JOB TRAINING & Economic Development

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JTED Dashboard

September 2023 v4

Overview

The dashboard provides real-time data showing where customers are in the intake/eligibility process all the way up through program completion. Partners can use the data in the dashboard to access filtered lists of customers for easy access to customer program information.

Section Column: Includes sections/components of the program**.** The icon provides a definition for the item in the section. Color-coding is used to identify customers who need action (or are in-process), successfully completed, or did not complete (withdrew). The definitions are listed in the sample below.

Count column: These links provide access to individual customer information. The column count links are available for Super User and Career Planner/Case Worker roles.

Section	Count	%
1. Topic		
White Color Code = FYI only. No action is needed.	1	10%
Yellow Color Code = Action is needed. .	2	20%
Red Color Code = Red flag - Immediate action is needed.	2	20%
Green Color Code = This step is complete or meets a program requirement.	4	40%
Grey Color Code = This person is either not able to participate or quit participating in the program.	1	10%
Total	**10**	

Accessing the Dashboard

1. Log in to www.illinoisworknet.com.
2. Select My Dashboard.
3. Select Customer Support Center/IWIS in the partner tools section.
4. Select the Dashboards in the top menu.
5. Select JTED.

JTED Dashboard

- Numbers in the dashboard are clickable. A list opens with the names of the specific participants included in that dashboard number. ***Keyboarding Tip! Right click on the number to open the list in a new tab.***
- Below is a list with the dashboard item and the Info Bubble text that provides more definition.

Dashboard Item with Info Bubble Definition

Section	**Info Bubble and Next Step Information**
Application Status	The numbers in this section link to a filtered list of customers who have an application status that matches the description of the line item.
Applications not started	Customers who have not started the online JTED application within 9 days of adding the customer to the system
Applications started but not complete	Customers who have started but not completed the online JTED application within 9 days of adding the customer to the system.
Applications not started/not completed within 10 days of adding the customer to the system Next Steps	Customers who have not started/not completed the online JTED application within 10 days of adding the customer to the system. Next Step – Go to the customers Intake tab and complete the application.
Applications complete	Customers who have a completed application. They may be eligible and interested in participating, not interested in participating, or not eligible.
Applications complete but have missing information	Customers have incomplete information that needs to be updated. Go to the customers Intake tab and complete the application.
Enrollment Status	The numbers in this section link to a filtered list of customers who have an enrollment status that matches the description of the line item.
No enrollment status	Customers who do not have an enrollment status set within 9 days of being added to the system.
No enrollment status within 10 days of adding the customer to the system Next Steps	Customers who do not have an enrollment status set within 10 days of being added to the system. Next Step – Go to the customers Intake tab and enter the enrollment status.
Enrolled (Show/Hide Types)	Customers who have their most recent enrollment status as Enrolled.
Category 1 - Unemployed (Adult)	
Category 2 - Underemployed (Adult)	
Category 3 - Youth Program	
Category 4 - Barrier Reduction Only	
Not Enrolled - Declined to Participate	Customers who have their most recent enrollment status as Not enrolled - declined to participate.
Not Enrolled - Not Eligible	Customers who have their most recent enrollment status as Not enrolled – not eligible

Not Enrolled - Application Not Submitted	Customers who have their most recent enrollment status as Not enrolled – Application Not Submitted
Total Customers (Unduplicated Count)	
Services Needs Assessment	The numbers in this section link to a filtered list of customers who have a Service Needs Assessment status that matches the description of the line item.
Services Needs Assessment not complete	Customers who do not have a completed Service Needs Assessment within 9 days of adding the customer to the system
Services Needs Assessment not completed within 10 days of adding the customer to the system Next Step	Customers who do not have a completed Service Needs Assessment within 10 days of adding the customer to the system Next Step – Go to the customers Intake tab and complete the Service Needs Assessment.
Services Needs Assessment Complete	Number of customers who have a completed Service Needs Assessment.
Referrals	The numbers in this section link to a filtered list of customers who have a referral status that matches the description of the line item.
Customers that do not require a referral	Customers who have the box checked to indicate the customer does not require a referral.
Referral(s) was sent and has not received a response or has a pending response	Customers who have a referral(s) that was sent and has not received a response or has a pending response up to 9 days after sending the referral.
Open Referral(s) was sent and has not received a response or has a pending response 10 days after sending the referral Next Steps	Customers who have an open referral(s) that was sent and has not received a response or has a pending response 10 days after sending the referral. Next Steps – Go to the customer's referral tab. Identify the outstanding referral and either resend the referral or cancel the referral.
Referral(s) was sent and received a response is Pending – no contact from customer Next Steps	Customers who have a referral(s) that was sent and received a response is Pending – no contact from customer. Next Steps – Contact the customer to see if they are going to move forward with the referral. Go to the customer's referral tab. Identify the outstanding referral and either resend the referral letting them know the customer will contact them or cancel the referral if they are not interested.
Referral(s) was sent and received a response as accepted or rejected	Customers who have a referral(s) that was sent and received a response as accepted or rejected.
Open Referral(s) was sent based on Customer Needs Assessment and has not received a response, or has a pending response	Open Referral(s) was sent based on Customer Needs Assessment and has not received a response or has a pending response up to 9 days after sending the referral.
Open Referral(s) was sent based on Customer Needs Assessment and has not received a response, or has a pending response 10 days after sending the referral	Customers who have an open referral(s) that was sent based on Customer Needs Assessment and has not received a response or has a pending response 10 days after sending the referral. Next Steps - Go to the customer's referral tab. Identify the outstanding referral and either resend the referral or cancel the referral.

Referral(s) was sent based on Customer Needs Assessment and received a response is Pending – no contact from customer	Customers who have a referral(s) that was sent based on Customer Needs Assessment and received a response is Pending - no contact from customer. Next Steps – Go to the customer's referral tab. Send the required referral. If the referral is no longer needed, then update the Service Needs Assessment by unchecking the referral need and save the results.
A referral is required based on the Service Needs Assessment, but one has not been sent Next Steps	Customers who require a referral, but one has not been sent. Next Steps – Go to the customer's referral tab. Send the required referral. If the referral is no longer needed, then update the Service Needs Assessment by unchecking the referral need and save the results.
Referral(s) was sent based on the Service Needs Assessment and received a response as accepted or rejected.	Customers who have a referral(s) that was sent based on the Service Needs Assessment and received a response as accepted or rejected.
Total Referrals Made (Show/Hide)	
# customers with at least one referral for **Housing Assistance**	
# customers with at least one referral for **Transportation**	
# customers with at least one referral for **Dependent Care**	
# customers with at least one referral for **Legal Aid**	
# customers with at least one referral for **Health Care**	
# customers with at least one referral for **Uniforms**	
# customers with at least one referral for **Other Support Services**	
Career Plan: Current Training/Career Service Status (For Category 1, 2, and 3 Only) (See services report for details.)	The numbers in this section link to a filtered list of customers who have a Training/Career Service status that matches the description of the line item.
Customers who have at least one service where start/completion status does not meet deadlines set with the start/end dates	Customers who have at least one service where start/completion status does not meet deadlines set with the start/end dates.
Customers who do not have training/career services Next Steps	Customers who do not have training/career services. Next Steps – Go to the customer's Training/Services tab. If the customer does not have a goal listed, add a goal. Add a service/activity. Assign it to the goal and enter the required information.

Customers who have all their Training/Career services start/completion statuses meet the deadlines set with the start/end dates	Customers who have all their Training/Career services start/completion statuses meet the deadlines set with the start/end dates.
Number of Active Customers with an Open Service (unduplicated)	
Individualized Career Service (ICS)	
Training Service	
Youth Individualized Career Service (ICS)	
Youth Training Service	
Career Plan: Current Support/Barrier Reduction Service Status (Use Service Cost Report for details)	The numbers in this section link to a filtered list of customers who have a Support/Barrier Service status that matches the description of the line item.
No support/barrier reduction services are needed based on the Service Needs Assessment	
Customers with one or more support/barrier reduction services identified as needed based on the Service Needs Assessment (unduplicated) (Show/Hide Types)	
Housing Assistance	
Transportation	
Dependent Care	
Legal Aid	
Health Care	
Other	
Customers who have one or more support/barrier reduction service identified in the Service Needs Assessment that still need to be addressed	Number of customers who have one or more support/barrier reduction services or referrals identified in the Service Needs Assessment that still need to be addressed.

Customers who have all support/barrier reduction services identified in the Service Needs Assessment have been addressed	Number of customers who have all support/barrier reduction services identified in the Service Needs Assessment have been addressed.
Customers with support/barrier reduction services with a status of started/complete in their career plan (unduplicated) (Show/Hide Types)	
Housing Assistance	
Transportation	
Dependent Care	
Legal Aid	
Health Care	
Other	
Customers who have an estimated cost that needs updated	Customers who have an estimated cost that needs updated
Customers with completed support/barrier reduction service	Customers with completed support service
Earned Credential (See Treasury Report for Credentials)	The numbers in this section link to a filtered list of customers who have a credential status that matches the description of the line item.
Customers who are in a training service and do not have a credential entered in the system	Customers who are in a training service and do not have a credential entered in the system.
Customers who earned an Industry-Linked Credential, Certification, or License	Customers who earned an Industry-Linked Credential, Certification, or License
Completed program without earning an Industry-Linked Credential, Certification, or License	Customers who completed program without earning an Industry-Linked Credential, Certification, or License.
Completion Information (See Treasury Report for Outcomes)	The numbers in this section link to a filtered list of customers who have a completion status that matches the description of the line item.
Not complete	Customers who have not completed the program
Completed Program	Customers who have completed the program
Withdrew	Customers who withdrew from the program

Employed	
Not Employed	
Employed	
Post-Secondary	
Not Enrolled in Post-Secondary	
Enrolled in Post-Secondary	

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711.
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For more information, please refer to the footer at the bottom of any webpage at illinoisworknet.com