

**Purpose:**

The Overview page provides summary of customer level action items and progress related to:

- Intake Form
- Intake Review
- Integrated Resource Team Contacts
- Illinois workNet Career Plan
- Worksite Placement
- Outcomes
- 30 Day Review History

The main headings and are linked to the pages where information is updated. Each action item has a status displayed to easily identify areas that need updated at the customer level.

**Who Enters/Maintains Data**

- **Grantee/Provider staff** enters contact information, reviews and updates the action items when needed. Staff verifies the information for accuracy monthly.

**Access Customer Overview Page**

1. Log into [www.illinoisworknet.com](http://www.illinoisworknet.com).
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center**.
5. Select **Groups** in the top menu.
6. Select **Youth Career Pathways**.
7. Select the **customer's name** to access their information.
8. Select the **Overview** tab.

**Shortcut Tip:**

Go to [www.illinoisworknet.com/ycppartners](http://www.illinoisworknet.com/ycppartners).

Select the link for **Youth Career Pathways Partner Tools**.

**Progress Accuracy Verification (30 Day Review)**

Providers are required to verify the customers information is up-to-date and accurate every 30-days. An alert is initially posted to the Overview page 30-days after the customer's application date. Use the Dashboard to easily find a list of customers who need to have their Overview page updated.

1. Review the information and update as needed.
2. Check the box to indicate you have reviewed and updated the information.

<b>Overview</b>	Intake Form	Intake Review	Career Plan	Case Notes	Outcomes	Assessments	Optimal Resume	Uploads	Worksites
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Profile: Tasha Boyd
Email: tboyd@ncemail.com
User Name: tboyd1997
Last 4 SSN: 3215
See All

[Reset Password](#)
[Send Message](#)

## INTAKE FORM

Action Item	Result	Status
1. Customer submits intake form for grantee review.	Submitted	<span style="color: green;">●</span> Complete

## INTAKE REVIEW

Action Item	Result	Status
1. Suitability: Review goals and training program information with customer. Select a training program based on the review.	Selected Recommended Program	<span style="color: green;">●</span> Complete
2. Eligibility: Review eligibility and collect the required documentation. Update the eligibility status and schedule LWIA appointment if eligible.	Collected Documentation	<span style="color: green;">●</span> Complete
3. Eligibility: IWDS application is certified	Not Completed	<span style="color: red;">●</span> Action Needed

## INTEGRATED RESOURCE TEAM CONTACTS

Action Item	Result	Status
1. Add Integrated Resource Team Contacts <input type="text" value="Select"/> <input type="button" value="Save"/>	View	<span style="color: red;">●</span> Action Needed
2. Schedule an LWIA Appointment	8/23/2018 10:30 AM	<span style="color: green;">●</span> Complete

## CAREER PLAN

Action Item	Result	Status
1. Review assessments and write a summary	Not Complete	<span style="color: red;">●</span> Action Needed
2. Set goals.	At Least 1 Goal Identified	<span style="color: green;">●</span> Complete
3. Identify planned services to reach goals.	Services Added	<span style="color: green;">●</span> Complete
4. Document at least one service in IWDS.	Not Complete	<span style="color: red;">●</span> Action Needed
5. Document credentials in IWDS.	Not Complete	<span style="color: red;">●</span> Action Needed

## WORKSITE PLACEMENT

Action Item	Result	Status
1. Enter employers and worksites in the worksite placement tools.	Add/Edit Worksites	<span style="color: green;">●</span> Complete
2. Place customer in work experience/worksite placement using the Career Plan.	Customer Placed	<span style="color: green;">●</span> Complete
3. Upload payroll upload to be reviewed and approved.	Not Applicable	<span style="color: red;">○</span> Not Applicable

## OUTCOMES

Action Item	Result	Status
1. Grantee updated customer application status, services, credentials earned, and milestones into IWDS. Exited customer meets at least one performance outcome.	Not Complete	<span style="color: red;">●</span> Action Needed

### Add/Update Contacts and Appointments

The customer's primary partner contacts are identified on this page. These contacts will receive notifications sent through the system regarding the customer.

1. Select **Integrated Resource Team Contacts**.
2. Select **Contact** from the dropdown menu and then select **Update**. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools.
3. Select **View Contacts** to see the partner contacts for the customer. If a contact needs to be removed, select the **Remove** button.

Note: If you do not have access to enter services into LWIA, make sure an LWIA contact is identified.

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](http://illinoisworknet.com).