

# Dashboards Tools


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## Definition






### Use the Performance Accountability Transparency (IPATS) Tools

**Dashboards** provide real-time data showing where customers are in the intake/eligibility process all the way up through program completion. They typically include pass/loss rate data for sections/components of the program. Partners can use the data in the dashboard to access filtered lists of customers for easy access to customer program information.

**Section/Definitions Column:** Includes sections/components of the program. The  icon provides a definition for the item in the section. Color-coding is used to identify customers who need action (or are in-process), successfully completed, or did not complete (withdrew). The definitions are listed in the sample below.

Customers in the white & yellow 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
<b>1. Topic</b>				
<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. 	<a href="#">2</a>	20%		
<u>Red Color Code</u> = Red flag -Immediate action is needed. These numbers are not included in the loss/pass rates.  <a href="#">Next Steps</a>	<a href="#">2</a>	20%		
<u>Green Color Code</u> = This step is complete or meets a program requirement. 	<a href="#">4</a>	40%		67%
<u>Grey Color Code</u> = This person is either not able to participate or quit participating in the program. 	<a href="#">2</a>	20%	33%	
<b>Total</b>	<b>10</b>			

- [Next Steps](#) – Next Steps opens in a modal window and includes next steps and related instructions/procedures.

**Partner Intake/Enrolled Dashboard**

Add instructions to the dashboard pages

- White = Informational
- Yellow= Action Needed
- Red = Red flag – Immediate action needed
- Green = good for that section
- Grey = “grayed out” stopping point for that sections

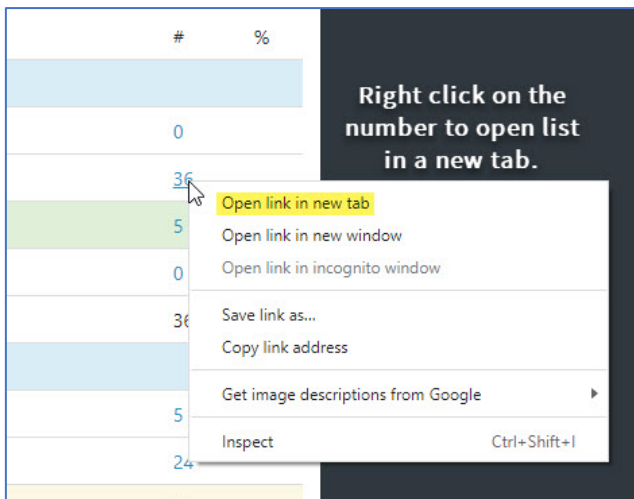
**Intermediary Intake Dashboard**

Numbers in the dashboard are clickable. A list opens with the names of the specific participants that included in that dashboard number.

Click on the last name of the participant to open the file on Illinois workNet.

Below is a list with the dashboard item and the Info Bubble text that provides more definition.

**Keyboarding tip!**



**APPRENTICESHIP ILLINOIS DASHBOARD**

Assessment DHS Youth DHS Youth Worksite Placement Youth Apprenticeship Youth Career Pathways Worksite Placement

Section	#	%
<b>Participant Overview</b>		
Planned Participants	0	
Total Participants	35	
Total Active Participants	5	
Total Exitters	0	
Total	35	
<b>Customer Engagement</b>		
Number of Active Participants with Service	5	
Individualized Career Service (ICS)	23	
Service open for more than 6 months	0	
Training Service	6	
Service open for more than 18 months	0	
Youth Individualized Career Service (ICS)	0	
Service open for more than 6 months	0	
Youth Training Service	0	
Service open for more than 18 months	0	
Total	5	
<b>Customer Activity</b>		
No Career Planning (Case Management)/Case Note in 30 Days	115	
Last Active Service Greater than 60 days ago	115	
Last Active Service Greater than 90 days ago	114	
Last Active Service Greater than 110 days ago	109	
Participants with Open Services for more than 6 Months	0	
Participants with Open Services for more than 18 Months	0	
Enrolled in LWIA & LWIA 90 (Co-enrolled)	0	
Participant Being Served by Same LWIA 90 Grantee	0	
Total	453	
<b>Exit Information</b>		
Employed at Exit	0	
Employed 2nd Quarter after Exit	0	
Employed 4th Quarter after Exit	0	
Employed in Training Related Job at Exit	0	
Employed in Training Related Job 2nd Quarter after Exit	0	
Employed in Training Related Job 4th Quarter after Exit	0	
Entered Training Related Employment 2nd Quarter after Exit	0	
Entered Training Related Employment 4th Quarter after Exit	0	
Total	0	
<b>Performance "Training" Indicators: Measurable Skills Gain &amp; Credential Attainment Rate</b>		
Total Training Participants	6	
Total Participants with Measurable Skills Gain	4	
Total Participants with a Credential but without a Measurable Skills Gain	1	
30 days left to earn a Measurable Skills Gain	0	
Total Participants Never Enrolled in Training	110	
Active Participants Enrolled in Training	1	
Training Completers	0	
Training Complete Participants who have Earned a Credential	0	
Training Exitters	0	
Unsuccessful Training Exitters	0	
Successful Training Exitters	0	
Training Exitters that Earned a Credential	0	
Training Exitters who have earned a credential of high school diploma/GED/equivalency only	0	
Training Exitters that have not earned a Credential	0	
60 days left to earn Credential	0	
30 days left to earn Credential	0	
Total	117	
<b>Exiters Qualifying for Performance</b>		
Exits 2 Quarters ago	0	
Exiters with Wages 2nd Quarter Post Exit	0	
No Wage Data or Supplemental Data	0	
No Wage Data or Supplemental Data or Educational Data for Youth	0	
Exits 4 Quarters ago	0	
Exiters with Wages 4th Quarter Post Exit	0	
No Wage Data or Supplemental Data	0	
No Wage Data or Supplemental Data or Educational Data for Youth	0	
Total	0	

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Dashboard Item with Info Bubble Definition

Section	Info Bubble
<b>Participant Overview</b>	
Planned Participants	Number of planned Participants.
Total Participants	Number of participants who currently have or may have had an active IwN service at some point in time during the program. This number includes exiters.
Total Active Participants	Number of participants who have an active IwN service.
Total Exiters	Number of participants who have exited from the program. The date of exit from the program is the last date of service. The date cannot be determined until 90 days have lapsed since the participant received his last services and no future services are planned.
<b>Total</b>	
<b>Customer Engagement</b>	
Number of Active Participants with Service	Number of participants who have an active IwN service – open service record.
Individualized Career Service (ICS)	Number of participants who have a WIOA Individualized Career Service (ICS). Note: Could be duplicative – have an ICS and TS
Service open for more than 6 months	Number of participants who have a WIOA Training Services that has been open for more than 6 months.
Training Service	Number of participants who have a WIOA Training Services. Note: Could be duplicative – have an ICS and TS
Service open for more than 18 months	Number of participants who have a WIOA Training Services that has been open for more than 18 months.
Youth Individualized Career Service (ICS)	Number of participants who have a WIOA Individualized Career Service (ICS). Note: Could be duplicative – have an ICS and TS
Service open for more than 6 months	Number of participants who have a WIOA Training Services that has been open for more than 6 months.
Youth Training Service	Number of participants who have a WIOA Training Services. Note: Could be duplicative – have an ICS and TS
Service open for more than 18 months	Number of participants who have a WIOA Training Services that has been open for more than 18 months.
<b>Total</b>	
<b>Customer Activity</b>	
No Career Planning (Case Management)/Case Note in 30 Days	Participants who have not had a case notes added in the past 30 days.
Last Activity Service Greater than 60 days ago	Participants who have not had a service within 60 days
Last Active Service Greater than 90 days ago	Participants who have not had a service within 90 days.
Last Active Service Greater than 110 days ago	Participant who have not had a service within 110 days.
Participants with Open Services for more than 6 Months	Participants who have a service remain open for more than 6 months (service start date more than 6 months ago, no end date).
Participants with Open Services for more than 18 Months	Participants who have a service remain open for more than 18 months (service start date more than 18 months ago, no end date).
Enrolled in LWIA & LWIA 90 (Co-enrolled)	Participants who are co-enrolled in a Local Workforce Innovation Areas and LWIA 90.
Participant Being Served by Same LWIA 90 Grant	Customers who are enrolled in two LWIA 90 grants of the same LWIA 90 grantee (i.e., Services provided in 2018 and 2019 LWIA 90 grants with the same grantee/provider).
<b>Total</b>	
<b>Exit Information</b>	

Employed at Exit	Participants who have exited and are employed at the time of exit.
Employed 2 <sup>nd</sup> Quarter after Exit	Participants who were employed at exit and are still employed 2 <sup>nd</sup> quarter after exit.
Employed 4 <sup>th</sup> Quarter after Exit	Participants who were employed at exit and are still employed 4 <sup>th</sup> quarter after exit.
Employed in Training Related Job at Exit	Participants who have entered employment related to the training they received.
Employed in Training Related Job 2 <sup>nd</sup> Quarter after Exit	Participants who were employed in training related job at exit and are still employed 2 <sup>nd</sup> quarter after exit.
Employed in Training Related Job 4 <sup>th</sup> Quarter after Exit	Participants who were employed in training related job at exit and are still employed 4 <sup>th</sup> quarter after exit.
Entered Training Related Employment 2 <sup>nd</sup> Quarter after Exit	Participants who have entered employment related to the training they received by second quarter after exit. Note: These participants were not employed at exit.
Entered Training Related Employment 4 <sup>th</sup> Quarter after Exit	Participants who have entered employment related to the training they received by fourth quarter after exit. Note: These participants were not employed at exit.
<b>Total</b>	
<b>Performance "Training" Indicators: Measurable Skills Gain &amp; Credential Attainment Rate</b>	
Total Training Participants	Number of participants who currently have or may have had a training service at some point in time during the program, but no services are currently active. This number includes exiters.
Total Participants with Measurable Skills Gain	Participant who have a measurable skill gain record in the PY.
Total Participants with a Credential but without a Measurable Skills Gain	Participant who have a credential reported, but do not have a measurable skill gain record in the PY.
30 days left to earn a Measurable Skills Gain	Participant who have not received a Measurable Skills Gain. Participant must receive a MSG every program year they are enrolled and receiving a training service.
Total Participants Never Enrolled in Training	Participant who have never received a WIOA funded training service.
Active Participants Enrolled in Training	Active participants who have an active training service.
Training Completers	Training completes who are still participating in program (Training Completed but have not exited.)
Training Complete Participants who have Earned a Credential	Training completers who have not exited and earned an Industry Recognized credential(s) at any point during participation.
Training Exiters	Customers who participated and had a training and are now exited.
Unsuccessful Training Exiters	Customers who participated and had a training and are now exited with an unsuccessful completion status.
Successful Training Exiters	Customers who participated and had a training and are now exited with an successful completion status.
Training Exiters that Earned a Credential	Exiters who have exited and earned a credential(s) and have added it to their exit record.
Training Exiters who have earned a credential of high school diploma/GED/equivalency <b>only</b>	These participants also need to earn an Industry Recognized Credential, be enrolled in post-secondary, enter military service, or enter employment/be employed within a year after exit. One or more of these outcomes must be recorded in follow up in order to be counted as a obtaining a credential.
Training Exiters that have not earned a Credential	Exiters who were in training and do not have a credential recorded on their exit record. Participants have 365 days after exit to earn credential and have it added to their exit record to be counted in Credential Attainment Rate.
60 days left to earn Credential	Exiters who were in training and do not have a credential recorded on their exit record. Participants have 365 days after exit to earn credential and have it added to their exit record to be counted in Credential Attainment Rate.
30 days left to earn Credential	Exiters who were in training and do not have a credential recorded on their exit record. Participants have 365 days after exit to earn credential and have it added to their exit record to be counted in Credential Attainment Rate.
<b>Total</b>	
<b>Exiters Qualifying for Performance</b>	

Exits more than 2 Quarter ago	Participants whose exit date fall within a quarter more than two quarters ago. Customers in this row would be in the denominator with a potential to be in the numerator for 'Employment 2nd Quarter after Exit'.
Exiters with Wages 2 <sup>nd</sup> Quarter Post Exit	Participants who were employed at exit and are still employed 2 <sup>nd</sup> quarter after exit.
No Wage Data or Supplemental Data	Participants records needs to be updated to record wage or supplemental data.
No Wage Data or Supplemental Wage or Education Data for Youth	Youth Participants records needs to be updated to include education data.
Exits more than 4 Quarter ago	Participants whose exit date fall within a quarter more than four quarters ago. Participants in this row would be in the denominator with a potential to be in the numerator for 'Employment 4th Quarter after Exit'
Exiters with Wages 4 <sup>th</sup> Quarter Post Exit	Participants who were employed at exit and are still employed 4 <sup>th</sup> quarter after exit.
No Wage Data or Supplemental Data	Participants records needs to be updated to record wage or supplemental data.
No Wage Data or Supplemental Wage or Education Data for Youth	Youth participants records needs to be updated to include education data.
<b>Total</b>	

## Overview Tab

Clicking on a last name of a customer opens the customer file on Illinois workNet. The landing page is the Overview Tab. Yellow indicates not completed. Green circles indicate item is complete.

## Service Integration Resource Team

- Click the dropdown arrow to add a team member from the list of active partners in the grantee group.
- Click View Partners to see an existing list of partners assigned access to this customer file.

## Intake Review

At-a-glance tracking of customer status in the program.

## Career Plan & Documented Services

At-a-glance tracking of items required by grant.

## Outcome Status

At-a-glance tracking of measurable outcomes for the grant.

## System Tools

On the left hand side of each page, the following is available:

- Click **See All** to view customer information including phone, email, lwN ID number, IWDS ID and other details.

**APPRENTICESHIP ILLINOIS OVERVIEW**

Overview | Intake Review | Career Plan | Outcomes | Case Notes

**OVERVIEW**

Profile: [Name] k  
Email: [Email] @gmail.com  
Enrollment Status: Registrant  
See All  
Sync With IWDS  
Last Sync: 1/25/2021 3:42 PM  
Reset Password | Send Message

**SERVICE INTEGRATION RESOURCE TEAM**

Action Item	Result	Status
Add Resource Team Contacts Select	View Partners	Complete

**INTAKE REVIEW**

Action Item	Result	Status
1. Customer submits initial online application.	Complete	Complete
2. Verify eligibility and enroll customer.	Enrolled	Complete
3. The customer was provided information that describes the features and how to access their career plan.	Complete	Complete

**CAREER PLAN & DOCUMENTED SERVICES**

Action Item	Result	Status
1. Set goals and at least one step/service.	At least 1 service.	Complete
2. The customer has agreed to the initial career plan (IEP/ISS).	Completed	Complete
3. Has worksite placement/experience in Illinois workNet.	Not Completed	Not Complete
4. Has an On the Job Training Service.	Not Completed	Not Complete
5. Has a Related Training and Instruction Service.	Not Completed	Not Complete
6. Has a support service.	Not Completed	Not Complete

**OUTCOME STATUS**

Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Not Completed	Not Complete
2. Measurable Skill Gains (MSG) have been entered.	At least 1 MSG entered.	Complete
3. Industry recognized credentials have been entered.	Not Completed	Not Complete
4. Customer is exited.	Not Completed	Not Complete
5. Follow-up is complete.	Not Added	Not Complete

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- Click **Sync with IWDS** IwN and IWDS sync nightly. Click this button to sync on demand.
- Click **Reset Password** to reset the customer password. Customer is prompted to change upon access to IwN.
- Click **Send Message** to send a message to the customer's IwN account.