



IPATS



Dashboard Enhancements and Best Practices

Meeting Agenda

- Housekeeping
- Dashboard Enhancements
- Best Practices
- Submitting a Help Request
- IPATS Partner Guide
- Share/Question/Suggestion

Housekeeping

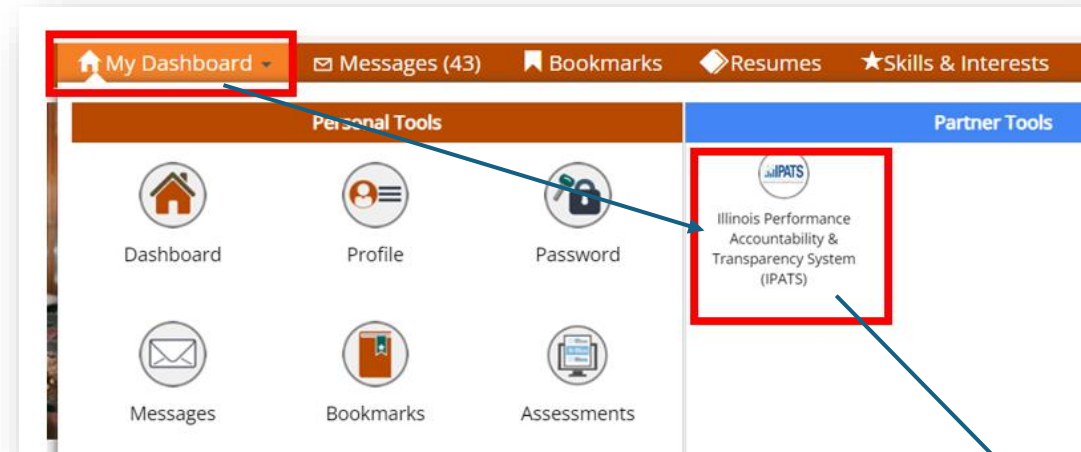
Illinois Performance Accountability and Transparency System (IPATS)

- The enhancements were implemented to the IPATS system with the aim of improving overall user experience, provide more detailed data, and ultimately assist with accurate and timely reporting.
- They primarily impacted the dashboard with minor adjustments to the Performance Graphs.
- Each of the enhancements came from suggestions made from IPATS users. We were able to collect the information for the suggestions, document the details, and quickly get the changes implemented into the system.
- We appreciate your feedback. If you have an IPATS system change suggestion, a Help Request can be submitted to document this information. Be sure to include details, screenshots, and links if necessary.

Accessing the Dashboard Tools

To Access the Dashboard:

- Go to <http://www.illinoisworknet.com>
- Log into your Illinois workNet account
- Go to 'My Dashboard'
- Select 'Illinois Performance Accountability & Transparency System (IPATS)' under Partner Tools'
- Click the **Dashboard** tab at the top of the page.



Dashboard Enhancements

Performance “Training” Indicators:

- Updated the top row to Total Education/Training Participants
- Separated Adult and Dislocated Worker participants qualifying for MSG and Credential measures apart from Youth participants.
- Corrected the MSG rows to include participants with Closed and Open qualifying education/training services.
- LWIA users were able to find incorrect IPATS lists due to differences between qualifying services for Youth versus 1A / 1D.

Performance “Training” Indicators: Measurable Skill Gains & Credential Attainment Rate

Total Education/Training Participants ⓘ

Total Adult and Dislocated Worker Participants with Measurable Skill Gains Recorded ⓘ

Total Adult and Dislocated Worker Participants without Measurable Skill Gains Recorded ⓘ

* Total Adult and Dislocated Worker Participants with a Credential but without Measurable Skill Gains ⓘ

* Adult and Dislocated Worker Participants with 90 days left to earn/report Measurable Skill Gains ⓘ

* Adult and Dislocated Worker Participants with 30 days left to earn/report Measurable Skill Gains ⓘ

Total Youth Participants with Measurable Skill Gains Recorded ⓘ

Total Youth Participants without Measurable Skill Gains Recorded ⓘ

* Youth Participants with 90 days left to earn/report Measurable Skill Gains. ⓘ

* Youth Participants with 30 days left to earn/report Measurable Skill Gains. ⓘ

Dashboard Enhancements

Performance "Training" Indicators:

- Added two dashboard rows for 90 days:
 - Adult and Dislocated Worker Participants with 90 days left to earn/report Measurable Skills Gains
 - Youth Participants with 90 days left to earn/report Measurable Skill Gains

Performance "Training" Indicators: Measurable Skill Gains & Credential Attainment Rate	
Total Education/Training Participants	ⓘ
Total Adult and Dislocated Worker Participants with Measurable Skill Gains Recorded	ⓘ
Total Adult and Dislocated Worker Participants without Measurable Skill Gains Recorded	ⓘ
* Total Adult and Dislocated Worker Participants with a Credential but without Measurable Skill Gains	ⓘ
* Adult and Dislocated Worker Participants with 90 days left to earn/report Measurable Skill Gains	ⓘ
* Adult and Dislocated Worker Participants with 30 days left to earn/report Measurable Skill Gains	ⓘ
Total Youth Participants with Measurable Skill Gains Recorded	ⓘ
Total Youth Participants without Measurable Skill Gains Recorded	ⓘ
* Youth Participants with 90 days left to earn/report Measurable Skill Gains.	ⓘ
* Youth Participants with 30 days left to earn/report Measurable Skill Gains.	ⓘ

Dashboard Enhancements

Performance “Training” Indicators:

- Added a row for Training Exiters that did not earn a Credential within 1 year of Exit
- Updated the three sub rows for Training Exiters that have not earned a Credential to have a cutoff date to ensure they no longer pull in customers that have missed the 1 year cut off date.

* Training Exiters that have not earned a Credential ⓘ
* 90 days left to earn Credential ⓘ
* 60 days left to earn Credential ⓘ
⚠ 30 days left to earn Credential ⓘ
⚠ Training Exiters that did not earn a Credential within 1 year of Exit ⓘ
Total ⓘ

Dashboard Enhancements

Customer Engagement & Customer Activity:

- **Added three rows for 60 days:**
 - Individualized Career Service open for more than 60 days
 - Youth Service Elements open for more than 60 days
 - Participants with Open Services for more than 60 days
- **Added two rows for 6 months:**
 - Training Service open for more than 6 months
 - Youth Education/Training Service open for more than 6 months

Customer Engagement	
Number of Active Participants with an Open Service ⓘ	
Individualized Career Service (ICS) ⓘ	
* Individualized Career Service open for more than 60 days ⓘ	
* Individualized Career Service open for more than 6 months ⓘ	
Training Service ⓘ	
* Training Service open for more than 6 months ⓘ	
* Training Service open for more than 18 months ⓘ	
Youth Service Elements Provided ⓘ	
* Youth Service Elements open for more than 60 days ⓘ	
* Youth Service Elements open for more than 6 months ⓘ	
Youth Education/Training Service ⓘ	
* Youth Education/Training Service open for more than 6 months ⓘ	
* Youth Education/Training Service open for more than 18 months ⓘ	
Customer Activity	
⚠ No Case Note in 30 Days ⓘ	
* Last Active Service Greater than 60 days ago ⓘ	
⚠ Last Active Service Greater than 90 days ago ⓘ	
⚠ Last Active Service Greater than 110 days ago ⓘ	
* Participants with Open Services for more than 60 days ⓘ	
* Participants with Open Services for more than 6 Months ⓘ	
⚠ Participants with Open Services for more than 18 Months ⓘ	
Enrolled in Both LWIA & Statewide LWIA 90 ⓘ	
Total ⓘ	

Customer Engagement	
Number of Active Participants with an Open Service ⓘ	
Individualized Career Service (ICS) ⓘ	
* Individualized Career Service open for more than 60 days ⓘ	
* Individualized Career Service open for more than 6 months ⓘ	
Training Service ⓘ	
* Training Service open for more than 6 months ⓘ	
* Training Service open for more than 18 months ⓘ	
Youth Service Elements Provided ⓘ	
* Youth Service Elements open for more than 60 days ⓘ	
* Youth Service Elements open for more than 6 months ⓘ	
Youth Education/Training Service ⓘ	
* Youth Education/Training Service open for more than 6 months ⓘ	
* Youth Education/Training Service open for more than 18 months ⓘ	

Dashboard Enhancements

Customer List:

Added two data points to the Customer list:

- Last Active Service Date
- Days Since Last Active Service Count

Please note the blue text at the top of the customer list:
 For WIOA Title 1 Dislocated Worker (ID)/Trade co-enrolled individuals only: last active service date shown in the IPATS dashboard list is ONLY reflecting their last ID service end date. For those appearing on the list who are being actively served under Trade, please disregard the result. A resolution to include Trade services look up is forthcoming.

Customer Engagement	
Number of Active Participants with an Open Service ⓘ	6,406
Individualized Career Service (ICS) ⓘ	1,668
Individualized Career Service open for more than 6 months ⓘ	854

Return to Dashboard | Export | Refresh

For WIOA Title 1 Dislocated Worker (ID)/Trade co-enrolled individuals only: last active service date shown in the IPATS dashboard list is ONLY reflecting their last ID service end date. For those appearing on the list who are being actively served under Trade, please disregard the result. A resolution to include Trade services look up is forthcoming.

Last Name ▾	First Name ○	Organization ○	Participation Date ○	Exit Date ○	workNet Center ○	Program Type ○
Results: 1 to 10 of 854						

Limit: 10 | Page: 1

Source: This information is brought to you by the Illinois Workforce Development System IWDS and Department of Commerce and Economic Opportunity Office of Employment and Training. Customer Engagement data is pulled from the IPATS system. Other data is synced on a weekly basis. The data displayed is to serve as a reporting and management dashboard for tracking state workforce assistance program activity and outcomes. The information is made available, to all users, to provide transparency on IWDS data. This data will not be provided to outside parties or used to report to the Department of Labor as certified performance outcomes. Reporting will remain with each agency and be reported to the appropriate record.

Version: 5

- Last Name
- First Name
- DOB
- Last 4 SSN
- Organization
- Certification Date
- Participation Date
- Participation Created Date
- Last Contact Date
- Last Note Created
- Exit Date
- Exit Quarter (Calendar Quarter)
- workNet Center
- Program Type
- Case Manager
- Last Active Service Date
- Days Since Last Active Service

Dashboard Enhancements

Performance Graphs:

- Corrected the Quarter dropdown filter to match what is showing in IWDS
 - If 2023 is chosen from the Program Year filter, **Year to Date** has been replaced by **Quarter 4** as the last selection in the dropdown.
 - If 2016-2022 is chosen from the Program Year filter, the Quarter options are still the same.

Illinois Performance Accounta Report Overview +

Performance Indicator:

Employment Rate Q2

Program Year:

2023

7/1/2023 - 6/30/2024

Quarter:

Quarter 4

Quarter 1

Quarter 2

Quarter 3

Quarter 4

Illinois Performance Accountal Report Overview +

Performance Indicator:

Employment Rate Q2

Program Year:

2016

7/1/2016 - 6/30/2017

Quarter:

Annual

Quarter 1

Quarter 2

Quarter 3

Annual

Dashboard Enhancements

WIOA Participant Count Graphs:

- Revised the Calendar Parameters for the WIOA Participant Count Graphs
 - Statewide Total Participants by Week
 - Start Date Range: **7/1/2018**
 - Statewide New Participants by Week
 - Start Date Range: **7/1/2018**
 - Statewide Exiters by Week
 - Start Date Range: **7/1/2018**
 - New Participants by Area
 - Start Date Range: **3/1/2020**

Illinois Performance Accountant Report Overview +

Performance Indicator:

Statewide Total Participants by Week

Statewide Total Participants by Week

Statewide New Participants by Week

Statewide Exiters by Week

New Participants by Area

Title:

Title I

Illinois Performance Accountant Report Overview +

Performance Indicator:

Statewide Total Participants by Week

Date Range:

Start Date

End Date

Title:

Title I

Staff Compliance as of 6/4/2024

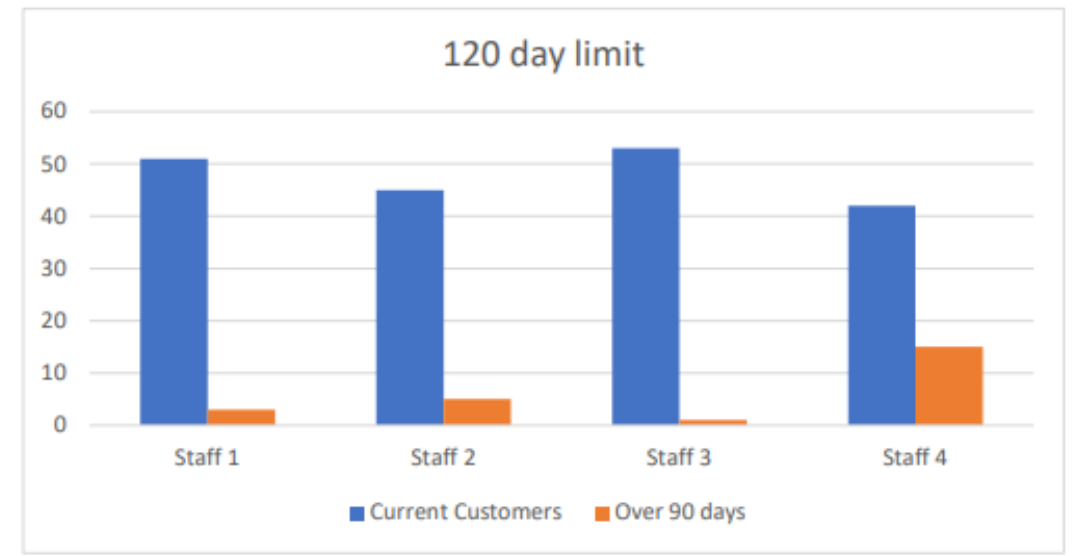
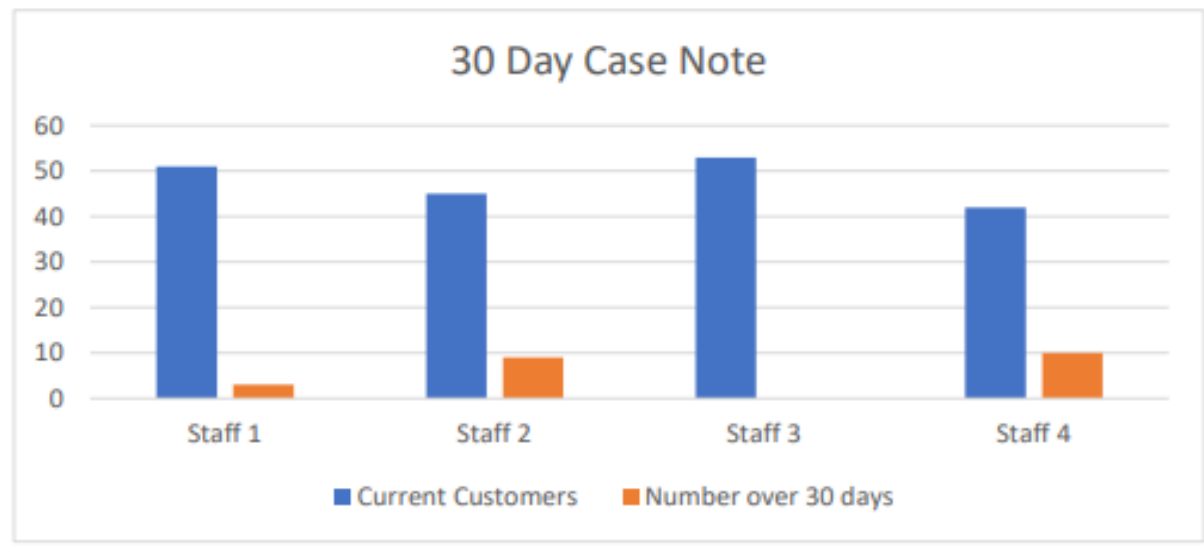
Best Practice – Monthly Team Meeting

Conducting monthly team meetings with your staff to review compliance.

- Using IPATs to pull each staff customer information individually and create a compliance report.
- Using IPATs to see the number of current customers staff members have where they are on case notes and 90 day exits.
- Staff must ensure to pull IPATs reports at least every 30 days however it is recommended that staff pull as often as weekly to stay on top of all compliance.

Case Notes	Current Customers	Number over 30 days	Percentage
Staff 1	51	3	6%
Staff 2	45	9	20%
Staff 3	53	0	0%
Staff 4	42	10	24%

Service	Current Customers	Over 90 days	Percentage
Staff 1	51	3	6%
Staff 2	45	5	11%
Staff 3	53	1	2%
Staff 4	42	15	36%





Information for 30 Day Case Notes:

- On the Dashboard, filter to Career Planner.
- In the Customer Activity section, click on the blue high-lighted number in the *No Case Note in 30 Days* row.
- On the Customer list, click on the column selector (hamburger icon) at the top right.
- Click the Data point for, Last Note Created.
- The date the last note was entered for the customer will be provided.

Program Year: **1**

All

Quarter:

All

Title:

Title I

Workforce Program:

All

Organization:

LWIA 1 - Lake County Workforce Development Dr

Office:

Job Center of Lake County - Waukegan

Career Planner:

Filter by Career Planner

Customer Activity

No Case Note in 30 Days **98**

Last Name	First Name	Organization	Last Contact Date	Last Note Created
		1	5/8/24	5/9/24
		1	5/20/24	5/20/24
		1	5/29/24	5/29/24
		1	5/16/24	5/16/24
		1	5/13/24	5/13/24
		1	5/10/24	5/10/24
		1	5/28/24	6/5/24
		1	6/6/24	6/6/24
		1	5/31/24	5/31/24
		1	6/7/24	6/7/24

- Last Name
- First Name
- DOB
- Last 4 SSN
- Organization
- Certification Date
- Participation Date
- Participation Created Date
- Last Contact Date
- Last Note Created

Information for 120 Day Limit:

- On the Dashboard, filter to Career Planner.
- In the Customer Activity section, click on the blue high-lighted number in the *Last active service greater than 90 days* row.
- On the Customer list, click on the column selector (hamburger icon) at the top right.
- Click the Data point for, *Last Active Service Date*.
- The date the last active service for the customer will be provided.

Customer Activity	
⚠ No Case Note in 30 Days ⓘ	8
* Last Active Service Greater than 60 days ago ⓘ	6
⚠ Last Active Service Greater than 90 days ago ⓘ	1

Last Name *	First Name	Organization	Participation Date	Exit Date	workNet Center	Program Type	Last Active Se
<small>Source: This information is brought to you by the Illinois Workforce Development System (IWDS) and Department of Commerce and Economic Opportunity Office of Employment and Training. Customer Engagement data is pulled in real time, all other data is synced on a weekly basis. The data reporting and management dashboard for tracking state workforce assistance program activity and outcomes. The information is made available to authorized users, to provide transparency on IWDS data. This data will not be provided to outside parties or used to report to the Department performance outcomes. Reporting will remain with each agency and be reported via the system of record.</small>							
Version: 5							

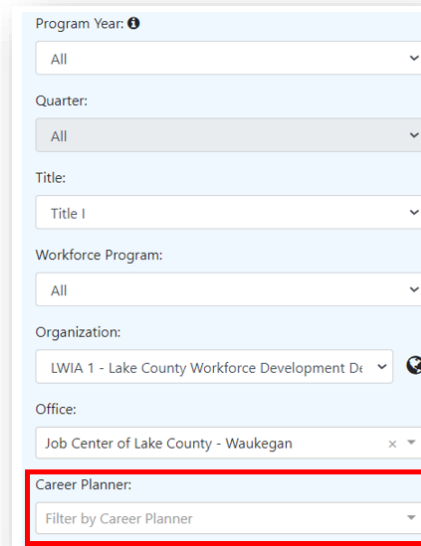
Last Name
 First Name
 DOB
 Last 4 SSN
 Organization
 Certification Date
 Participation Date
 Participation Created Date
 Last Contact Date
 Last Note Created
 Exit Date
 Exit Quarter (Calendar Quarter)
 workNet Center
 Program Type
 Case Manager

Last Active Service Date

Best Practice – Weekly Team follow up

Weekly staff follow up – Exporting the customer list from IPATS and emailing it to a Career Planner for review and follow up.

- On the Dashboard, filter to Career Planner
- In the Customer Activity section, click on the blue high-lighted number in the *No Case Note in 30 Days* row to be taken to the customer list.
- On the Customer list, click the **Export** button at the top to Export the customer data.



Program Year: All

Quarter: All

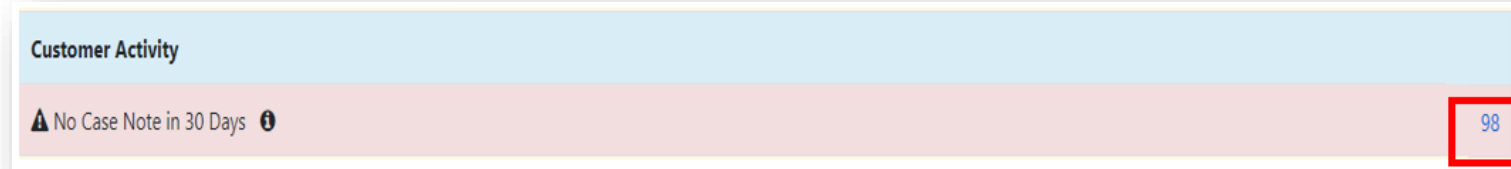
Title: Title I

Workforce Program: All

Organization: LWIA 1 - Lake County Workforce Development De

Office: Job Center of Lake County - Waukegan

Career Planner: Filter by Career Planner



Customer Activity

No Case Note in 30 Days 98



Return to Dashboard Export Refresh

For WIOA Title I Dislocated Worker (ID)/Trade co-enrolled individuals only: last active service date. Trade, please disregard the result. A resolution to include Trade services look up is forthcoming.

Last Name First Name Organization

Best Practice – Last Contact Date

- A quick follow up can also be by checking the *Last Contact Date*.
- On the Dashboard, filter to Career Planner.
- In the Participant Overview section, click on the blue high-lighted number in the Active Participants row.
- On the Customer list, click on the column selector (hamburger icon) at the top right.
- Click the data point for, *Last Contact Date*.
- The date of last contact for the customer will be provided.

Dashboard | Glossary

Filter: Title 1 > Adult > LWIA 1 - Lake County Workforce Development Department

Section

Participant Overview

Active Participants 70

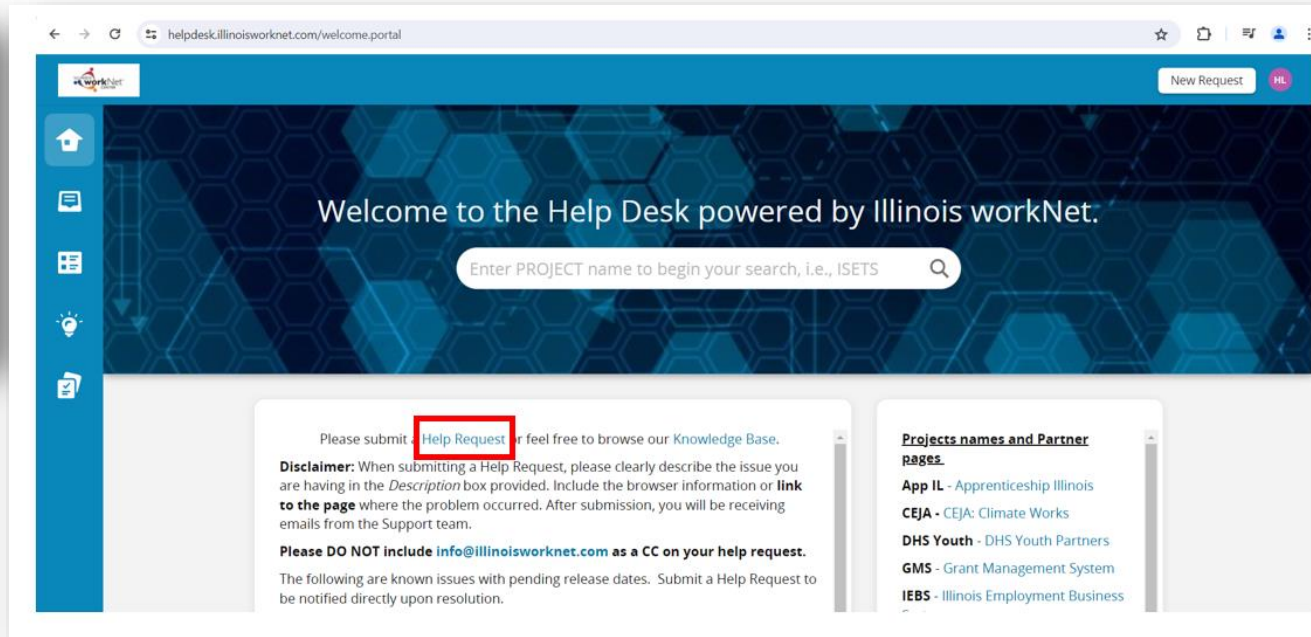
Exiters 445

Total Participants 515

Last Name ^	First Name ⇅	Participation Date ⇅	Last Contact Date ⇅	workNet Center ⇅	Program
		2/16/24	4/29/24	Job Center of Lake County - Waukegan	Dislocated
		10/31/23	5/8/24	Job Center of Lake County - Waukegan	Adult
		9/29/23	4/30/24	Job Center of Lake County - Waukegan	Youth
		11/17/23	5/1/24	Job Center of Lake County - Waukegan	Dislocated
		9/20/23	5/6/24	Job Center of Lake County - Waukegan	Dislocated
		9/29/23	4/30/24	Job Center of Lake County - Waukegan	Youth

Last Name
 First Name
 DOB
 Last 4 SSN
 Organization
 Certification Date
 Participation Date
 Participation Created Date
 Last Contact Date

Submitting a Help Request



New Request

Help Request *

Description

Category *

IPATS - Illinois Performance Accountability & Transparency System

Subcategory *

Not Set

Due at

Select Date

cc

1. Click **Help Request** from the dropdown at the top right dropdown in IPATS.
2. Click **Help Request** on the Help Desk powered by Illinois workNet.
3. Fill in the **Title** and **Description** fields for why you are submitting a request.
4. Select **IPATS** from the Category field.
5. Select a **Subcategory**:
 - Select **Access Request** when requesting IPATS Access.
 - Be sure to include your **manager's email address in the CC field** when requesting access.
 - Select **Other/Suggestion** when submitting a change or idea.
 - Select **Question** when you have a question that needs answered.
6. Fill in the remaining *required boxes.
7. Click **Submit**.

Check out the IPATS Partner Guide

IPATS PARTNER GUIDE

[Back to Workforce & Education Partner Resources.](#)

Illinois Performance Accountability and Transparency System (IPATS) is the latest software application brought to you from the Department of Commerce and Economic Opportunity— Office of Employment and Training in collaboration with the Illinois WorkNet technology specialists. One of the primary sources of data utilized for the visuals in IPATS is the Illinois Workforce Development System (IWDS) which is the state's system of record for intake, tracking, and reporting the Workforce Innovation and Opportunity Act (WIOA) Title I, Adult, Dislocated Workers, and Youth programs.

Why IPATS?

- Showing results in innovative and new ways sheds light on and provides a strong incentive to keep pushing forward. Ultimately, data transparency not only helps improve key metrics and overall performance but also helps with the willingness and ability of those charged with improving it.
- Having access to key metrics to see what works and what doesn't, in as real-time as possible, enables everyone to be informed and make better, quicker decisions.
- Dashboards display key metrics and data in ways that stakeholders can see where they are performing well and where they can make improvements. Increased visualization and availability of succinct and reliable data helps build trust among the data consumers, inspires new ideas and opportunities for growth, increases understanding of the purpose behind the data, attracts and empowers better engagement in the efforts to continuously improve upon performance and outcomes.

As you navigate through the screens please stop and take a moment to provide any feedback or suggestions no matter how big or small to the [Help Desk](#). Only partner accounts that have been granted access will have access to this tool.

[Click here to enter the IPATS platform.](#)

ALL RESOURCES

[IPATS Partner Quick Start Guides](#)

[Practice Training Materials & Videos](#)

[Full List of Resources](#)

[Partner Tool Updates](#)

EVENT CALENDAR

IPATS FULL LIST OF RESOURCES

[Back to I-PATS Partner Guide.](#)

This page provides IPATS users with a variety of instructions, informational documents/webpages, and resources to be used in conjunction with IPATS. If you would like to request additional information regarding IPATS please reach out to the [Help Desk](#).

This page is updated on a continuous basis as additional resources and instructions are made available.

INSTRUCTIONS BY USER TYPE

State Users

- Gaining Access to IPATS ([PDF](#))
- Dashboard ([PDF](#))
- Performance Tool ([PDF](#))
- LWIA Comparison Tool ([PDF](#))
- WIOA Performance Counts ([PDF](#))
- Glossary Admin ([PDF](#))

LWIA Admin

- Gaining Access to IPATS ([PDF](#))
- Dashboard ([PDF](#))
- Performance Tool ([PDF](#))
- LWIA Comparison Tool ([PDF](#))
- WIOA Performance Counts ([PDF](#))

Career Planner

- Gaining Access to IPATS ([PDF](#))
- Dashboard ([PDF](#))
- Performance Tool ([PDF](#))
- LWIA Comparison Tool ([PDF](#))
- WIOA Performance Counts ([PDF](#))

I-PATS QUICK START GUIDES

[Back to I-PATS Partner Guide.](#)

SCROLL TO YOUR ROLE & SELECT A QUICK START GUIDE TO GET STARTED

State Level Staff

Requesting Access to the I-PATS Platform - State Staff
Request access to the I-PATS Platform.

Performance Tool - State Staff
Learn how to access and use the Performance tools in IPATS.

LWIA Comparison - State Staff
Learn how to access and use the LWIA Comparison tools in IPATS.

Dashboard - State Staff
Learn how to access and use the Dashboard tools in IPATS.

LWIA Administrator Staff

Requesting Access to the I-PATS Platform - LWIA Admin
Request access to the I-PATS Platform.

Performance Tool - LWIA Admin
Learn how to access and use the Performance tools in IPATS.

LWIA Comparison - LWIA Admin
Learn how to access and use the LWIA Comparison tools in IPATS.

Dashboard - LWIA Admin
Learn how to access and use the Dashboard tools in IPATS.

Career Planner Staff

Requesting Access to the I-PATS Platform - Career Planner
Request access to the I-PATS Platform.

Performance Tool - Career Planner
Learn how to access and use the Performance tools in IPATS.

LWIA Comparison - Career Planner
Learn how to access and use the LWIA Comparison tools in IPATS.

Dashboard - Career Planner
Learn how to access and use the Dashboard tools in IPATS.

IPATS TRAINING MATERIALS & VIDEOS

[Back to IPATS Partner Guide.](#)

Webinars

Using IPATS for Performance, Case Management, and Program Implementation

More from this Playlist

Webinar Materials

Presentation Title	Presentation Description
<p>Title: Illinois Performance Accountability & Transparency System (IPATS) for Performance and Case Management and Program Implementation Date: May 11, 2022</p> <p>Materials:</p> <ul style="list-style-type: none"> PowerPoint (PDF) 	<p>Illinois Performance Accountability & Transparency System (IPATS) provides state of Illinois workforce development professionals with a whole new set of advanced tools and data displays to use in their day-to-day work to provide transparency on performance and accountability as it relates to case management and program implementation.</p> <p>This statewide webinar can provide information to an array of users, such as:</p> <ul style="list-style-type: none"> State Level OET Staff Regional Managers Monitoring Staff Title IB Administrators Local Performance Representatives Career Planners, Case Managers, & Front Line Staff

I-PATS PARTNER TOOL UPDATES

[Back to I-PATS Partner Guide.](#)

May 17, 2024

- Updates were made to the "Performance Training Indicators" section in the dashboard:
 - "Total Education/Training Participants"
 - Separated Adult and Dislocated Worker participants qualifying for MSG and Credential measures apart from Youth participants.
 - Correction of MSG rows to list participants with Closed and Open qualifying education/training services.
 - Enhancement: The "Training Exitters that have not earned a Credential" row to include a cutoff date.
 - New row: "Training Exitters that did not earn a Credential within 1 year of Exit"
 - New data points for all rows: "Last Active Service Date" and "Days since Last Active Service Count" are available in the filter check list in your customer listing.
- Updates were also made to the Performance Graphs:
 - Corrected the Quarter dropdown: "Quarter 4" replaced "Year to Date" as the last selection in the dropdown. (Since "Year-to-Date" is "current quarter" it should not be locked in the place of one Quarter the entire PY.)

We want to hear from you!

- Do you have a Best Practice to share?
 - Do you have questions?
 - Do you have suggestions?