

Purpose:

The intake process uses system generated recommendations in combination with a career planner review to ensure customers are suitable for a program. This process includes three main steps:

1. Customer completes the online intake form. Illinois workNet system uses the submitted forms to organize customers by grantee, generate program recommendations, and populate initial assessment results.
2. Staff completes the intake review by:
 - a. Reviewing the customer's responses related to employment goals and baseline questions.
 - b. Comparing their responses to the training program baseline requirements; and
 - c. Discussing the results and options with the customer to identify a good customer-to-program match.
 - d. Reviewing eligibility requirements and collecting the appropriate documentation.
 - e. Updating the eligibility status field to:
 - i. Submit the intake information to IWDS. (Note: At this point they are an IWDS Inquirer).
 - ii. Identify the reason why the customer is not going participate and to document recommended next steps or referrals.
3. Grantee staff schedule interested and eligible customers with an LWIA staff appointment to certify their application in IWDS.
 - a. Customers will need to take their eligibility documentation to the appointment.
 - b. Grantee staff provide the customer with next steps once their IWDS application is certified.
4. LWIA staff will complete the IWDS application and verify supporting eligibility documentation.
 - a. Information in the intake form has been aligned with IWDS field. The information populates IWDS once the grantee collects the eligibility documentation and uses Illinois workNet to submit the information to IWDS.
 - b. The intake form submit date will be the contact date that populates IWDS.
 - c. Once the IWDS application is certified, the customer is considered an IWDS Applicant.
 - d. At this point, the customer is considered enrolled in the Youth Career Pathways program.

Who Enters/Maintains Data:

Customers complete the intake form. Once submitted, the customer cannot update the information.

Provider staff can update their customer's online intake form based on their conversation with the customer. Updates can be made to the form up to the point where the customer's status changes from inquirer to applicant. At that point, the form is locked.

Provider staff accesses the customer's intake review page to discuss recommended programs, identify required eligibility documentation, and update eligibility status information.

How **Customers** Access the Youth Apprenticeship and Career Pathway Online Intake Form:

1. Go to www.illinoisworknet.com/apply4ycp.
2. **Customers** login with their existing Illinois workNet account. If they do not have an Illinois workNet account, they should setup an account.
3. Agree to the **Terms of Use** and complete the **Get Recommendations** section.
 - a. The system will provide training program recommendations based on their skills and interests. If the customer is interested in any of the programs, they can continue with answering baseline questions.
 - b. The system will provide training program recommendations based on their answers to baseline questions. If the customer is interested in any of the programs, they can continue with remainder of the intake form.
4. Complete the **About You** section. Customers can preview their answers and make updates. Once submitted, they will not be able to make changes.
5. Once started, the intake form is available in their Illinois workNet My Dashboard.

- a. Select **My Dashboard** then select **Dashboard** to access the Youth Career Pathway Online Intake Form.

How Partners Access the Youth Career Pathway 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 **Youth Career Pathway**.
6. Select the **customer's** name to access their information.

Shortcut Tip:

Go to www.illinoisworknet.com/yccpartners.

Select the link to the **Youth Career Pathways Partner Tools**.

Partners Review Customer Intake Review in Illinois workNet

1. Select the customer's **Intake Review** tab and complete the action items.

Overview Intake Form Intake Review Career Plan Case Notes Outcomes Assessments Optimal Resume Uploads Worksites

SUITABILITY CASE NOTES(6)▲

VIEW INSTRUCTIONS: [Application and Suitability Page Instructions For Partners](#) [Application and Suitability Page Instructions For Customers](#)

Profile: Natasha CYEP

Email ncyep@noemail.com

User Name ncyep123

Last 4 SSN 2356

[See All](#)

[Reset Password](#) [Send Message](#)

[Related Instructions](#)

The review process uses both system generated recommendations along with a career planner review to ensure customers are suitable and eligible for a program.

Action Item	Result	Status
1. Suitability: Review goals and training program information with customer. Select a training program based on the review.	Selected Recommended Program	● Complete
2. Eligibility: Review eligibility and collect the required documentation. Update the eligibility status and schedule LWIA appointment if eligible.	Collected Documentation	● Complete
3. Eligibility: IWDS application is certified	Not Completed	● Action Needed

2. Review the **Employment Goals** to get a better understanding of their goals and a general idea of how much research they have completed in order to identify those goals.
 - a. Provide case notes as needed.
 - b. If changes are needed, Edit/Update the section.

Review Employment Goals

! The line items marked with () are the answers from the Intake Form Edit

🔒 Immediate Employment Goal
Full Time

🔒 Time Available To Work
Day, Night, anytime

🔒 Desired Type of Work
Craftsman/Foreman, Service, Farm/Other Labor, handy work

3. Review the **Select a Training Program** section to see recommended and non-recommended training programs based on their response to nine “hard stop” baseline requirements.
 - a. Review program information with the customer and compare it to the customer’s responses to “hard stop” and “non-hard stop” baseline questions. Select the **training program name** link to view the program information.
 - b. Update the **recommendation status**.
 - i. If the customer is interested in participating, **select the customer’s training program choice** and update the recommendation status to **Program Selected**.

- ii. If the customer is not going to participate, update the recommendation status to identify why they are not going to participate. Explain the referral or next steps that were provided to the customer.

RECOMMENDED PROGRAMS

Training Program Name	Length of Training in Weeks	Distance
<input checked="" type="checkbox"/> CNC Machine Operator <small>Recommended by WPP Train17 on 7/9/2018</small>	6 weeks	73.72 miles
<input type="checkbox"/> Forklift Driving	6 weeks	5.97 miles

NON-RECOMMENDED PROGRAMS

Nine "hard stop" demands requirements are identified in the following table. If the information provided in the customer's intake form does not align with the training program information, the program will not be recommended. The following table will help you understand why certain programs were recommended and others were not.

Name	Industry	Medical Tests	Drug Test	Vision	Appearance	Taste/Smell	3 or More Tickets	Valid License	Background
<input type="checkbox"/> Financial Services Program	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Recommendation Status * Program Selected

WPP Train17 7/9/2018

- 4. Go to the **Review WIOA Eligibility and Collect Documentation** section. Review the information with the customer to make sure they understand the requirements and meet the eligibility requirements. Barriers selected in the customer's intake form will be checked in this section. Collect the required documentation for each barrier. Select the "Show" link to access a summary of information and policy links related to that requirement.

ELIGIBILITY

Barrier Selected	Customer Type	Other Considerations	Eligibility Quick Reference	Documentation Sources Allowed	Reference Document
I am in foster care	In-School Youth (14-21)	Automatically Eligible	Low income without income calculation • Foster Child	<ul style="list-style-type: none"> Document to show government payment made to foster parents or other guardian. View full list of acceptable documentation	WIOA ePolicy Chapter 5 Section 4 WIOA ePolicy Chapter 5 Section 5 TEGL 21-16 Glossary

Eligibility Details

Show I have a disability and I do not make more than \$1,000/month

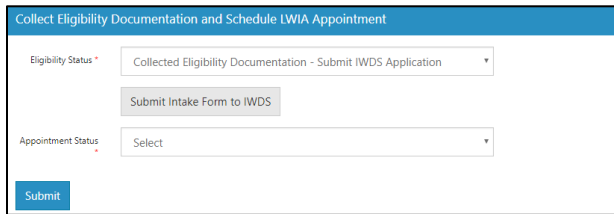
Show I am homeless

Show I am in foster care

Eligibility Documentation for IWDS includes TABE test results for all and Selective Service verification for males over the age of 18.

- 5. Go to the **Collect Eligibility Documentation and Schedule LWIA Appointment** and submit the eligibility status and related information.

- a. Collected Eligibility Documentation – Submit IWDS Application
 - i. Select the **“Submit Intake Form to IWDS.”** button.
 - ii. Enter **Appointment Status.**



- iii. Provide the customer with next steps such as what to take to the appointment, what to expect at the appointment, and when they should meet with the grantee next.
- b. Collected Eligibility Documentation - Grantee is not able to serve new customers at this time.
 - i. Explain the referral or next steps that were provided to the customer.
- c. Not Able to Collect Eligibility Documentation – Do not submit IWDS application.
 - i. Explain the referral or next steps that were provided to the customer.

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. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.