Contents

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

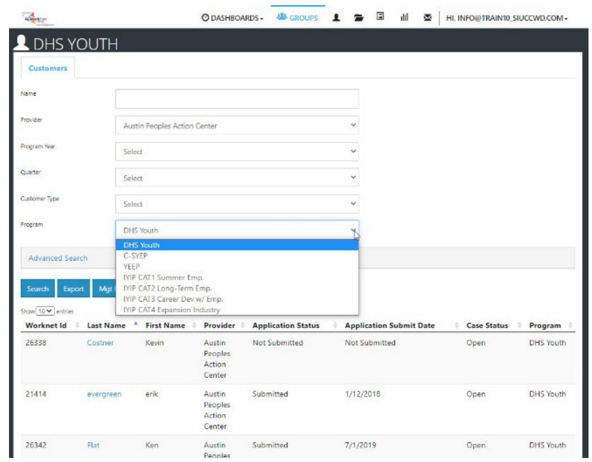
- Grantee/Provider staff enters contact information, verifies eligibility, as well as other supporting documents when needed.
- Customer has a read only view of the page.

Shortcut Tip:

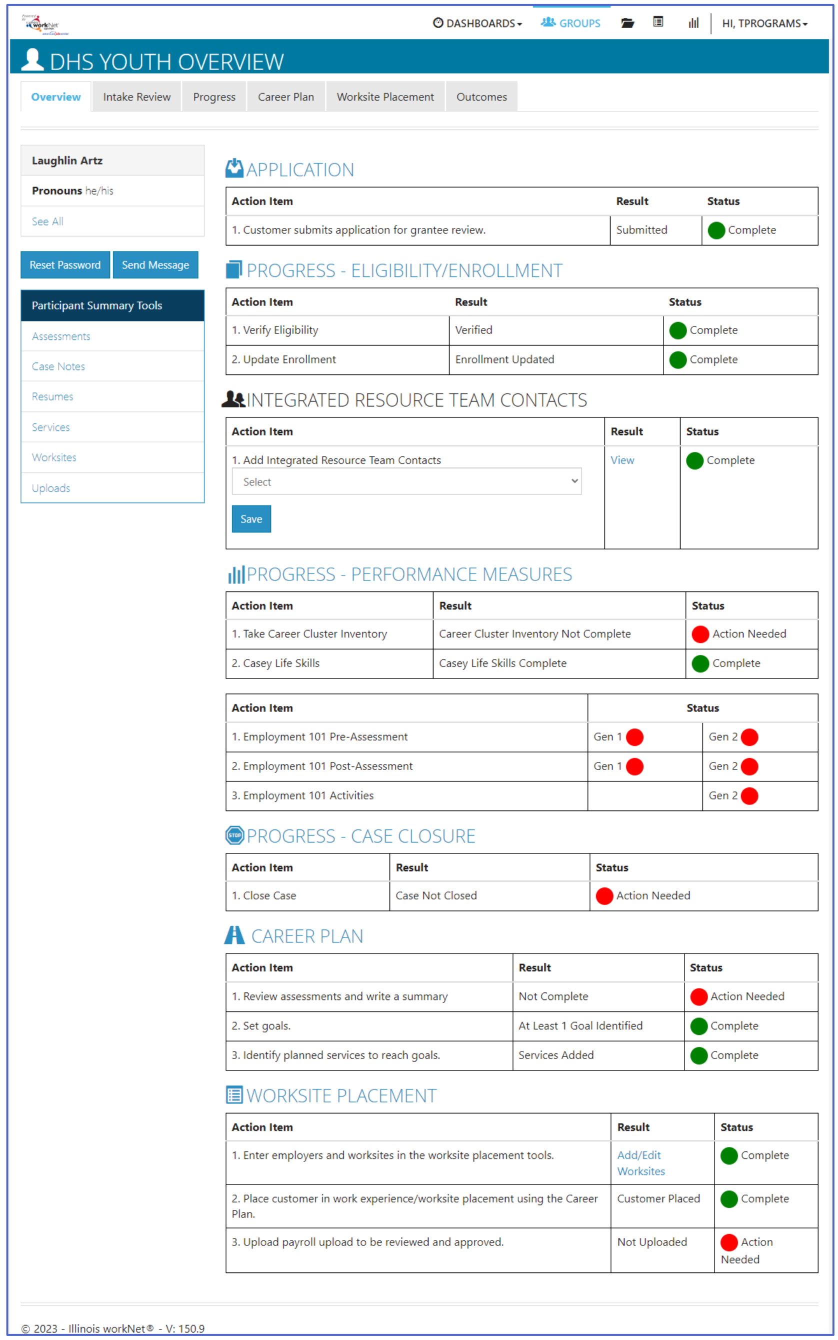
Go to www.illinoisworknet.com/DHSYouthPartners. Select the link for DHS Youth Program Partner Tools.

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.



8. Select the customer's name to access their information.
9. 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.

1. Select Integrated Resource Team Contacts.
2. 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.
3. 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.

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.*
  - 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

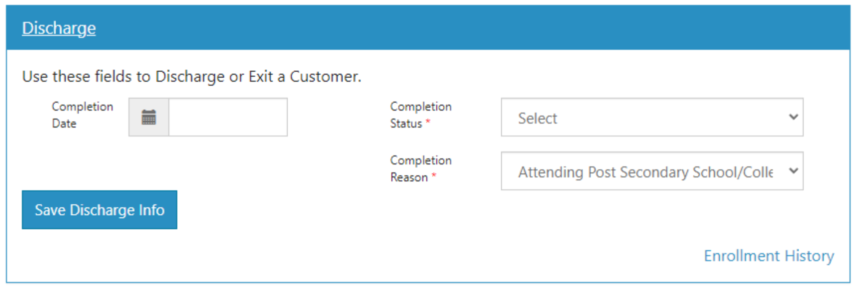
This section includes Discharge, Success Stories and Follow-up.

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.

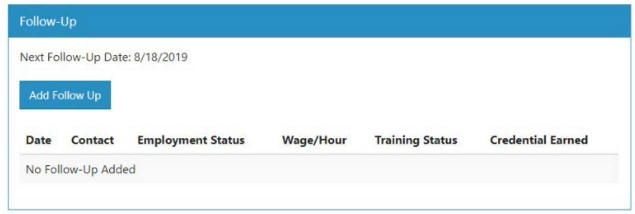
Youth are automatically discharged if:

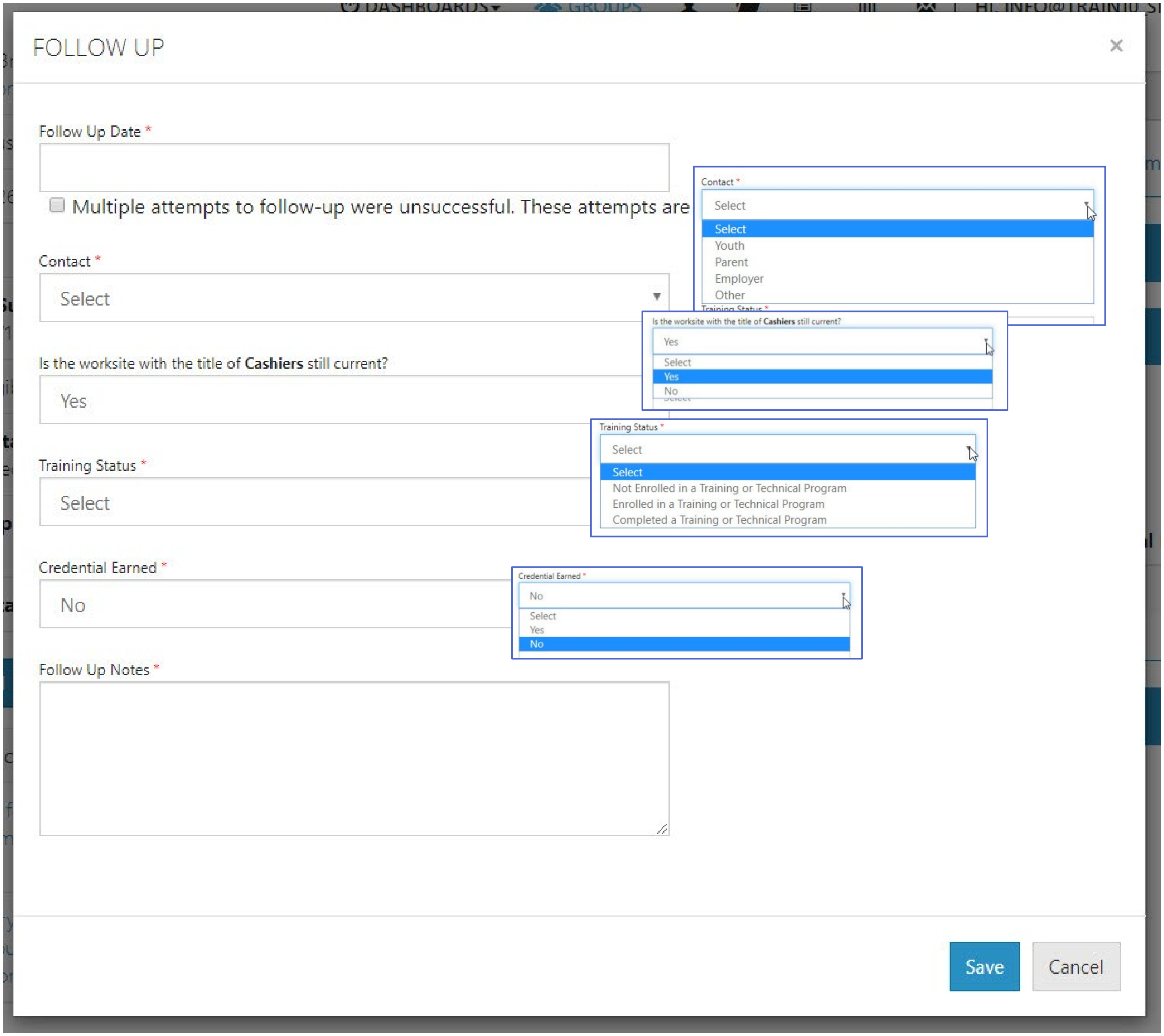
- An application is not completed within 90 days of an invitation being made.
- 90 days of inactivity on case notes, career plan activity updates, or assessments entered/updated
- Worksite placement activities do not have an end date 365 days after the start date.

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.





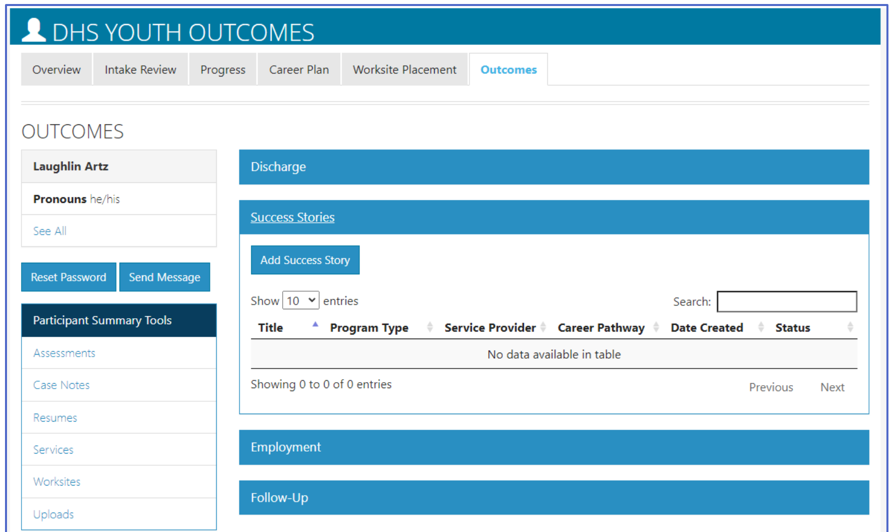
Fill in all the drop-down areas, write the message and save. (*A future update will make an automatic case note*).

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.

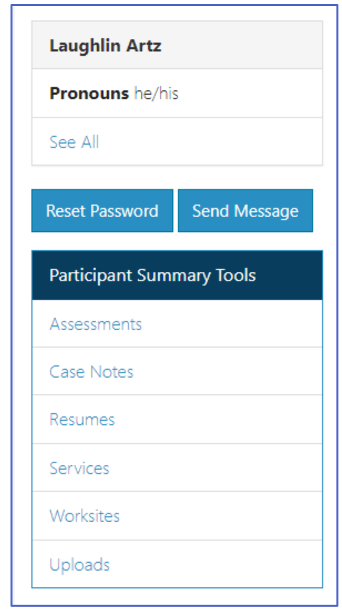
Choose the option to submit as a Service Provider.

Follow the instructions for the success story submission and save.



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 demogrphic 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

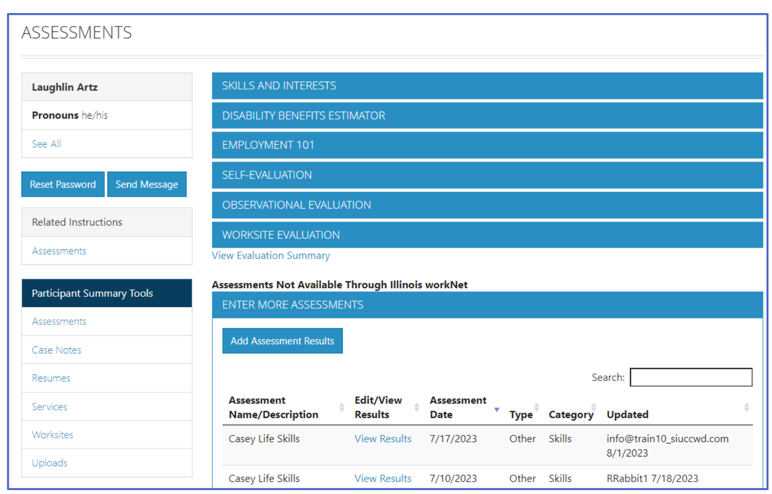
Reset Password and Send Message

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.

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

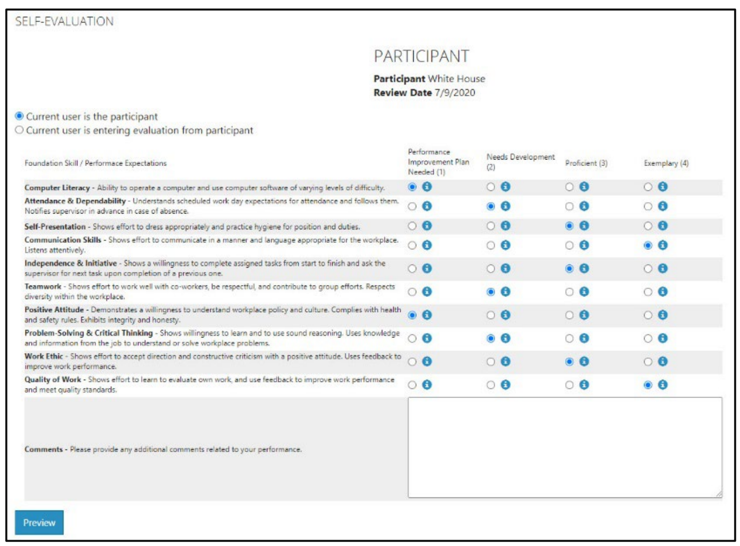
Customers who participate in Employment 101 (E101) activities take a Pre-Assessment test, complete the guide planning tools, and then take a Post-Assessment. Customers who score at least 70% on the post-assessment test earn a Certificate of Completion.

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.

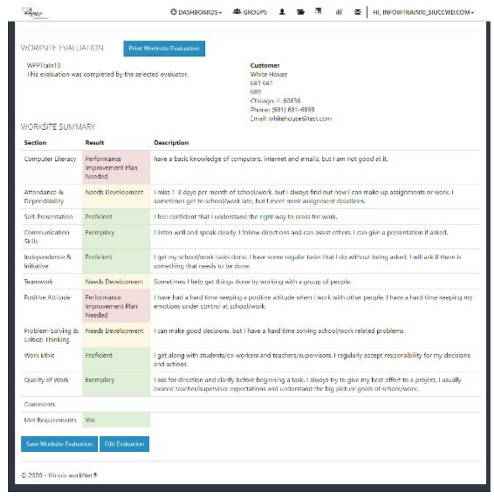
Self-Evaluation

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.



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.



Observational Evaluation

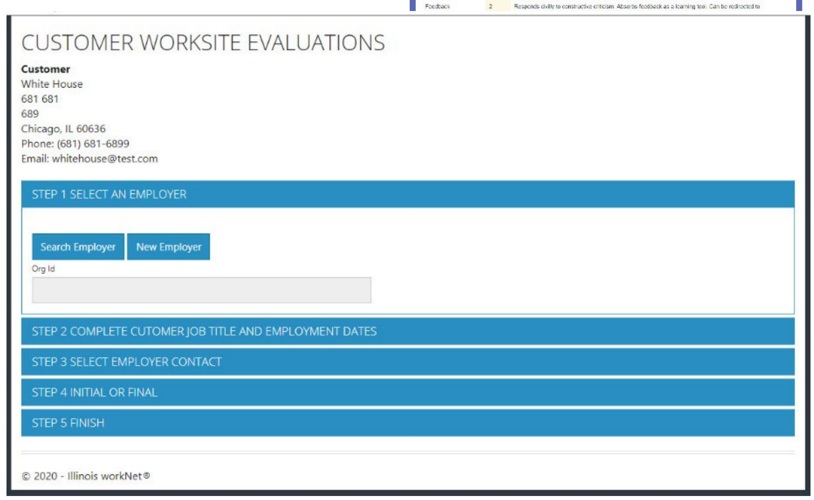
The Observational Evaluation assesses workplace skills demonstrated over time in classes or agency interactions. The assessment is based upon a rubric. Answers provided to the customer include what the rubric defines for the customer's score.

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.

Worksite Evaluation

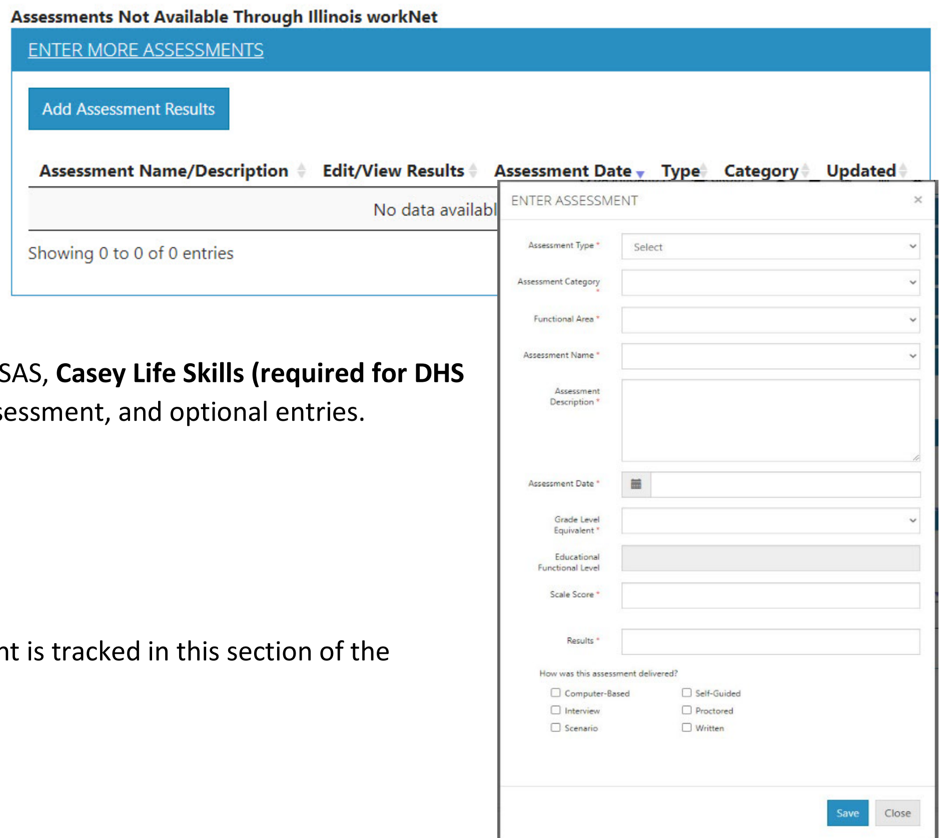
The Worksite Evaluation measures essential employability skills and has a crosswalk that is directly related to the Self-Evaluation completed by the individual. This evaluation measures skills demonstrated at a worksite during a work-based learning experience. Most standards recommend one evaluation 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.

5. 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.

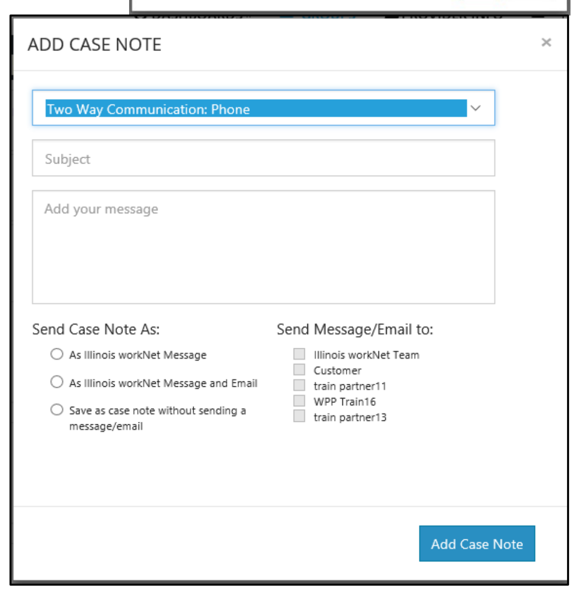
Click Add Assessment Results

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.

Case Notes



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

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

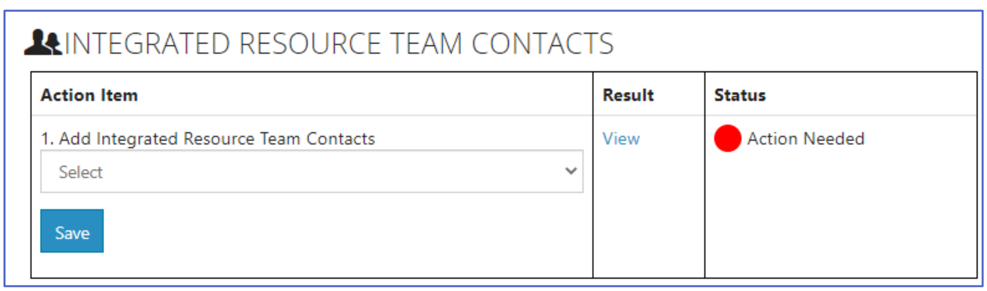
Upload documents that are specific to each customer. For example: Certificate of Completions, Awards, and Proof of Employment.

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.



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.