Contents

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 DHS Youth 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 DHS Youth Employment & Education Programs.
6. Select Dashboards from the top menu.

Shortcut Tip:

Go to www.illinoisworknet.com/DHSYouthPartners.

Select the link to the DHS 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 identity 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				

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

Agency Related Behaviors

These are data changes requested by partners through Help Requests or emails directed at changing customer information. If an agency displays large numbers of changes, it may become a training issue. Link to the Log Change Review to see more details.

- Name
- Birthday
- Gender
- SSN
- Contact Information – address, email, or phone.
- Provider
- Program
- Discharges
- Case Note deletion requests.

Intake Dashboard

Section	Information bubbles
Customer Application Status	
Customer invited, application not started	Customer(s) who: • Is invited but they have not started their application
Application started	Customers who: • Have started their application but they have not submitted their application.
Has started application and not complete within 5 days Next Steps	These customers have started but they have not submitted their application within 5 days. 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.

Section	Information bubbles
	Customer Instructions: Application Instructions for Customers (PDF) Partner Instructions: • Case Note Tool (PDF) • Application Instructions for Partners (PDF)
Application Completed/Submitted	Customers who: • Completed and submitted the online application.
Application not submitted because the customer is not eligible.	Customers who: • 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	Customers who: • Have a status of "eligible not verified" in their Intake Referral tab. Go to the customer's Intake Referral tab section 2 and verify the customer's eligibility to participate.
Not Verified - Status for more than 5 days after the application date. Next Steps	Next Steps: Go to the customer's Intake Referral tab and verify the customer's eligibility to participate. Partner Instructions: Document Customer Eligibility, Enrollment, and Completion (PDF)
Initial Program Eligibility Verified as Eligible – Customer is Ready for Enrollment	Customers who: • Have been verified as eligible to participate in their Intake Referral tab.
Unable to Verify Initial Program Eligibility, or Discharged/ Case Closed	Customers who: • Were unable to be verified on their Intake Referral tab.
Initial Program Eligibility Verified as Not Eligible	Customers who: • Have been verified as not eligible to participate in their Intake Referral tab.
Total	
Partner contacts	
Partner Contact Not identified	Customers who: • Does not have at least one partner contact identified on the Overview tab in the Integrated Resource Team Contacts section. Go to the customer's progress page and identify staff who are working with this customer.
Customer Enrollment Status– Customers must have verified a Verified as Eligible status before they will appear in this section.	
Enrollment Status Not Set	Customers who:

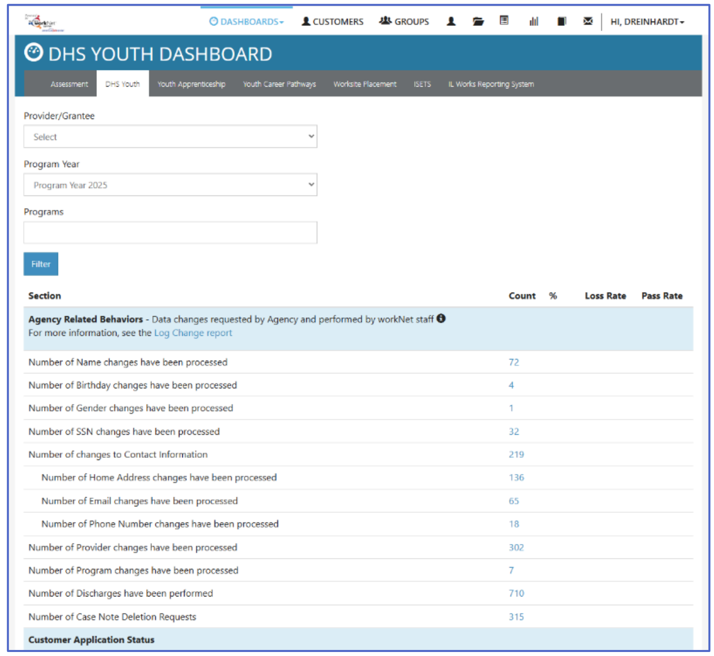
Section	Information bubbles
	• Do not have an enrollment status saved on the Intake Referral tab.
Not Enrolled - Status for more than 5 days after the application date. Next Steps	Next Steps: Go to the customer's Intake Referral tab and set the customer's enrollment status. Partner Instructions: Document Customer Eligibility, Enrollment, and Completion (PDF)
Customer Type: In School Youth	Customers who: • 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 Intake Referral tab.
Customer Type: Out of School Youth	Customers who: • 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 Intake Referral tab.
Enrollment Status: On waiting List	Customers who: • Have a saved customer type (in school/out of school youth) and • Have an enrollment status of on waiting list saved on the Intake Referral tab.
Enrollment Status: Enrolled	Customers who: • Have a saved customer type (in school/out of school youth) and • Have an enrollment status of enrolled saved on the Intake Referral tab.
Enrollment Status: Youth Declined to Participate	Customers who: • Have a saved customer type (in school/out of school youth) and • Have an enrollment status of declined to participate saved on the Intake Referral tab.
Enrollment Status: Provider Not Willing to Enroll	Customers who: • 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 Intake Referral tab.
Total	

Customer Credential/Certificate/License Activities	
Has not started a Credential / Certification / License	Youth who have not started an activity to earn a credential, certification or license.
Has started a Credential / Certification / License	Youth who have started an activity to earn a credential, certification, or license.
Has completed a Credential / certification / License	Youth who have a credential, certification, or license added to an activity.
Total	
Customer Placement Status –	

Customers With Placements – Employment Not Started	These customers have been added to worksite placement, but their start date is in the future.
Customers With No Placements [Next Steps](#)	Next Steps: • Add these customers to a worksite placement. • Upload payroll • If they are no longer participating in the program, update the Outcomes > Discharge section. Partner Instructions: • Worksite Placement and Payroll Upload (PDF) • Document Customer Eligibility, Enrollment, and Case Closure (PDF)
Customers Who Have Ever Had Subsidized Placement & Do Not Have At Least One Approved Payroll Entry	These customers have been added to subsidized worksite placement, but they do not have at least one payroll entry approved. Next steps: Check to see if the customer has a payroll uploaded. • If they don't have one, upload their payroll. • If they do have a payroll upload, contact your DHS contact to see if adjustments need to be made before their payroll can be approved.
Customers Who Had Subsidized Placement & Have At Least One Payroll Entry	These customers have been added to subsidized worksite placement, and they have at least one payroll entry approved.
Customers Only In A Fully Unsubsidized Placement & Approved Payroll Entry Not Required	These customers have been added to a fully unsubsidized worksite placement. Payroll upload is not required.
Customers No Longer In Program With No Placements	These customers have a closed case and they were never placed at a worksite.

Change Requests On Dashboard

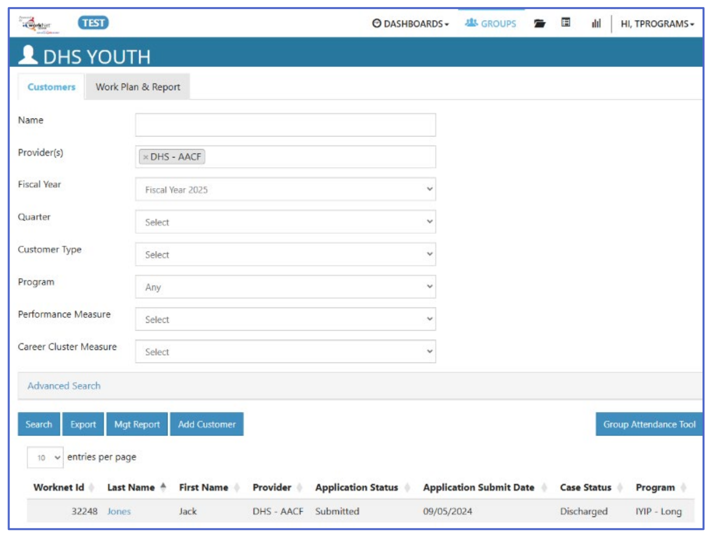
At the top of the DHS Youth Dashboard is a section that reflects the changes that have been processed at the request of a partner regarding: names, date of birth, gender, SSN, addresses, providers and programs. This is a way to track how many changes are requested by an agency and if specific partner coaching may be required.



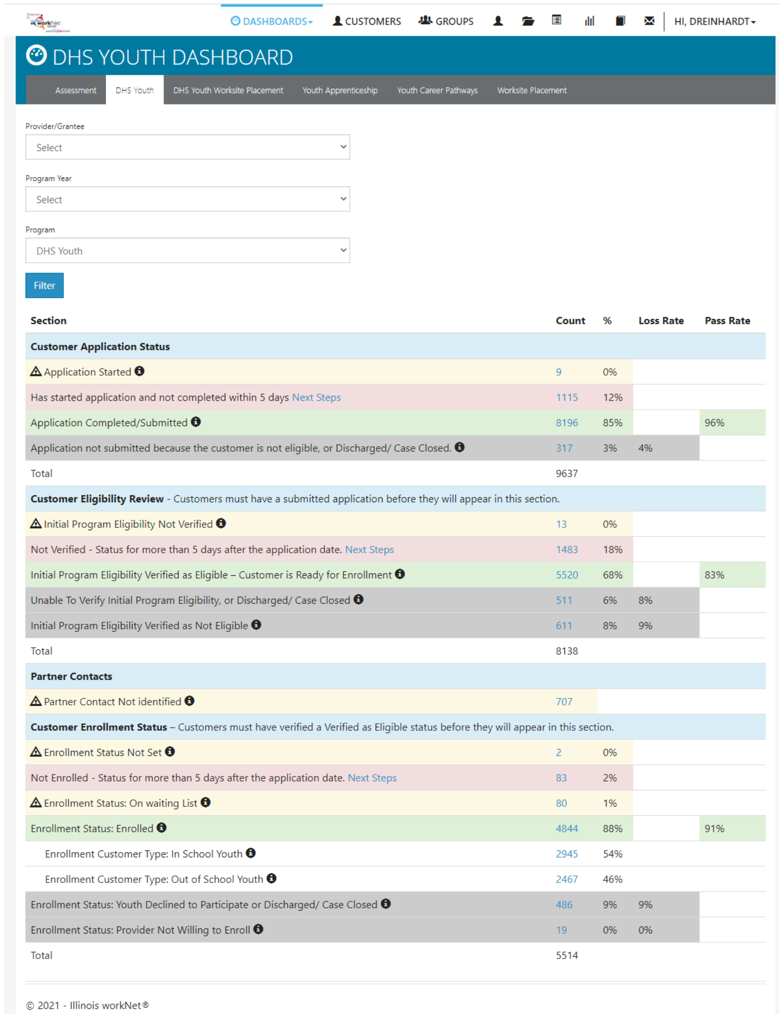
Click on a number next to an item to view the customers associated with that item.

Members of the administrative team will be able to see all changes, old and new data and the reason for the change.

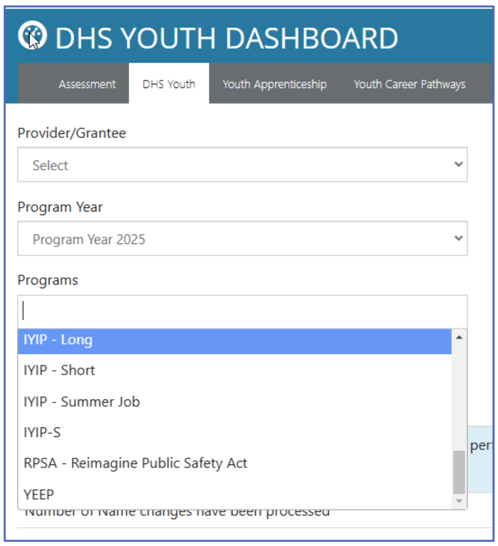
Partners may click the profile ID to access the participant record.



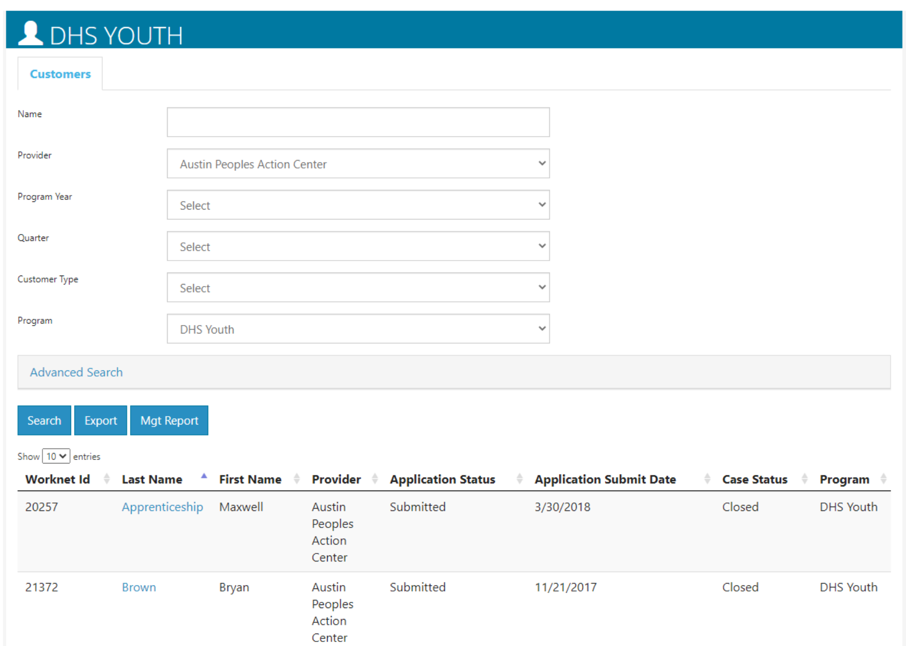
How to Use the Dashboard to Follow a Customer



1. Customer applications display on the DHS Youth Dashboard under the DHS Youth Program.
2. After eligibility is determined, the customer will show under the program to which the youth is assigned.



3. If a participant cannot be found, first select the proper program year, then the program.
4. To access a list of participants in a category, click the number to the right that will yield a list of those participants.
5. To access the participant profile, click the last name.
6. Use the numbers in the dashboard to tell which profiles require action/update.



Rows that Require Action

DHS Youth Dashboard:

- **Has started application and not completed within 5 days** – contact customers in this list to complete the submission process. The was not finished.
- **Not Verified – Status for more than 5 days after the application date** – these customers' eligibility must be completed before they can be enrolled.
- **Partner Contact Not identified** – add a contact person from your agency for that customer on the Overview tab of the customer profile.

DHS Youth Worksite Placement Dashboard:

- **Customers with No Placements** – these youth have not been properly placed through the Career Plan at a worksite.
- **Customers Who Have Ever Had Subsidized Placement & Do Not Have At Least One Payroll Entry** – these youth need a payroll uploaded for the work they have been doing.