

Purpose:

The **Intake Status Dashboard** provides real-time data showing where customers are in the intake/eligibility. Partners can use the data in the dashboard to access filtered lists of customers for easy access to customer program information. It also includes pass/loss rate data for sections/components of the program.

Who Uses This Dashboard:

Provider Staff can view an overview of their customers and access a filtered list of their customers.


How Partners Access the CYEP Customer Information:

1. Log into www.illinoisworknet.com.
2. Select **My Dashboard**, then select **Dashboard/Partner Tools**.
3. Select **Customer Support Center**.
4. Select the **Groups** in the top menu.
5. Select **Community Youth Employment Program**.
6. Select **Dashboards** from the top menu.

Shortcut Tip:






Go to www.illinoisworknet.com/CYEPpartners.

Select the link to the **Community Youth Employment Program Partner Tools**.

Section/Definitions Column: Includes sections/components of the program. The  icon provides a definition for the item in the section. [Next Steps](#) opens in a modal window and includes next steps and related instructions/procedures. Color-coding is used to identify customers who need action (or are in-process), successfully completed the section, or did not complete/does not move to the next section. The definitions are listed in the sample below.

Customers in the white, yellow, and red lines are not included when calculating the pass/loss rate columns.

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 and Defintions	Count	%	Loss Rate	Pass Rate
1. Topic				
<u>White Color Code</u> = FYI only. No action is needed. These numbers are not included in the loss/pass rates. 	2	20%		
<u>Yellow Color Code</u> = Action is needed. These numbers are not included in the loss/pass rates. 	2	20%		
<u>Red Color Code</u> = Red flag -Immediate action is needed. These numbers are not included in the loss/pass rates.  Next Steps	2	20%		
<u>Green Color Code</u> = This step is complete or meets a program requirement. 	4	40%		67%
<u>Grey Color Code</u> = This person is either not able to participate or quit participating in the program. 	2	20%	33%	
Total	10			



Section	Information bubbles
Customer Application Status	
Applications Started	<p>Customers who:</p> <ul style="list-style-type: none"> Have started but they have not submitted their application.
Has started application and not complete within 5 days Next Steps	<p>These customers have started but they have not submitted their application within 5 days.</p> <p>Contact the customer and ask them to complete the application. You can send a message/email using the case note tool to document your attempt to contact the customer.</p> <p>Customer Instructions: Application Instructions for Customers (PDF)</p> <p>Partner Instructions:</p> <ul style="list-style-type: none"> Case Note Tool (PDF) Application Instructions for Partners (PDF)
Application Completed/Submitted	<p>Customers who:</p> <ul style="list-style-type: none"> Completed and submitted the online application.
Application not submitted because the customer is not eligible.	<p>Customers who:</p> <ul style="list-style-type: none"> Have started but they have not submitted their application since they were determined not eligible.
Total	
Customer Eligibility Review – Customers must have a submitted application before they will appear in this section.	
Initial Program Eligibility Not Verified	<p>Customers who:</p> <ul style="list-style-type: none"> Have a status of “eligible not verified” in their progress page. <p>Go to the customer’s progress page and verify the customer’s eligibility to participate.</p>
Not Verified - Status for more than 5 days after the application date. Next Steps	<p>Next Steps:</p> <p>Go to the customer’s progress page and verify the customer’s eligibility to participate.</p> <p>Partner Instructions: Document Customer Eligibility, Enrollment, and Completion (PDF)</p>
Initial Program Eligibility Verified as Eligible – Customer is Ready for Enrollment	<p>Customers who:</p> <ul style="list-style-type: none"> Have been verified as eligible to participate in their progress page.
Initial Program Eligibility Verified as Not Eligible	<p>Customers who:</p> <ul style="list-style-type: none"> Have been verified as not eligible to participate in their progress page.
Total	



Section	Information bubbles
Customer Enrollment Status – Customers must have verified a Verified as Eligible status before they will appear in this section.	
Partner Contact Not identified	<p>Customers who:</p> <ul style="list-style-type: none"> Does not have at least one partner contact identified on the Progress page. <p>Go to the customer’s progress page and identify staff who are working with this customer.</p>
Enrollment Status Not Set	<p>Customers who:</p> <ul style="list-style-type: none"> Do not have an enrollment status saved on the Progress page.
Not Enrolled - Status for more than 5 days after the application date. Next Steps	<p>Next Steps: Go to the customer’s progress page and set the customer’s enrollment status.</p> <p>Partner Instructions: Document Customer Eligibility, Enrollment, and Completion (PDF)</p>
Customer Type: In School Youth	<p>Customers who:</p> <ul style="list-style-type: none"> Have a saved customer type (in school youth) and Have an enrollment status of enrolled, on waiting list, declined to participate, or provider not willing to enroll saved on the progress page.
Customer Type: Out of School Youth	<p>Customers who:</p> <ul style="list-style-type: none"> Have a saved customer type (out of school youth) and Have an enrollment status of enrolled, on waiting list, declined to participate, or provider not willing to enroll saved on the progress page.
Enrollment Status: On waiting List	<p>Customers who:</p> <ul style="list-style-type: none"> Have a saved customer type (in school/out of school youth) and Have an enrollment status of on waiting list saved on the progress page.
Enrollment Status: Enrolled	<p>Customers who:</p> <ul style="list-style-type: none"> Have a saved customer type (in school/out of school youth) and Have an enrollment status of enrolled saved on the progress page.
Enrollment Status: Youth Declined to Participate	<p>Customers who:</p> <ul style="list-style-type: none"> Have a saved customer type (in school/out of school youth) and Have an enrollment status of declined to participate saved on the progress page.
Enrollment Status: Provider Not Willing to Enroll	<p>Customers who:</p> <ul style="list-style-type: none"> Have a saved customer type (in school/out of school youth) and Have an enrollment status of provider not willing to enroll saved on the progress page.
Total	