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Purpose:

There are several pages that assist in documenting customer progress. They include:

- Overview – snapshot view of primary activity status
- Progress – tracks significant items for periodic performance
- Career Plan / Services – tracks activities and services recommended for the customer
- Outcomes – discharge, follow-up and success stories
- Assessments – repository of assessments administered for the customer
- Case Notes – tracks communications about the customer
- Uploads – repository of documents related to the customer
- Worksites / Worksite Placement – tracks worksite placements, payroll, and stipends
- Resumes – customers working in the resume tool can share items for case managers to review.

Who Enters/Maintains Data

- **Grantee/Provider staff** enters contact information, verifies eligibility, as well as other supporting documents when needed.
- **Customer** has a read only view of the page.

Shortcut Tip:

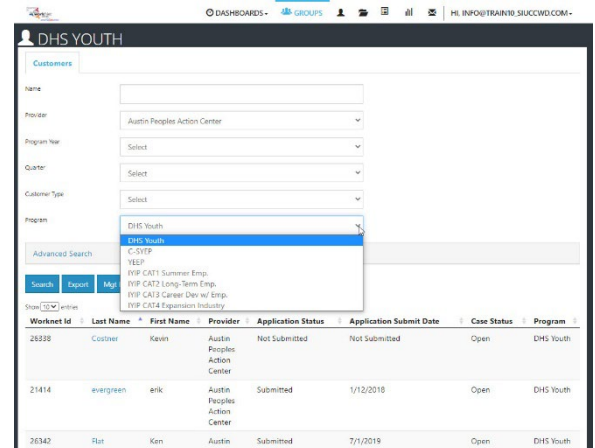
Go to

www.illinoisworknet.com/DHSYouthPartners.

Select the link for **DHS Youth Program Partner Tools**.

Access Customer Progress Sections

1. Log into www.illinoisworknet.com.
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center/IWIS**.
5. Select the **Groups** in the top menu.
6. Select **DHS - Youth Program for Employment and Education** if the partner has access to more than one group.
7. To find participants filter by **Program** or type the customer first name.





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- Select the **customer's name** to access their information.
- Select the **Tab** upon which the partner wants to see specific progress. Or select a section from the **left menu**.

Overview Tab

This is a page to track items for customer tracking at-a-glance. Items with a red circle are not complete. Green circles indicate items are finished.

Click the section headers to access that section of the customer profile.

Integrated Resource Team Contacts are updated on this page.

Add/Update Integrated Resource Team Contacts

These contacts will receive notifications, sent through the system, regarding the customer.

- Select **Integrated Resource Team Contacts**.
- Select **Contact** from the dropdown menu and then select **Save**. The list contains only partners that have been granted access to the DHS Youth Program partner tools for the partner agency.
- Select **View** in the results column to see the partner contacts for the customer. If a contact needs to be removed, select the **Remove** button.

The screenshot shows the 'DHS YOUTH OVERVIEW' dashboard for a customer named Laughlin Artz. The dashboard is divided into several sections, each with a table of action items, results, and statuses.

APPLICATION

Action Item	Result	Status
1. Customer submits application for grantee review.	Submitted	Complete

PROGRESS - ELIGIBILITY/ENROLLMENT

Action Item	Result	Status
1. Verify Eligibility	Verified	Complete
2. Update Enrollment	Enrollment Updated	Complete

INTEGRATED RESOURCE TEAM CONTACTS

Action Item	Result	Status
1. Add Integrated Resource Team Contacts	View	Complete

PROGRESS - PERFORMANCE MEASURES

Action Item	Result	Status
1. Take Career Cluster Inventory	Career Cluster Inventory Not Complete	Action Needed
2. Casey Life Skills	Casey Life Skills Complete	Complete

PROGRESS - CASE CLOSURE

Action Item	Result	Status
1. Close Case	Case Not Closed	Action Needed

CAREER PLAN

Action Item	Result	Status
1. Review assessments and write a summary	Not Complete	Action Needed
2. Set goals.	At Least 1 Goal Identified	Complete
3. Identify planned services to reach goals.	Services Added	Complete

WORKSITE PLACEMENT

Action Item	Result	Status
1. Enter employers and worksites in the worksite placement tools.	Add/Edit Worksites	Complete
2. Place customer in work experience/worksites placement using the Career Plan.	Customer Placed	Complete
3. Upload payroll upload to be reviewed and approved.	Not Uploaded	Action Needed

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Performance Measure Deliverables Progress

The Performance Measure Deliverables section provides an overview of items in the system that impact the Periodic Performance Report.

All items are automatically populated with actions taken in other sections of the customer profile.

Assessment PPR TAB

- Career Cluster Inventory – is included in Employment 101 – E101 or can be completed as a stand-alone activity.
- Casey Life Skills – this item links to the assessment summary entered by a case manager in the assessments section of the profile. Other components include:

- uploading the results of the full assessment to the Uploads section,
- uploading the case plan to the uploads section, and
- completing the activities in the Career Plan.

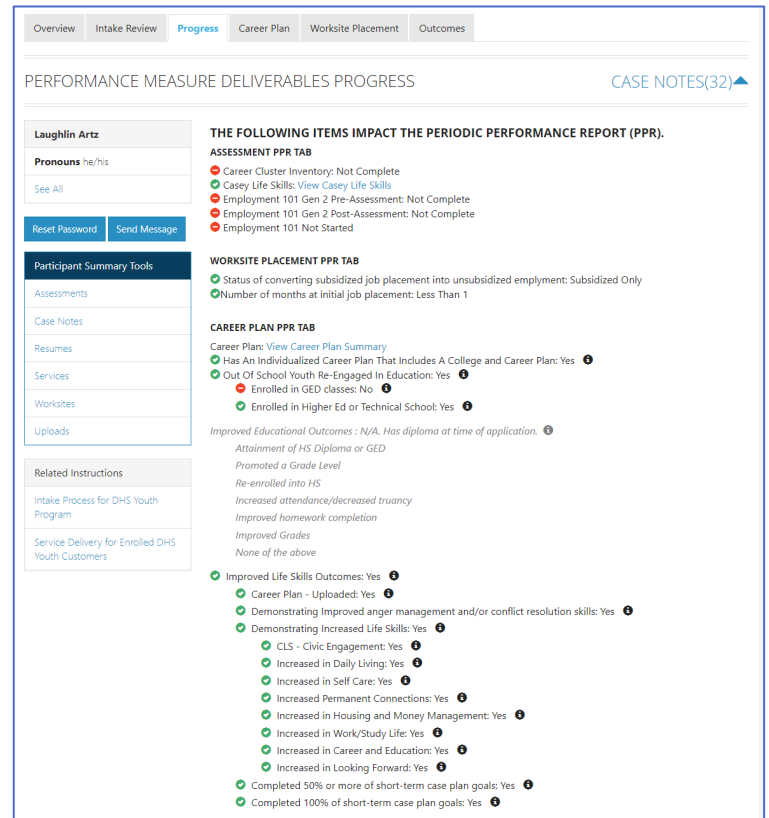
- Employment 101 Activities Verified – *Ensure that youth are logging into the DHS Youth Career Plan when completing E101. The youth must be enrolled, career plan must be activated, and the DHS Youth Career Plan must be selected for this to count toward DHS Youth program performance.*

Ensure that youth are logging into the DHS Youth Career Plan when completing E101. The youth must be enrolled, career plan must be activated, and the DHS Youth Career Plan must be selected for this to count toward DHS Youth program performance.

- E101 – Pre-Assessment – completion status
- E101 – Post-Assessment – completion status
- E101 learning modules – completion percentage

- Worksite Placement – based upon activities in customer Career Plan
- Career Plan PPR Tab

- Career Plan – View Career Plan Summary links to the Overview page in the customer Career Plan.
- Check the info bubbles for each of the items to see what needs to be completed
- If the customer marked that they earned a High school Diploma or GED the next section will be greyed out. If not, there are activities in the career plan to address each item.
- Improved Life Skills outcomes – all items in this section relate to the Case Life Skills case plan items that are accessible in the customer career plan. Some items require that they be started, others require completion status. Items marked as Evaluated / Not required count as successful completion.



Career Plan

This is a robust section with many nuances. There is an entire document regarding the management of a customer's Career Plan.



Outcomes

This section includes Discharge, Success Stories and Follow-up.

Discharge/Case Closure

On the Outcomes page select the "Discharge " tab to end a Youth's participation in the program.

A youth may be discharged or "Completed" at any time.

1. **Enter** a date for the discharge.
2. **Select** a Completion Status:
 - a. Exited – Moved to another Program
 - b. Exited – Successful Completion
 - c. Exited – Unsuccessful Completion
 - d. Exited/Discharged (general)
3. **Select** a Completion Reason
 - a. Attending Post-Secondary School/ College
 - b. Attending Secondary (High School)
 - c. Deceased
 - d. Employed – No Longer Needs Services
 - e. Enlisted in Military
 - f. Entered Registered Apprenticeship Program
 - g. For Cause (Add case note)
 - h. Grant Program Ended
 - i. Incarcerated – DJJ or DOC
 - j. Personal - (Treatment Center, etc.)
 - k. Reserved Forces Call to Active Duty
 - l. Unable to Locate Youth
 - m. Youth chose to work with a different agency
 - n. Youth Decided Not to Participate
 - o. Youth Moved

Discharging or closing a case requires a new application if the customer needs to return for a reason other than follow-up services included with original case.

Youth are automatically discharged if:

- An application is not completed within 90 days of an invitation being made.
- 90 days of inactivity on case notes, career plan activity updates, or assessments entered/updated
- Worksite placement activities do not have an end date 365 days after the start date.

An automatic case note is added to the profile record – Automatic discharge – Inactivity - Discharged due to 90 or more days of inactivity. Most recent change for Worksite placement is more than a year ago and lacks an end date. Notated by the date it was done and entered by "System".



Follow-Up

Customer follow-up may be required for each youth every 30 days until 270 days after employment. Youth may be discharged but a follow-up may be required to continue. The Follow-Up section lists the next required follow-up date.

Follow-Up

Next Follow-Up Date: 8/18/2019

[Add Follow Up](#)

Date	Contact	Employment Status	Wage/Hour	Training Status	Credential Earned
No Follow-Up Added					

FOLLOW UP

Follow Up Date *

Multiple attempts to follow-up were unsuccessful. These attempts are

Contact *

Is the worksite with the title of **Cashiers** still current?

Training Status *

Credential Earned *

Follow Up Notes *

[Save](#) [Cancel](#)

Fill in all the drop-down areas, write the message and save. (A future update will make an automatic case note).

Success Stories

This section tracks success stories submitted about the customer. Follow the link on the associated page after clicking the Add Success Story button.

Choose the option to submit as a Service Provider.

Follow the instructions for the success story submission and save.

The screenshot shows the 'DHS YOUTH OUTCOMES' interface. At the top, there are navigation tabs: Overview, Intake Review, Progress, Career Plan, Worksite Placement, and Outcomes. The 'Outcomes' tab is selected. Below the tabs, there's a section for 'Laughlin Artz' with pronouns 'he/his' and a 'See All' link. There are buttons for 'Reset Password' and 'Send Message'. A 'Participant Summary Tools' sidebar lists: Assessments, Case Notes, Resumes, Services, Worksites, and Uploads. The main content area is titled 'OUTCOMES' and has a 'Discharge' header. Underneath is a 'Success Stories' section with an 'Add Success Story' button. Below that is a search bar and a table with columns: Title, Program Type, Service Provider, Career Pathway, Date Created, and Status. The table currently shows 'No data available in table' and 'Showing 0 to 0 of 0 entries'. There are 'Previous' and 'Next' navigation links. At the bottom of the interface, there are icons for Menu, Login, Sign Up, Illinois workNet CENTER, Search, Español, and Partners.

The screenshot shows the 'SUCCESS STORY GUIDE' page. The main heading is 'Share Success Stories and Inspire Others'. Below this is a paragraph explaining what a success story is and how to write one. To the right is a video player showing a 'Submit your Customer Success Story' video. Below the text are three columns: 'Participants', 'Employers', and 'Service Providers', each with an image and a list of steps. At the bottom, there are sections for 'Success Story Writing Tips' and 'Materials'.

Participants

1. Review the Guide for Writing Your Success Story (PDF).
2. Log in and submit your story.

Employers

1. Review the Guide for Writing Your Success Story (PDF).
2. Log in and submit your story.

Service Providers

1. Review the Partner Guide for Writing:
 - o Your Customer's Success Story (PDF)
 - o Your Businesses' Success Story (PDF)
 - o Your Community's Success Story (PDF)
2. Log in to your account and choose to submit your customer or business story.

Success Story Writing Tips

The most effective stories are written by the participants and employers because they convey, in the person's own voice, exactly how the program helped them and the value of the program. An

Materials

- Success Story PowerPoint (PDF)
- Guide for Writing Your Success Story -



Participant Summary Tools

Otherwise known as the “left menu”, this section appears on every page of the customer profile.

Program Information

Find quick details about the customer by clicking the “See All” to expand demographic and basic customer information that includes:

- Name and Pronouns – taken from the addition of the customer. If partner made an error upon entering, submit a help request.
- Email, Phone number, and Address – partners can **click** Update Contact info to update these three items.
- User Name – is based upon the name entered when adding the customer. This will not be able to be updated even if the name is edited through a help request.
- workNet ID – users have an ID associated with the Illinois workNet account. If users have more than one workNet profile, it can cause issues when trying to add them as a new customer.
- profile ID – each DHS program account has a unique profile ID. This allows a partner to update a profile of a discharged youth.
- Agency
- Date of Birth
- Application Submit Date – for this profile ID
- Eligibility
- Enrollment Status
- Customer Type – in or out-of-school
- Placement Status

Reset Password and Send Message

There are occasions when a youth forgets the password. Partners have the ability to reset a password and give the youth a temporary password.

Partners can send a message through Illinois workNet’s messaging system to the youth by clicking the Send Message button.

Assessments

This links to the profile section where a number of standard assessments are maintained for the customer in Illinois workNet. Find out about Illinois workNet assessments [by clicking here](#).

Skills and Interest Survey

The Career Information System is an external tool that Illinois workNet uses to assess skills and interest of customers. There are five components to the survey.

To view the customer’s results of the CIS surveys, click the link – an external link opens in a new window.

Assessment Name/Description	Edit/View Results	Assessment Date	Type	Category	Updated
Casey Life Skills	View Results	7/17/2023	Other	Skills	info@train10_slucwd.com 8/1/2023
Casey Life Skills	View Results	7/10/2023	Other	Skills	RRabbit1 7/18/2023



The new window opens to the customer information on the partner platform, if the customer saved the results.

During the initial customer assessment, use the answers from the interest survey to help determine placement. Employment 101 engages the customer with CIS surveys.

Disability Benefits Estimator

Part of disabilityworks.com, the disability benefits estimator can be used for any customer expressing an actual or potential disability.

The customer accesses the disability benefit estimator from their personal Illinois workNet “My Dashboard.”

The customer answers questions about age, marital status, members of household, income and expenses, and healthcare programs they may already be receiving. If the customer completes the benefits estimator, the results report into the assessment tab of the customer’s profile. Click on the report to view.

Employment 101

Customers who participate in Employment 101 (E101) activities take a Pre-Assessment test, complete the guide planning tools, and then take a Post-Assessment. Customers who score at least 70% on the post-assessment test earn a Certificate of Completion.

From the customer assessment tab, partners can view scores of tests, date taken, click on and view plans, and download a copy of the certificate of completion.

As mentioned earlier in this document, customers must be enrolled, the career plan must be activated and the participant must choose DHS Youth for the career plan associated with E101.

Self-Evaluation

The Self-Evaluation measures how the customer ranks their own ability of the Essential Employability Skills. It tracks the top 10 skills of the 14 addressed in Illinois workNet’s Job Skills Guide. It is based upon a rubric and provides an idea of where the participant feels they are starting with each of the skills. Participants can complete the survey from a link in their “My Dashboard” or as part of E101.

SELF-EVALUATION

PARTICIPANT
Participant White House
Review Date 7/9/2020

Current user is the participant
 Current user is entering evaluation from participant

Foundation Skill / Performance Expectations	Performance Improvement Plan Needed (1)	Needs Development (2)	Proficient (3)	Exemplary (4)
Computer Literacy - Ability to operate a computer and use computer software of varying levels of difficulty.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attendance & Dependability - Understands scheduled work day expectations for attendance and follows them. Notifies supervisor in advance in case of absence.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-Presentation - Shows effort to dress appropriately and practice hygiene for position and duties.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication Skills - Shows effort to communicate in a manner and language appropriate for the workplace. Listens attentively.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Independence & Initiative - Shows a willingness to complete assigned tasks from start to finish and ask the supervisor for next task upon completion of a previous one.	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Teamwork - Shows effort to work well with co-workers, be respectful, and contribute to group efforts. Respects diversity within the workplace.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Positive Attitude - Demonstrates a willingness to understand workplace policy and culture. Complies with health and safety rules. Exhibits integrity and honesty.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem-Solving & Critical Thinking - Shows willingness to learn and to use sound reasoning. Uses knowledge and information from the job to understand or solve workplace problems.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work Ethic - Shows effort to accept direction and constructive criticism with a positive attitude. Uses feedback to improve work performance.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Quality of Work - Shows effort to learn to evaluate own work, and use feedback to improve work performance and meet quality standards.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Comments - Please provide any additional comments related to your performance.

Preview



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Results are viewed showing each section, the result, and a description of the result. It can be directly compared to the Worksite Evaluation that an employer completes.

Multiple evaluations can be done by the individual. Each one is tracked and dated.

Section	Result	Description
Computer Literacy	Performance Improvement Plan Needed	have a basic knowledge of computers, internet and email, but I am not good at it.
Attendance & Punctuality	Needs Development	I work 1-3 days per month of school/work, but I always find out how to make up assignments or work. I sometimes get to school/work late, but I meet most assignment deadlines.
Self-Preparation	Proficient	I feel confident that I understand the right way to dress for work.
Communications Skills	Proficient	I know well and speak clearly. I follow directions and can assist others. I can give a presentation if asked.
Independence & Initiative	Proficient	I get my school/work tasks done, I have some regular tasks that I do without being asked. I will ask if there is something that needs to be done.
Teamwork	Needs Development	Sometimes I help get things done by working with a group of people.
Positive Attitude	Performance Improvement Plan Needed	I have had a hard time seeing a positive attitude when I work with other people. I have a hard time keeping my emotions under control in school/work.
Problem-Solving & Critical Thinking	Needs Development	I can make good decisions, but I have a hard time solving school/work related problems.
Work ethic	Proficient	I get along with students/teachers/workers and teachers/supervisors. I regularly accept responsibility for my decisions and actions.
Quality of Work	Proficient	I see for direction and clarity before beginning a task. I always try to give my best effort to a project. I usually receive teacher/supervisor appreciation and understand the big picture goals of school/work.

Observational Evaluation

The Observational Evaluation assesses workplace skills demonstrated over time in classes or agency interactions. The assessment is based upon a rubric. Answers provided to the customer include what the rubric defines for the customer's score.

Select "View" to see the results of that evaluation. The assessment fills in below the results section.

Multiple evaluations can be done. Each one is tracked and dated.

FUNDAMENTAL	Rating	Description
Appearance/Hygiene	Yes	Chooses an outfit for the different nature of the workplace or activity. Completes business casual, business to suit and full, and business formal (suit). Understands that appropriate appearance is essential to the workplace.
Tidiness	Yes	Arrives on time and is ready about 10-15 minutes before. Understands the relationship between punctuality and how people perceive them.
Quality of Work	Yes	Uses appropriate language, volume, clarity and tone based on the norms of the environment. Uses clearly, fully and correctly appropriate vocabulary.
Work Ethic/Character	Rating	Description
Attitude	3	is confident and capable, remains respectful, calm, and positive, outlook. Shows how attitude affects performance and work dynamics and tries to provide positive conditions.
Accountability	3	Assumes responsibility for actions and decisions. Completes assignments and is concerned with quality of one's work and that of others. Strives towards high standards of performance.
Self Control	3	Can regulate one's emotion and thereby create a productive situation with a calm and non-defensive manner. Keeps personal matters from interfering and maintains top performance.
Initiative	3	Can set and achieve short and long-term goals. Takes initiative and does not wait for others to give work. Is self-motivated and can take responsibility. Sets high expectations and strives to exceed them.
Problem Solving	Rating	Description
Supervision	2	Seeks guidance/supervision to complete tasks.
Time/Attitude/Listening	2	Follows rules and procedures. Works all directions twice during 11 weeks for one teacher when asked. Understands relevance of all procedures for performance.
Problem Solving Approach	2	Uses a three-pronged approach during 11 weeks to solve the problem 11 weeks for one day.
Information Management	3	Can identify, acquire, and analyze information across disciplines to solve a problem. Can extract and understand information from multiple sources. Recognizes information and relevant to a situation. Can organize information effectively. Finds appropriate resources to solve a situation.
Interpersonal	Rating	Description
Verbal Communication	2	Effectively expresses his/her ideas in a clear and logical manner. Can have a healthy conversation building on information obtained during the conversation. Uses communication context to convey goals not to avoid or misinterpret.
Active Listening	2	Can understand what he/she hears. Can accurately relay information. Asks clarifying questions. Maintains eye contact. Uses listening cues such as nodding.
Feedback	2	Responds calmly to constructive criticism. Also the feedback as a learning tool. Can be motivated by

Worksite Evaluation

The Worksite Evaluation measures essential employability skills and has a crosswalk that is directly related to the Self-Evaluation completed by the individual. This evaluation measures skills demonstrated at a worksite during a work-based learning experience. Most standards recommend one evaluation at 30 days and a final at 90 days. The assessment is based upon a rubric. Answers provided to the customer include what the rubric defines for the customer's score.

1. Select an employer/worksite associated with the youth.
2. Enter participant job title, start and end date of worksite experience.
3. Search or add an employer contact. Skip this step if the partner is completing the evaluation on behalf of the employer.
4. Select Initial or Final for the evaluation that is being completed.

CUSTOMER WORKSITE EVALUATIONS

Customer
 White House
 681 681
 689
 Chicago, IL 60636
 Phone: (681) 681-6899
 Email: whitehouse@test.com

STEP 1 SELECT AN EMPLOYER

Search Employer New Employer

Org Id

STEP 2 COMPLETE CUSTOMER JOB TITLE AND EMPLOYMENT DATES

STEP 3 SELECT EMPLOYER CONTACT

STEP 4 INITIAL OR FINAL

STEP 5 FINISH

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- If the employer is completing the evaluation, click the button that says "Send Email". If the partner is completing the evaluation on behalf of the employer, click complete evaluation. Complete the evaluation > preview > make changes if necessary > submit. There will be an option to Print and Return to Customer Profile.

Assessments Not Available Through Illinois workNet

There are many assessments that Illinois workNet Partners use to assess customers.

This section provides an opportunity to add information related to those assessments.

Assessments include options for TABE, CASAS, **Casey Life Skills (required for DHS Youth)**, Prove-It, Workeys, DHS Family Assessment, and optional entries.

Click Add Assessment Results

Enter a keyword or title of assessment

Select and enter assessment results.

Upon completing the entry, the assessment is tracked in this section of the assessments.

Assessments Not Available Through Illinois workNet

ENTER MORE ASSESSMENTS

Add Assessment Results

Assessment Name/Description	Edit/View Results	Assessment Date	Type	Category	Updated
No data available					

Showing 0 to 0 of 0 entries

ENTER ASSESSMENT

Assessment Type *

Assessment Category

Functional Area *

Assessment Name *

Assessment Description *

Assessment Date *

Grade Level Equivalent *

Educational Functional Level

Scale Score *

Results *

How was this assessment delivered?

Computer-Based Self-Guided

Interview Proctored

Scenario Written

Save Close

Case Notes

- Select Add Case Notes using the Case Note page or one of the other pages.
 - If the partner creates the Case Note on the Progress page, it will display on the Progress page as well as the Case Note page.
 - If the partner creates the case note on the Case Note page, it will only display on the Case Note page (and in IWDS).
- Select a task.
- Enter subject and enter case note.
- Select how to send the Case Note:
 - As an Illinois workNet message. This will also save as a Case Note.
 - As an Illinois workNet message and email. This will go to the email associated with the Illinois workNet account. This will also save as a Case Note.
 - Save as a Case Note without sending a message/email.
- If the partner chooses to send it as a message/email, select to whom the message/email should be sent.

ADD CASE NOTE

Subject

Add your message

Send Case Note As:

As Illinois workNet Message

As Illinois workNet Message and Email

Save as case note without sending a message/email

Send Message/Email to:

Illinois workNet Team

Customer

train partner11

WPP Train16

train partner13

Add Case Note

Case Notes can be:

- Filtered by date range.
- Sorted by any column.
- Exported into an excel file.



Resumes

Illinois workNet has a partnership with Skills First resume builder tool. It may be accessed with a single sign-on from the youth’s profile. Use this tool to help the youth write a resume. Items shared with the partner are tracked on this page.

Services

This link directs users to the youth’s career plan. More detailed instructions can be found on the full list of resources partner page in the Document Customer Plans and Progress in their Career Plan.

Worksites

This link directs users to the worksite placement records for the youth.

- A table of worksite placements and totals of subsidized days.
- A table recording payroll submitted for the youth.
- A table of stipends issued to the youth.

Full worksite place instructions can be found on the full list of resources partner page in the Worksite Place and Payroll Upload instructions.

Upload Documents

Upload documents that are specific to each customer. For example: Certificate of Completions, Awards, and Proof of Employment.

Do not include documents that include (redacted copy is acceptable):

- Personally Identifiable Information
- Customer’s full social security number.

Add/Update Primary Contact

The customer’s primary partner contacts are identified on the **Overview** page. These contacts will receive notifications, sent through the system, regarding the customer.

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	● Action Needed

4. Select **Integrated Resource Team Contacts**.
5. Select **Contact** from the dropdown menu and then select **Save**. The list contains only partners that have been granted access to the DHS Youth Program partner tools.
6. Select **View** in the results column to see the partner contacts for the customer. If a contact needs to be removed, select the **Remove** button.