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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 <u>www.illinoisworknet.com</u>.
- 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 ¹ icon provides a definition for the item in the section. <u>Next Steps</u> 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				



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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.	<u>2</u>	20%		
Red Color Code = Red flag -Immediate action is needed. These numbers are not included in the loss/pass rates. S <u>Next Steps</u>	2	20%		
Green Color Code = This step is complete or meets a program requirement.	<u>4</u>	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			

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	Customer(s) who:					
started	 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	These customers have started but they have not submitted their					
complete within 5 days <u>Next Steps</u>	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.					



December 2024 V7 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 Customers who: the customer is not eligible. 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 Next Steps: Go to the customer's Intake Referral tab and verify the customer's days after the application date. Next eligibility to participate. Steps Partner Instructions: Document Customer Eligibility, Enrollment, and Completion (PDF) Initial Program Eligibility Verified as Customers who: Eligible – Customer is Ready for Have been verified as eligible to participate in their Intake Enrollment Referral tab. Unable to Verify Initial Program Customers who: Eligibility, or Discharged/ Case Closed • Were unable to be verified on their Intake Referral tab. Initial Program Eligibility Verified as Customers who: Not Eligible 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:



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Section	Information bubbles
	 Do not have an enrollment status saved on the Intake Referral tab.
Not Enrolled - Status for more than 5	Next Steps:
days after the application date. <u>Next</u> <u>Steps</u>	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	Customers who:
Participate	 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	Customers who:
Willing to Enroll	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 /	Youth who have a credential, certification, or license added to					
License	an activity.					
Total						
Customer Placement Status –						

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.



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Customers With Placements – Employment No	These customers have been added to worksite placement, but
Started	their start date is in the future.
Customers With No Placements <u>Next Steps</u>	 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.

🗄 🏥 🔳 🖾 HI, DREINHARDT a Carton L CUSTOMERS A GROUPS 1 -OHS YOUTH DASHBOARD Assessment DHS Youth Youth Apprenticeship Provider/Grantee Select Program Year Program Year 20 Programs Sectio Pass Rate Agency Re ed by workNet staff 🖯 Number of Birthday changes have been processer of Gender changes have been proces er of SSN changes have been proc Number of changes to Contact Informa 219 Number of Home Address changes have been proce 136 er of Email changes have been proce Number of Phone Number changes have been proc Number of Provider changes have been processed ram changes have been pr Number of Discharges have been perform Number of Case Note Deletion Requests Customer Application Status 🛛 DASHBOARDS - 继 GROUPS 🖀 💷 📶 HI, TPROGRAMS -TEST Winter 👤 DHS YOUTH Customers Work Plan & Report Name Provider(s) × DHS - AACF Fiscal Year Fiscal Year 202 Quarter Select Customer Typ Select Program Any Performance Measure Select Career Cluster Measure Selec Advanced Search

Using the Dashboards

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 Stand
 Export
 Mgt Report
 Add Customer

 10

 entries per page

 First Name

 Provider

 Application Status

 Application Submit Date

 Case Status

 Program

 32248
 Jones

 Jack

 DHS - AACF

 Submitted

 Op/05/2024

 Discharged
 MP - Long



Using the Dashboards

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How to Use the Dashboard to Follow a Customer

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

🔞 DHS Y	OUTH	I DASHBO	ARD	
Assessment	DHS Youth	Youth Apprenticeship	Youth Career Pathways	
Provider/Grantee				
Select			~	
Program Year				
Program Year 20	25		~	
Programs				
IYIP - Long			•	
IYIP - Short				
IYIP - Summer Jo	b			
IYIP-S			r	pe
RPSA - Reimagin	e Public Safe	ety Act		
ЧЕЕР типпрег от тиани	e changes ha	we been processed	v	

- If a participant cannot be found, first select the proper program year, then the program.
- 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.
- Use the numbers in the dashboard to tell which profiles require action/update.

	O DASHBOARDS-	L CUSTOMERS	A GROUPS	1 🖀	E di		🛛 🔤 ні, с	REINHARDT
🞯 DHS YOUTH DASH								
Assessment DHS Youth DHS Youth V	Vorksite Placement Youth	Apprenticeship You	th Career Pathways	Worksite Pla	icement			
Provider/Grantee								
Select		~						
Program Year								
Select		~						
Program								
DHS Youth		~						
Filter								
Section					Count	%	Loss Rate	Pass Rate
Customer Application Status								
Application Started					9	0%		
Has started application and not complete	ed within 5 days Next S	eps			1115	1296		
Application Completed/Submitted 3					8196	85%		96%
Application not submitted because the c	ustomer is not eligible,	or Discharged/ Cas	e Closed. 🤁		317	3%	4%	
Total					9637			
Customer Eligibility Review - Customer		d application befo	re they will appe	ar in this sec				
A Initial Program Eligibility Not Verified					13	0%		
Not Verified - Status for more than 5 day					1483	18%		
Initial Program Eligibility Verified as Eligib					5520	68%		83%
Unable To Verify Initial Program Eligibility	-	losed 🙂			511	6%	8%	
Initial Program Eligibility Verified as Not I	ligible 🕽				611	8%	9%	
Total					8138			
Partner Contacts								
A Partner Contact Not identified 3					707			
Customer Enrollment Status – Custome	rs must have verified a	Verified as Eligible	status before th	ey will appea				
▲ Enrollment Status Not Set ●					2	0%		
Not Enrolled - Status for more than 5 day	is after the application	date. Next Steps			83	2%		
A Enrollment Status: On waiting List					80	196		
Enrollment Status: Enrolled 9	<i>i</i> .				4844	88%		91%
Enrollment Customer Type: In School					2945	54%		
Enrollment Customer Type: Out of Sch					2467	46%		
Enrollment Status: Youth Declined to Part		Lase Closed 💙			486	9%	9%	
Enrollment Status: Provider Not Willing to	o Enroll 😈				19	0%	0%	
Total					5514			
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Customers									
Name									
Provider	Austin	Peoples Action	Center			~			
Program Year	Select					~			
Quarter	Select					~			
Customer Type	Select					~			
Program	DHS Y	outh				~			
Advanced So Search Ex Show 10 V entrie	xport Mgt Report								
Worknet Id		First Name	Provider	Application Status	÷	Application Submit Date	🕴 Case Stat	us 🕴 Progr	am
20257	Apprenticeship	Maxwell	Austin Peoples Action Center	Submitted	3	3/30/2018	Closed	DHS Y	outh
21372	Brown	Bryan	Austin Peoples Action Center	Submitted		11/21/2017	Closed	DHS Y	outh



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.