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### Purpose:

The Illinois Department of Human Resources Youth Employment and Training Programs use an Online Application to collect customer information, which is used to:

- 1. Pre-screen customers to identify those who meet the program eligibility requirements.
- 2. Provide an initial assessment to help identify appropriate services and worksite placement.

The following	
information is collected:	How the information is used:
Program Eligibility	1. If the person is not eligible, the application will not be completed.
	2. Once an application is submitted, it will populate in the eligibility review
	section where career planners will indicate that they verified eligibility.
Employment Goals	This information will populate Career Plan and can be helpful when identifying
	services and worksite placement.
Physical & Background	This is an initial assessment to identify topics that impact the services and
Information	worksite placement. It is not to be used for eligibility. It should be used to make
	a worksite placement that will be a good match for both the customer and the
	employer.
Contact Information	Customer contact information populates their profile in Illinois workNet. If the
	youth is under 18-years-old, their parent/guardian information is required and
	saved in the application.
Demographics	Questions that are required may be answered with "prefer not to answer."
Education & Work	This is an initial assessment to identify credentials and experience that impact
History	services and worksite placement. It is not to be used for eligibility.
Other Partners	This information can be used to help leverage resources and services to help
Providing a Service	the customer succeed in the program.
Outreach	Find out where your customers heard about the program.

# Who Enters and Maintains Data:

Provider Staff complete the customer's application; access the customer's Intake Referral tab to review the information and update enrollment status.

#### **Complete Application and Eligibility Review** December 2024 v5

### Add the Customer

- 1. Go to www.illinoisworknet.com/DHSYouthPartners.
- 2. Select the Home Icon to Go to the Customer Support Center to access DHS Youth Programs Partner Tools.

ADD CUSTOMER

Program/Category

Customer has no Email

Select

AIC

Provider <sup>1</sup>

First Name '

Last Name \* Date of Birth \*

Email

- 3. Select the group DHS Youth Programs for Employment and Education to access the customer list.
- 4. Select Add Customer button to add a customer and complete the application.
- 5. Complete the data points to search for an existing customer:
  - a. Select a Provider if the partner has access to more than one.
  - b. Select a Program/Category if the agency offers more than one program.
  - c. First Name
  - d. Last Name
  - e. Date of Birth
  - f. Email and Confirm Email or check the box if the customer does not have an email address.
  - g. Zip Code of customer.
- 6. Click Search for existing customer.
  - a. The system will create a new profile for the youth if the youth does not have an existing account from a previous provider. There is no need to have the youth create a profile on their own.
  - b. Make a help request if the customer is still associated with another agency.
  - c. Make a help request if the customer has more than one profile and include the information provided in the error message.
  - d. If the youth's age is outside the grant parameters, an error message will show. Verify that the Date of Birth entered is

correct. A youth cannot be entered until they reach the day of birth for the program's minimum age or after they have passed the birthday that takes them outside the program maximum age. Because there can be programming complications with the system, it is recommended to ensure you are enrolling a youth approaching their 25<sup>th</sup> birthday at least 30 days in advance of the birthday. We do not have a way to force data entry for a youth that is beyond the date of the 25<sup>th</sup> birthday.

i. IYIP age requirements are 16-24 and cannot be added if 15 or 25.





Report Add Customer	Gro
ADD CUSTOMER	DASHBOARDS - 485 GROUPS (= 18) III I )
IWN ACCOUNT STATUS	
Username: KRoo	
Password: Roo050505 Status: New Account Created	
Secret Question: null	
Secret Answer: null Subsidized Days: 0	
Age: 18.3	
Complete initial applicatio	n with customer





- December 2024 v5
- ii. HYES age requirements are 14-23 and cannot be added if 13 or 24. Grant no longer applicable
- iii. RPSA age requirements are 13-24 cannot be 12 or 25. Grant no longer applicable
- 7. The customer account will be found if it exists in Illinois workNet, OR a new account will be created and provide the Username and temporary password.
- 8. The user account information displays the number of subsidized days associated with that Illinois workNet ID and will combine the totals in the event that a youth has participated with more than one agency. Remember that certain programs have specific limits on the number of subsidized days allowed.
- 9. Application completion Options:

workNet

Les S

DHS Youth Programs

- a. Complete the initial application with customer
- b. Add next customer (see the instructions below for completing the application later).
  - i. There is a downloadable paper version of the application on the partner page.
  - ii. There is a link to a PDF fillable version of the application on the partner page.
    - <u>https://www.illinoisworknet.com/partners/CYEPpartners/Pages/Resources.aspx</u>

# *The next steps will follow the "Complete the initial application with customer"*

# Step 1 Complete the Application with the Customer

- 1. Complete the eligibility sections:
  - a. Eligibility check as many boxes as apply. The customer is required to have at least one box checked.
  - b. Employment Goals
  - c. Physical Demands
  - d. Other Items
  - e. Select Save and Go To Next Page at the bottom of each section.
- 2. Complete the Application sections:
  - a. Contact information *if an SSN is entered, it will need to be confirmed*. POWER TIP enter the SSN during the verification process.
  - b. Information About You Persons born male between 18 and 26 are required to register for selective service. Verify Selective Service registration here: <u>https://www.sss.gov/verify/</u>
  - c. Education Level
  - d. Employment History *if youth has been employed at least one job entry is required. Additional ones may be added.*
  - e. Final Questions
- 3. Review information entered.
  - a. If information is incorrect, click Edit this Section, make changes and select Save Return to Preview.
  - b. Select Submit Application
  - c. Click Submit Application on the modal that opens.

Agreement		Employment Goals	Physic
Birthday *	<b>iii</b> 1/	1/2002	
Do you live in Illinois?*	• Yes	○ No	
Are you authorized to work in the U.S.?	• Yes	◯ No ◯ I don't know	
Are you currently in school (when school is in session)? *	ol O Yes	No No	
Do you have a high school diploma or equivalent? *	○ Yes	No No	
Would you be willing to go back to school? *	• Yes	⊃ No	
Select one or more that apply to you *	I have b     I or my i     I or my i     I would     I an ho     I have a     I have a     I have a     I have b     I have b	een fired or forced to quit one or more jobs minimidiate family receive TANE Benefits and the series of the series of the series of the exception of the series family due to the schedule biochemistrative who is a teen parent series of one or more funders in the series of the series of the series of the historical discussion frame (Tabu work) enables and the series of the series of the party ser, have skipped school served inters do and an intervention in trouble for my behavior to party series in those for the phase- ana series of the series of the series of the do and the phase of the series of the series of the do and the phase of the series of the series of the series of the series of the series of the series of the do and the phase of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the do and the phase of the series of	l when I attend school. Children & Family Services Y teacher says I am in danger I





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- 4. Verify Initial Program Eligibility before enrolling the customer.
- 5. Edits may be made to the application until the customer is enrolled.

#### Complete the application later

- 1. Find the customer in the customer list. Search by name or look for youth invited but not submitted in the Application Status column.
- 2. Click the customer's last name to access the profile.
- Select the Intake Referal tab on the customer's profile
- 4. Complete the information in the application by following the previous steps.

#### Step 2 Eligibility Review

This section is to document eligibility at the time of enrolling the customer into a DHS Youth program. Review and verify each item before enrolling the customer in the program.

- 1. Click the Intake Referral Tab
- 2. Click step 2 Verify Initial Program Eligibility
- Verify Review the Youth Self-Identified Meeting requirements items. This information is initially populated with the youth's eligibility question responses in their application. The "Youth Self-Identified" checkboxes cannot be updated (check/unchecked) by the provider staff.
  - a. Age
  - b. Illinois resident
    - i. County or Cook Chicago
    - ii. Cook Chicago requires the neighborhood
    - iii. Cook County requires the township
  - c. Authorization to work in the US
  - d. School Status
  - e. Heard about program in local FCRC
  - f. Social Security number The social security number is no longer required if the youth is unable to be verified, but it must be added for enrollment if the youth will be participating in work experience or employment opportunities.

Customers Work P	Plan & Report				
Name	Itsy Bitsy				
Provider(s)					
Program Year	Select			v	
Quarter	Select			v	
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rogram	Any			v	
erformance Measure	Select			~	
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Advanced Search					
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Worknet Id 🌵 Last N	Name 🔺 First Na	me 🕴 Provider	Application Status	Application Submit D	ate 🕴 Case Status 🕴 Program
30021 Bitsy	ltsy	Austin Peoples Action Center	Invited	Not Submitted	Open

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L DH	IS YOUTH INTA	KE REVIEW
Overview	Intake Review Progr	ess Career Plan Worksite Placement Outcomes
INTAKE	: APPLICATION, VE	RIFICATION, AND ENROLLMENT
Mustard	Andketchup	1. Customer submits initial online application
Pronoun See All	s she/her	2. Verify Initial Program Eligibility
Reset Pass	word Send Message	3. Enrollment Status
Participar	at Summary Tools	
Assessme Case Not	2. Verify Initial Pro	gram Eligibility
Resumes Services	Verified	Youth Self Identified Meeting Requirement
Worksites	Verified 💙	Mge *: 23.4
Upioads	Verified 🗸	🖾 Do you live in Illinois? * Yes 🗸
		What is your current county? * SANGAMON ~
	Verified 💙	Are you authorized to work in the U.S.? * Yes Ves
	Verified 💙	Are you currently in school? * Yes (in School Youth)
		Attended post-secondary training (community college, university, tra $~~\mathbf{\check{v}}$
	Verified 💙	Did you hear about this through your local FCRC? * No      No
	Social Security Numbe	r (Format: XXX-XXX-XXXXXX)
	Confirm Social Co	
	Contirm Social Security	roumber (Format: AAA-AA-AAXA)
	SSNs do not mat	ch
	Are you compliant with	Selective Service? *
-	• Yes • No	Columbra Carrier
	Register/verity with	Selective Service
	Selective Service Num	per



# **Complete Application and Eligibility Review**

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- g. Selective Service compliance should be registered with selective service if born male and between the ages of 18 and 26.
- 4. Verify eligibility criteria:
  - a. Collect required documentation for each of these items selected. Once you have verified the youth meets the eligibility requirement, select the appropriate verification option on the left.
  - b. All required fields must be completed in order to complete the verification process.
  - c. Identify and verify all applicable barriers.
  - d. Items can be added and marked as "Added after the application and verified.
  - e. All items must be verified or amended in the application.
  - f. Select Save. The system will determine the eligibility status.
    - i. **Eligibility Not Verified**
    - ii. Verified Eligible
    - iii. Verified Not Eligible
    - Unable to Verify Eligibility iv.

#### Step 3 Enrollment Status

- 1. Click Intake Referral tab
- 2. Select 3. Enrollment Status
- 3. Enter the date when the agency began activities with the youth.
- 4. Select the program in which the youth is to be enrolled.
- 5. Select in-school or out-of-school for customer type.
  - a. In-school identified as regularly enrolled in secondary eduction when school is in session.
  - b. Out-of-school identified as no longer enrolled in secondary education when school is in session.
- 6. Select the Enrollment status
  - a. Eligibility complete and enrolled
  - b. Eligibility complete and placed on waiting list
  - c. Not Enrolled declined to participate
  - d. Provider not willing to enroll.
- 7. Click Save Program Change
- 8. Review the Enrollment History. Click the Enrollment History in the lower right corner of 3. Enrollment Status.

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3. Enrollment S	tatus										
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