

UAT PERSONA

Supporting UAT Intake Activities

Persona 4: Out of 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.

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UAT Context: IWDS 2.0

Audience Level: Introductory

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Contents

Persona 4: Out of School Youth	1
Customer Overview	2
Add Customer	3
Duplicate Search.....	3
Create Customer Profile.....	3
Prescreening	3
Application.....	5
Eligibility Certification	9

Customer Overview

Persona 4 is a 22-year-old former foster youth who dropped out of college due to financial stress. He currently works part-time at Best Buy but doesn't get enough hours to cover his expenses and is receiving SNAP benefits. Persona 4 has been diagnosed with anxiety and depression, which makes navigating job searches and training programs challenging. Despite these challenges, he is highly interested in getting a degree in IT and wants to return to college to complete his bachelors degree in IT. Persona 4 needs mental health support, career counseling, and assistance with enrollment and financial aid to get back on track toward his education and career goals.

Program Track: Adult, OSY – Foster Care

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: **06/27/2003 (Use specific DOB that makes them 22 or 23)**
- *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: **60432**
- Email: **(use your first initial, last name, favorite number @ fakemail.com)**
- Phone: **999-999-5555,**
- Receive Texts?: **Yes**
- Hispanic or Latino: **No**
- Race/Ethnicity: **Black or African America**
- Sex assigned at Birth: **Male**
- Sexual Orientation: **Prefer Not to Answer**
- Disability Status: **No, I don't have a disability**
- Veteran Status: **No**

Prescreening

- **Getting to Know You Better**
 - Goals:
 - **Get a Job**
 - **Earn a Degree**
 - Career Goal:
 - **I Have a Field In Mind**
 - **Computer and Mathematical**

- Job Preferences:
 - **I'm still figuring it out and would like help deciding**
- Work Experience:
 - **I have a job right now**
- Health Needs:
 - **I have mental health or emotional health needs (anxiety, depression, etc.)**
- Transportation:
 - **Get a ride**
 - **Public transportation**
 - **Bike or walk**
- Childcare & Dependent Care:
 - **I do not have any childcare or dependent care needs**
- Housing Needs:
 - **I have a stable and permanent place to live**
- Legal Needs:
 - **I do not have any legal needs**
- Money Needs:
 - **I need help figuring out my money situation**
- **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**
 - Do you meet the Selective Service requirements?
 - **Yes**
 - Selective Service Number:
 - **0312345678**
- **Program Eligibility**
 - Are you currently enrolled in school?
 - **No**
 - Did you get your high school diploma?
 - **Yes**

- Please check all that apply to you.
 - **I use to be in foster care**
- **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**
 - Please Share your living situation. Which of these best describes you?
 - **I have a stable and permanent place to live**
 - Marital Status:
 - **Single**
 - Address:
 - **204 N Ottawa St, Joliet, IL 60432**
 - Is this address in poverty area?
 - **Yes 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**
 - Relationship: **Grandparent**
- **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**
 - Does the Customer have a Selective Service waiver?
 - **Waiver: No**
 - *There is development taking place to auto populate this if Yes was answered on prescreening*
 - **Selective Service #: 03-1234567-8**
 - Disability
 - **No auto-populated with response previously provided**
 - Please select one of the following choices about parenting or caring for children:
 - **None of these describe me 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 use to be in foster care** *auto-populated with response previously provided*
- 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: 111-22-4444**
- **Education**
 - **Verify Blue Box Text**
 - Are you currently enrolled in school?
 - **Auto populated to No**
 - Did you get a GED or high school equivalency (HSE)?
 - **Yes**
 - *There is development taking place to auto populate this based on prescreening data*
 - 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.**
 - 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

- **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.
 - **Compliant with Selective Service**
 - **Not Attending School**
 - **Aged out of foster care**
 - *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.*