/A)**

- Scheduled Meeting Date:
  - **Enter today's Date**
- **Prepare for Meeting**
  - No action just information page, information is emailed to customer.
- **Application Signature**
  - Customer Signature:
    - Customer Signature Action:
      - **Signature Obtained Manually and Uploaded on File**
    - Click **Select New:**
      - **Upload test document for Customer**
    - Click **Finalize Action**
  - Career Planner Signature:
    - Customer Signature Action:
      - **Electronically Sign**
    - **Check box**
    - Click **Finalize Action**

## Eligibility Certification Tab

- **Eligible Programs & Criteria – Certify Both Tracks**
  - **Actions – Eye Icon by Youth**
    - **Document Upload – Upload Test Documents(s)**
      - You will see the items that you previously uploaded documentation for in the application are showing verified.
      - Upload your test document and select document type for the other areas that need verified in order to meet eligibility.
        - **Attending School**
        - **Supplemental Nutrition Assistance Program (SNAP)**
        - **I have a child**
      - *Note - The system standardizes (normalizes) the documentation source type so it can be consistently applied across related items. When criteria share the same source type, that document is carried forward. If self-attestation is used, career planners can select the **blue Verify icon** in other areas where self-attestation is allowed to confirm the attestation applies to that criteria as well.*

- **Adult Program Uploads**
  - **No action needed**
  - *Note – You will not need to upload documentation for the adult program. The general eligibility items will be collected as part of youth and used for the adult section as well.*
- **Complete Certification**
  - Click **Certify Customer** button
    - Confirm Program Tracks to Certify:
      - **Adult (WIOA 1A)**
      - **Youth (WIOA 1Y)**
  - Certification Date – **Use today’s Date**
  - Confirmation Text – **Check Box**