ETO SYSTEM
TRAINING MANUAL

EmployIndy
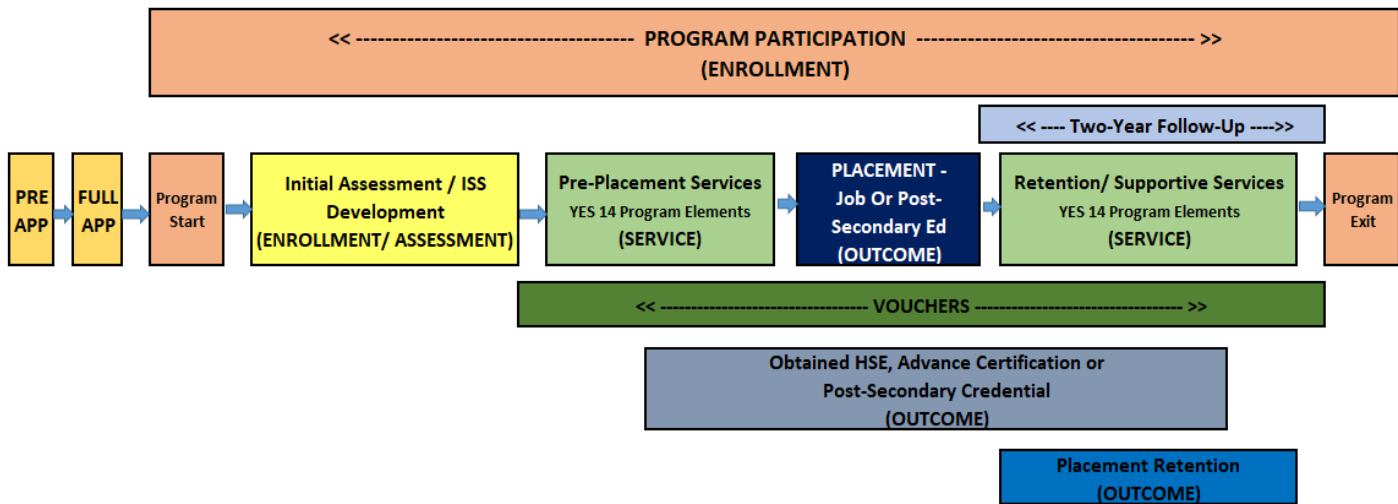
Table of Contents

Program Flow Overview

The following user manual will guide case managers through the basic program flow for the EmployIndy YES program. It highlights the different phases youth pass through and identifies the corresponding screens in ETO that are utilized for each phase and activity.

Below is an overview of the basic program flow.

The basic flow has 4 distinct phases:

1. Enrollment & Assessment
2. Pre-Placement Services
3. Placement
4. Two Year Retention & Supportive Services

For each phase the manual provides the various activities, services, actions and tasks available to staff to guide youth through the program. Each Phase starts a new section in the manual that provides details on the required tasks and usage of the ETO YES Build. The manual highlights the ETO screens used for each phase.

The diagram on page 4 provides specifics for each phase with additional details on the items addressed at each phase.

<< --- PROGRAM PARTICIPATION --- >>

<< ---- Two-Year Follow-Up ---->>

| Pre-APP | FULL APP | Program Start | Initial Assessment / ISS Dev. (ENROLLMENT/ASSESSMENT) | Pre-Placement Services YES 14 Program Elements (SERVICE) | PLACEMENT - Job Or Post-Secondary Ed (OUTCOME) | Retention/ Supportive Services YES 14 Program Elements (SERVICE) | Program Exit |

Pre-APP
- Name
- Contact Info
- How Hear?

FULL APP
- Demographics
- Contact Info
- Barriers

Program Start
- *YES Enrollment*

Initial Assessment / ISS Dev. (ENROLLMENT/ASSESSMENT)
- Needs - 14 Elements
- Goals
- ISS Created
- ISS Case note
- Work Hist
- Education Hist
- TABE Scores
- Court Involvement

Pre-Placement Services YES 14 Program Elements (SERVICE)

-------- 14 Elements--------
1. Tutoring
2. Adult Ed Services
3. *Paid/Unpaid Work Exp*
4. Industry Training
5. *Job Readiness*
6. Leadership Development
7. Supportive Services
8. Adult Mentoring
9. Follow-up Services
10. Counseling
11. Financial Literacy
12. Entrepreneurial Skills Training
13. Job & Career Information
14. Postsecondary Preparation Training

PLACEMENT - Job Or Post-Secondary Ed (OUTCOME)
- *Post Secondary Placement*
- *Advanced Training/ Certification Placement*
- *Job Placement*

Retention/ Supportive Services YES 14 Program Elements (SERVICE)

-------- 14 Elements--------
1. Tutoring
2. Adult Ed Services
3. *Paid/Unpaid Work Exp*
4. Industry Training
5. *Job Readiness*
6. Leadership Development
7. Supportive Services
8. Adult Mentoring
9. Follow-up Services
10. Counseling
11. Financial Literacy
12. Entrepreneurial Skills Training
13. Job & Career Information
14. Postsecondary Preparation Training

<< --- VOUCHERS --- >>

| Incentive/ Reward | Uniform/ Shoes | Bus Pass | Incentive/ Reward |

Obtained HSE, Advance Certification, Post-secondary Credential

HSE Completion

Post-Secondary Completion

Advanced Training/ Certification Completion

Placement Retention

60 Day - Retention

180 Day - Retention

365 Day - Retention

18-Month Job Retention

24-Month Job

KEY = *(Contract Outcome)*

ETO – OVERVIEW – SCREEN & DASHBOARD

Program you are working in (YES)

Your information will display here

ETO™ software EmployIndy
GUIDING MARION COUNTY'S WORKFORCE

EmployIndy: Youth Employment Services

Welcome Olga Volokhova |Help| Log Off

New | Quick Search | My Favorites | My Dashboard

Enter Search Term(s) | within | Participant ∨ | in | Youth Employment Services ∨ | Search

Defaults to "My Dashboard"

ETO – Searching for Participants

Once a participant has been enrolled they will be searchable and searches can be conducted from either the "Quick Search" or "My Dashboard" sections.

ETO™ software EmployIndy
GUIDING MARION COUNTY'S WORKFORCE

EmployIndy: Youth Employment Services

New | Quick Search | My Favorites | My Dashboard

Enter Search Term(s) | within | Participant ∨ | in | Youth Employment Services ∨ | Search

Searching for participants in either place will yield the same results

Case Number will automatically be generated for the client

Quick Search Results

Matches for: ima
Total Participants: 1

	Filtered by
◢ .	First Name

Participant Name	SSN	CaseNumber	Program Start Date
⊕ Test , Ima	XXX-XX-6789	270697	10/5/2018

|◀ ◀ **1** ▶ ▶| 100 ▼ items per page   1 - 1 of 1 items

ETO – Participant's Dashboard

Choose a participant and click on their name (note: all underlined sections in ETO are hyperlinks). This will display their Dashboard.

Client Meeting Notes

Client Meeting Notes

There are no recent TouchPoints for this participant.

+ New

Participant Information			Client History (Ed/Emp/Crim Hist)	YES Services

Ima Test

FirstName: Ima
LastName: Test
Address1: 123 Anywhere street
Address2: apt 1
EMail: Imatest@gmail.com
CaseNumber: 270697
DOB: 10/6/1981
Age: 37 years
HomePhone:
CellPhone: (123) 214-5978
View/Edit Participant

Client History (Ed/Emp/Crim Hist)	YES Services
14 Elements Need Assessment	YES Vouchers
Test Scores	Education/Training Placements
YES Master Goal	Employment Placements

All expandable section must be filled out as presented/required. The sequence of services should be followed as laid out starting with the Client History – 14 youth elements – test scores – YES Master Goal followed by the right-hand screen of Services, vouchers, and placements

ETO – Systems Icon Overview

**NOTE: Touchpoint = Efforts to Outcomes Data Collection Form**

14 Elements Need Assessment

14 Elements Need Assessment

Take Action	Date Completed	Recorded By
👁 ✏ ➕ 🗑	10/31/2018	Stephanie Fritz

+ New

View the details of the "Touchpoint" or activity

Add a new "Touchpoint" or activity

Edit/Update the "Touchpoint" or activity

Add a similar "Touchpoint" or activity

Delete the "Touchpoint" or activity

ENROLLMENT / ASSESSMENT PHASE
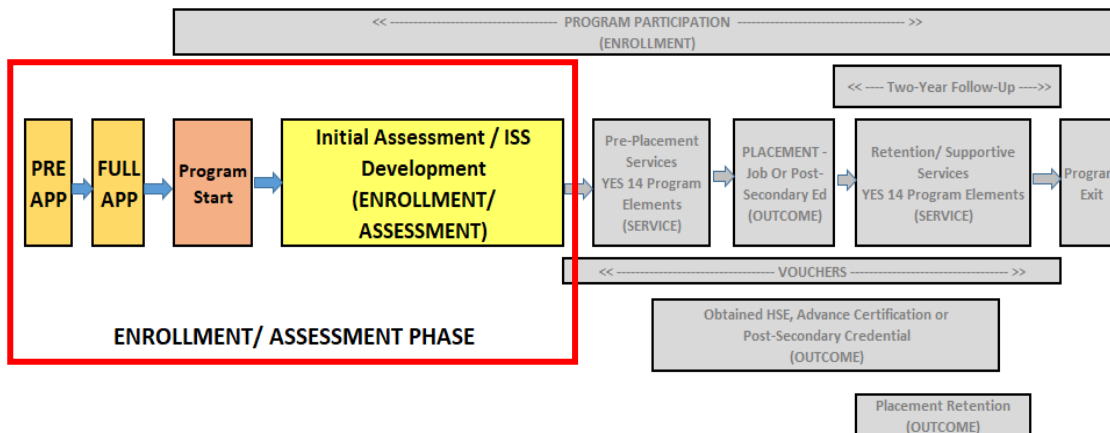
The Enrollment/ Assessment Phase includes the "Add new Participant" section which along with completing the pre-application fields and the Full YES Application is part of the enrollment process. The Assessment includes several steps and screens including the YES 14 Element Assessment, TABE Assessments, and the ISS creation. Each will be detailed further in the following sections of this guide.

ETO - Add Participant

Choose "Add New Participant" and click go

Program Enrollment and count in Reporting is signified by checking "Enroll in Program". This is automatically checked, if unchecked by the user the client will no longer be enrolled in the program

All items with *Asterisks are mandatory fields and must be filled out

| New | Quick Search | To Do List | My Favorites | My Dashboard |

Add Participants

YES Pre-Application Required Demographics

First Name *

Middle Name

Last Name *

Suffix
--Select--

Address 1 *

Address 2

Zip Code *
[   ] - [   ]

Cell Phone *
(__) __-___

Home Phone
(__) __-___

Email *

DOB *
[   ]

FFT-Gender *
--Select--

How did you hear about this program?

Who Referred You to Program

Add Participants

YES Enrollment Required Demographics

SSN
`XXX-XX-___`

FFT-Race *
`--Select--`

FFT-Ethnicity *
`--Select--`

Citizenship
`--Select--`

Able to work in U.S.
○ Yes/True
○ No/False

[Clear Selection]

Selective Services Registration Number

Selective Services Registration Date

FFT-For the 12 mos, your Gross Household Income ❓

FFT-How many in household (include yourself)? ❓

Emergency Contact Name *

Emergency Contact Number *

Emergency Contact Relationship
`--Select--`

YES Barriers
☐ Basic Skills Deficient
☐ Currently or has been involved with the juvenile or adult justice systems
☐ Disability
☐ English Language Learner
☐ High school dropout or not currently attending school
☐ Homeless or Runaway
☐ Low income
☐ Low Levels of Literacy
☐ No Family Support
☐ Pregnant/Parenting
☐ Substance Abuse
☐ Transportation
☐ Youth in, or aged out of Foster Care

YES Barrier - Other

Case Number

[Save]

FFT = Family Financial Tracking (This is part of CWF)

Click the plus sign "+" to expand section options

Participant Information ±|-|⊘

Andrew SampleOne

FirstName: Andrew
LastName: SampleOne
Address1:   1 North West St.
Address2:
EMail: jshaw@atworksolutionsinc.com
DOB: 7/9/1985
Age: 33 years
HomePhone:
CellPhone: (812) 345-0502
View/Edit Participant

14 Elements Need Assessment ±|-|⊘

Client History (Ed/Emp/Crim Hist) ±|-|⊘

Client History (Ed/Emp/Crim Hist)

There are no recent TouchPoints for this participant.

+ New

Test Scores ±|-|⊘

YES Master Goal ±|-|⊘

YES Services ±|-|⊘

YES Vouchers ±|-|⊘

Education/Training Placements ±|-|⊘

Employment Placements ±|-|⊘

Click "New" to add a new Client History

NOTE: Upon clicking "New" you will see the list of touchpoints below:

Record TouchPoint

Select TouchPoint: -- Select a TouchPoint --
                       YES Criminal History
                       YES Education History
                       YES Employment History

Select a touchpoint from the drop down to add to the participant's file

YES Criminal History for SampleOne, Andrew on 11/13/2018

Criminal History

Date of Offense:
mm/dd/yyyy

Offense Level:
-- Select --

Offense Type:
-- Select --

Was client placed on probation for offense?
○ Yes
○ No
Clear Selection

Was client incarcerated for offense?
○ Yes
○ No
Clear Selection

Was client placed on parole?
○ Yes
○ No
Clear Selection

If client has multiple offenses, select "Save & Record Similar" button below to enter next offense.

Cancel   Save and Record Similar   Save

Multiple offenses can be added to the participant's file by clicking "Save and Record Similar". If the client only has one record to be added, click "Save" (Note: this is an optional screen)

YES Education History for SampleOne, Andrew on 11/13/2018

Education History

Are you currently enrolled in an alternative school?
- ○ Yes
- ○ No

Clear Selection

Highest School Grade Completed:
-- Select --

Highest education level completed:
-- Select --

Last school attended?
Use "%" at the beginning of search. E.g. %south

▼

Other - Last school attended?

GED Documentation Upload
Select

High School Diploma Upload
Select

College/Post-Secondary Credential Upload
Select

College/Post-Secondary Credential Upload
Select

Cancel   Save

The "Last School attended" field will search a database of existing schools in Indianapolis. Select one from the list, to search the database, using an "%" at the beginning of the search. For example, "%south"

To attach a file, the file must be saved on your computer or a drive you can access. Click "Select" to find the file and select it for upload, similar to adding an attachment to an email

ETO – Client History (Ed/ Emp/ Crim Hist)

YES Employment History

Employment History is entered as a two-step process. First select the "Status of Employment", then click "Next Page" to go to the work history screen.

Click the plus sign "+" to expand the options and see most recently recorded touchpoints

Participant Information	⊞ ⊟ ⊘
Andrew SampleOne	
FirstName:	Andrew
LastName:	SampleOne
Address1:	1 North West St.
Address2:	
EMail:	jshaw@atworksolutionsinc.com
DOB:	7/9/1985
Age:	33 years
HomePhone:	
CellPhone:	(812) 345-0502
View/Edit Participant	

14 Elements Need Assessment ⊞ ⊟ ⊘

14 Elements Need Assessment

There are no recent TouchPoints for this participant.

✚ New

Client History (Ed/Emp/Crim Hist) ⊞ ⊟ ⊘

Test Scores ⊞ ⊟ ⊘

YES Master Goal ⊞ ⊟ ⊘

YES Services ⊞ ⊟ ⊘

YES Vouchers ⊞ ⊟ ⊘

Education/Training Placements ⊞ ⊟ ⊘

Employment Placements ⊞ ⊟ ⊘

Click "New" to add a new 14 Elements Need Assessment

YES 14 Elements Assessment for SampleOne, Andrew on 11/13/2018

14 Elements Assessment

Exposure

Adult Mentoring (12 months):
☐ Client Requested Service
☐ Case Manager Recommended Service

Comprehensive Guidance & Counseling:
☐ Client Requested Service
☐ Case Manager Recommended Service

Supportive Services:
☐ Client Requested Service
☐ Case Manager Recommended Service

Labor Market & Employment Info (such as career awareness, career counseling, & career exploration)
☐ Client Requested Service
☐ Case Manager Recommended Service

Empowerment

Leadership Development:
☐ Client Requested Service
☐ Case Manager Recommended Service

Financial Literacy Training:
☐ Client Requested Service
☐ Case Manager Recommended Service

Education

Education offered concurrently with and in the same context as workforce preparation activities:
☐ Client Requested Service
☐ Case Manager Recommended Service

Tutoring, study skills, instruction, & strategies that lead to an HS diploma or post-secondary credential
☐ Client Requested Service
☐ Case Manager Recommended Service

Alternative School Services (Adult Education Services):
☐ Client Requested Service
☐ Case Manager Recommended Service

Occupational Skills Training:
☐ Client Requested Service
☐ Case Manager Recommended Service

Entrepreneurial Skills Training:
☐ Client Requested Service
☐ Case Manager Recommended Service

Exploration

Activities in preparation for transition to post-secondary education and training:
☐ Client Requested Service
☐ Case Manager Recommended Service

Experience

Paid/Unpaid Work Experience:
☐ Client Requested Service
☐ Case Manager Recommended Service

Follow-up Services:
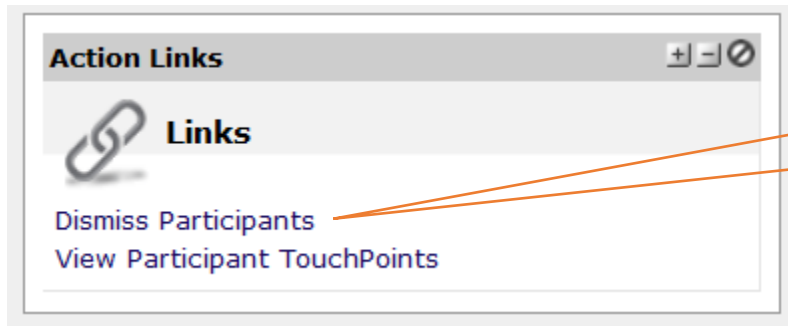☐ Client Requested Service
☐ Case Manager Recommended Service

[Cancel]   [Save and Record Similar]   [Save]

The YES User Guide is located on the page below of the Intranet for your review: https://www.yesnetworkindy.org/yes-program.html

ETO – Dismiss a Client

Action Links ＋ ￣ ⊘

Links

Dismiss Participants
View Participant TouchPoints

> Navigate to the "My Dashboard" for the client then to the Action links and select Dismiss Participants.

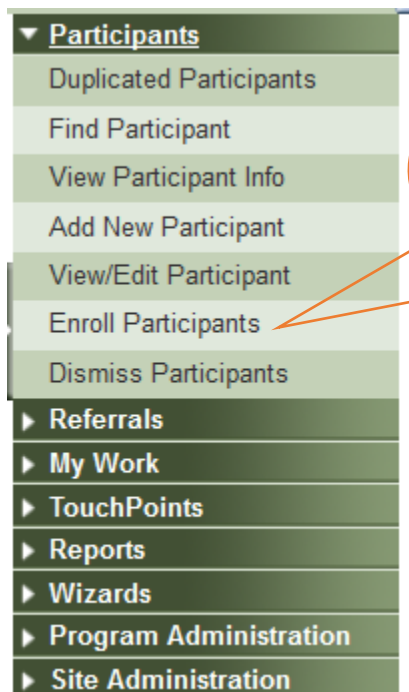**Dismiss Participants from Youth Employment Services**

Search for Participants in EmployIndy by last name and/or first name, Social Security Number, case number, or family name. To see **all Participants** leave the boxes empty.
1. Enter search criteria. 2. Select participant(s) to dismiss. 3. Enter dismissal information; if multiple participants are selected with different dates, finish on the following page.

* Program End Date: 1/10/2019

Dismissal Reason: -- Select --

[Dismiss Participant]

> Enter the Program End Date and select the appropriate Dismissal Reason. Note: Program End Dates are required to dismiss a client, but Dismissal Reasons are not.

ETO – Re-enroll a Client

▼ **Participants**
  Duplicated Participants
  Find Participant
  View Participant Info
  Add New Participant
  View/Edit Participant
  Enroll Participants
  Dismiss Participants
▸ **Referrals**
▸ **My Work**
▸ **TouchPoints**
▸ **Reports**
▸ **Wizards**
▸ **Program Administration**
▸ **Site Administration**

> Open the navigation tool bar in the right-hand side of the screen and expand the Participants section. Click on "Enroll Participants"

Enroll Participants into Youth Employment Services

Search for Participants in EmployIndy by last name and/or first name, Social Security Number, case number, or family name. To see **all Participants** leave the boxes empty.
1. Enter search criteria. 2. Select participant(s) to enroll. 3. Enter enrollment information; if multiple participants are selected with different dates, finish on the following page.

Last Name: [   ]
First Name: [   ]
               or
SSN: [   ]
               or
Case Number: [   ]
               or
Family Name: [   ]

[Search]

Search for your client by **Last Name, First Name, Case Number, or SSN.** Check the box next to the name of the client to be re-enrolled.

[Search]

Below are all Participants who are not currently enrolled in **Youth Employment Services** with last name like 'test'.

☑	Participant	Age	Case Number	DOB	SSN
☑	Ima Test	37	270697	10/06/1981	XXX-XX-6789

* **Program Start Date:** [12/17/2018] 📅

[Enroll Participant]

Once the checkbox is selected, enter the new Program Start Date. Note: This program start date does not replace any prior program start dates.

Edit Participant

[Audit Report] [Program History]   [View Ima Test 's Dashboard]

Status: Currently Enrolled

YES Pre-Application Required Demographics

First Name *
[Ima]

Middle Name
[   ]

Last Name *
[Test]

Client's program history can be viewed by selecting the Program History button on a client's View/Edit Participant screen.

Program History for Ima Test

⊟ Program

⊟ Youth Employment Services

Enrollment	Program Start Date	Program End Date	Projected End Date	Days in Program	Reason for Dismissal
Currently Enrolled	12/17/2018			1	
Past Enrollment	10/5/2018	12/15/2018		72	

ETO – Test Scores

TABE assessments are part of the initial YES enrollment and assessment phase. The Pre-test TABE and Post-test TABE as well as GED Incentives HSED Pre-test scores can all be entered via the "Test Scores" Touchpoint.

TABE scores previously entered on the Application screen in the legacy IPIC YES system will appear in this section along with any GED Incentive scores.

Click the plus sign "+" to expand options

Click "New" to add a new Test Scores

Participant Information		14 Elements Need Assessment		YES Services	
Andrew SampleOne		Client History (Ed/Emp/Crim Hist)		YES Vouchers	
FirstName: Andrew		Test Scores		Education/Training Placements	
LastName: SampleOne					
Address1: 1 North West St.		Test Scores		Employment Placements	
Address2:					
EMail: jshaw@atworksolutionsinc.com		There are no recent TouchPoints for this participant.			
DOB: 7/9/1985					
Age: 33 years		+ New			
HomePhone:					
CellPhone: (812) 345-0502		YES Master Goal			
View/Edit Participant					

YES Test Score for SampleOne, Andrew on 11/13/2018

Test Score Details

Pre or Post Test:

◯ Pre-Test ◯ Post-Test

Clear Selection

Note: Test score fields allow decimal points up to 2 places. Upon Test type selection "Math" will display as "Total Math".

Test Type: -- Select --

Subjects Requiring Remediation:

☐ Math
☐ Language
☐ Reading

Cancel   Save

ETO – ISS Development

The ISS is developed in several distinct screens in ETO. The printed ISS will pull in information from these various screens. Much of the ISS is driven by the overall Career Objective/ goal which is entered from the YES Master Goal Touchpoint. Please refer back to the YES User guide for programmatic guidance related to ISS Development and Individual Service Strategies.

ETO – YES Master Goal

Click the plus sign "+" to expand the options

Click "New" to add a new Master Goal

After the Master Goal has been created, the client can digitally sign it by using the mouse or touchpad. Note: If a client chooses to sign a hard copy or client is not present to sign case manager should sign and have client sign at next meeting. The signed document should then be uploaded and clearly labeled in the system.

The creation of the ISS marks the end of the Enrollment/Assessment Phase. At this point the youth has been fully enrolled, assessed and an Individual Service Strategy has been developed. Services now can move into the next Phase: "Pre-Placement Services."

PRE-PLACEMENT SERVICES PHASE
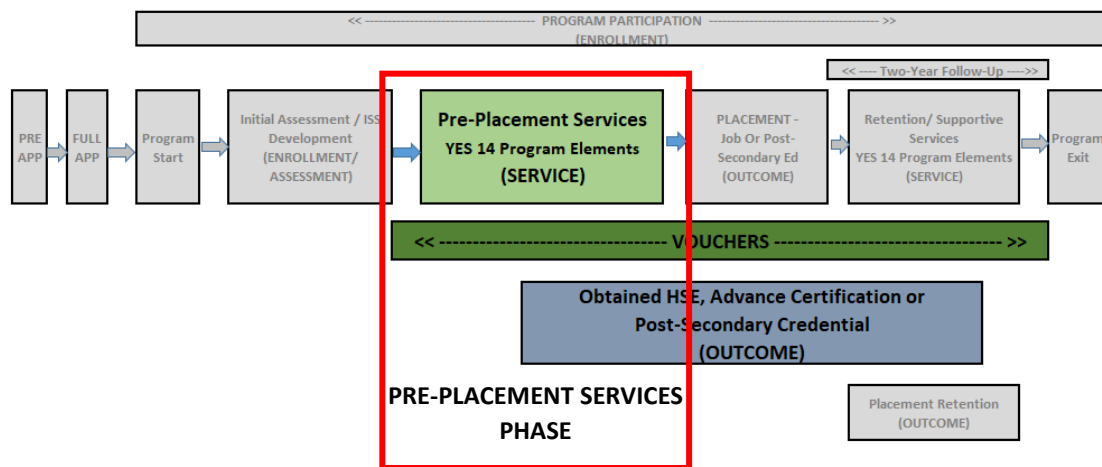
The Pre-Placement Services phase allows the offering/enrollment into activities pertaining to the 14 program elements, which include two contract outcomes," Job Readiness" and "Paid/Unpaid Work Experience." This phase also starts the ability of staff to create vouchers on client's behalf and record "Obtained HSE" which is another contract outcome.

ETO – YES Services

The YES program outlines the 14 elements that are useful in preparing youth for long term job placement or post-secondary education placement. Below are the 14 program elements the service provider offers themselves or have MOUs created with other providers to offer.

Pre-Placement Services
YES 14 Program Elements
(SERVICE)

-------- *14 Elements*--------
1. Tutoring
2. Adult Ed Services
3. *Paid/Unpaid Work Exp*
4. Industry Training
5. *Job Readiness*
6. Leadership Development
7. Supportive Services
8. Adult Mentoring
9. Follow-up Services
10. Counseling
11. Financial Literacy
12. Entrepreneurial Skills Training
13. Job & Career Information
14. Postsecondary Preparation Training

These are the 14 Program Elements. See your YES Program Manual for definition of each element, and the required components for each.

Two Elements: "Paid/Unpaid Work Exp" and "Job Readiness" are service provider deliverables per the yearly contract outcome goals. Proper recording of the start and finish of these elements are required for performance measures.

"Follow-up Services" are part of the 14 elements but are not offered at this Phase. These can be offered AFTER the Placement Phase.

Click the plus sign "+" to expand the options

Participant Information   ±|−|⊘

     Andrew SampleOne

FirstName: Andrew
LastName: SampleOne
Address1:   1 North West St.
Address2:
EMail: jshaw@atworksolutionsinc.com
DOB: 7/9/1985
Age: 33 years
HomePhone:
CellPhone: (812) 345-0502
View/Edit Participant

14 Elements Need Assessment   ±|−|⊘

Client History (Ed/Emp/Crim Hist)   ±|−|⊘

Test Scores   ±|−|⊘

YES Master Goal   ±|−|⊘

YES Services   ±|−|⊘

     YES Services

There are no recent TouchPoints for this participant.

+ New

YES Vouchers   ±|−|⊘

Education/Training Placements   ±|−|⊘

Employment Placements   ±|−|⊘

Click "New" to add a new Services

YES Services for SampleOne, Andrew on 11/13/2018 🗓

YES Services

YES Service Area:
-- Select -- ▼

Was this service a referral to a different provider?
⦿ Yes
◯ No
[Clear Selection]

Date of Referral:
mm/dd/yyyy 🗓

Provider:
[_____ ▼]   [Add New Provider]

Start Date: **Projected Completion Date:**   **Actual Completion Date:**
mm/dd/yyyy 🗓   mm/dd/yyyy 🗓   mm/dd/yyyy 🗓

Notes:
[_____]

[Cancel] [Save and Record Similar] [Save]

Job Readiness has been added to the YES Services Area and clients with an Actual Completion Date are counted towards the Job Readiness KPI.

For services referred to a different provider, please select a provider from the provider drop down list. If the service was not a referral, this field will be hidden

New providers can be entered by selecting "Add New Provider" button. Upon entering the provider information be sure to select the entity type "YES Service Provider"

Click the plus sign "+" to expand the options

Participant Information	± - Ø
Andrew SampleOne	

FirstName: Andrew
LastName: SampleOne
Address1: 1 North West St.
Address2:
EMail: jshaw@atworksolutionsinc.com
DOB: 7/9/1985
Age: 33 years
HomePhone:
CellPhone: (812) 345-0502
View/Edit Participant

14 Elements Need Assessment	± - Ø

Client History (Ed/Emp/Crim Hist)	± - Ø

Test Scores	± - Ø

YES Master Goal	± - Ø

YES Services	± - Ø

YES Vouchers	± - Ø
YES Vouchers	

There are no recent TouchPoints for this participant.

+ New

Education/Training Placements	± - Ø

Employment Placements	± - Ø

Click "New" to add a new Vouchers

Voucher Information

Voucher Issued To:

-- Select --
Client
Vendor

Voucher Type:

-- Select --

The Voucher Information screen contains conditional logic whereby the next available fields are dependent on answers selected

Other Sources of Funding:

[▼]

Add Funding Provider

Voucher Use:

Voucher Information

Voucher Issued To:
Client

First Name:
Andrew

Last Name:
SampleOne

Address 1:
1 North West St.

Zip Code:
46204

If "Client" is selected in the "Voucher Issued To:" field, the client information will automatically populate

Voucher Issued To:
Vendor

Voucher For:

Acme Training3
Big Brothers Big Sisters

▼ Items 1-2 out of 2

Add New Service Provider

Zip Code:

Voucher Type:
-- Select --

Whereas if "Vendor" is selected in the "Voucher Issued To:" field, the system will allow you to choose a vendor from the database

Previous "Utilities and Housing Assistance" is now split as: Housing Assistance = "Temporary housing/Shelter" and Utilities = "Emergency Assistance". Additionally, the HSE Incentive has been added under the ISS Milestone.

Voucher Type:
Specialized Post-Secondary Training

Total Cost of Service(s) - Specialized Post-Secondary Training:
$ 500

Total Other Funds Contributing to the Total Cost - Specialized Post-Secondary Training: ❓
$ 200

Other Sources of Funding:

Add Funding Provider

Total YES Amount Requested - Specialized Post-Secondary Training:
$ 300

When entering the cost information for the voucher, the system will automatically calculate the amount requested on the voucher based on subtracting the amount of funds from other sources from the total cost of the service

Occupational Objective:

Signature:

Sign

Signature:_____
SampleOne, Andrew

Receipt Upload:

Select

The user can digitally sign the voucher using a mouse or touchpad

If a receipt is available, it is should be uploaded in the "Receipt Upload

ETO – Obtained HSE (Contract Outcome)

Click the plus sign "+" to expand the options

Participant Information ±‒⊘

Andrew SampleOne

FirstName: Andrew
LastName: SampleOne
Address1: 1 North West St.
Address2:
EMail: jshaw@atworksolutionsinc.com
DOB: 7/9/1985
Age: 33 years
HomePhone:
CellPhone: (812) 345-0502
View/Edit Participant

14 Elements Need Assessment ±‒⊘

Client History (Ed/Emp/Crim Hist) ±‒⊘

Test Scores ±‒⊘

YES Master Goal ±‒⊘

YES Services ±‒⊘

YES Vouchers ±‒⊘

Education/Training Placements ±‒⊘

Education/Training Placements

There are no recent TouchPoints for this participant.

+ New

Employment Placements ±‒⊘

Click "New" to add a new Education/Training Placements

Youth needing to obtain a High School diploma prior to obtaining long-term job placement and/or long term post-secondary education placement, should be recorded in the Education/ Training Placements Touchpoint.

Below is a demonstration of how to record the start/placement date for the training prep and the type of Education/Training Placement Level.

Youth accomplishing their placement Objective/Goal marks the completion of the Placement/Outcomes Phase including youth obtaining their long-term job placement or post-secondary education placement.

PLACEMENT PHASE
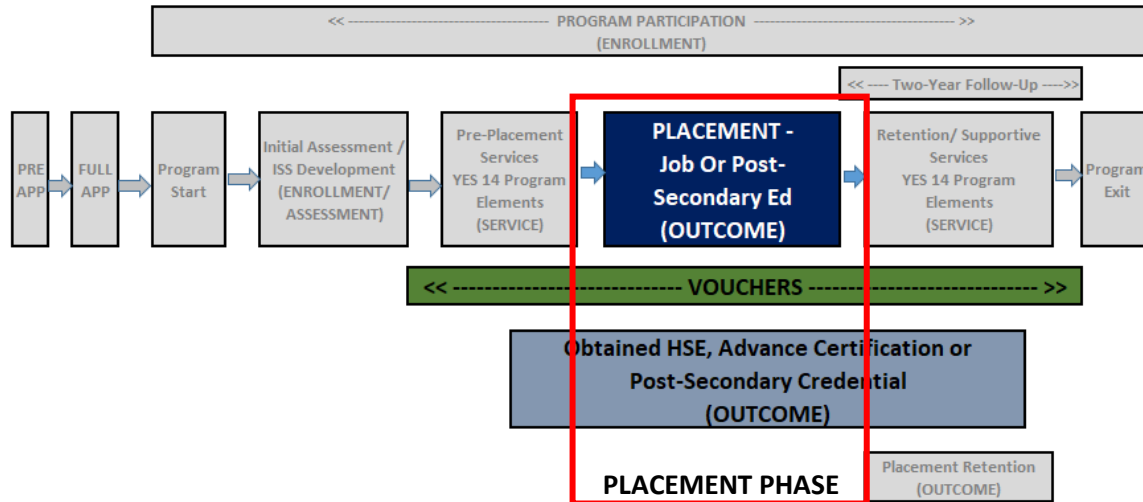
The Placement Phase begins with the youth being placed into their long-term job placement or their post-secondary education placement. During this time vouchers can still be created on behalf of the youth.

ETO – Employment Placement

Click the plus sign "+" to expand options

Click "New" to add a new Employment Placements

The Job Placement in the "Employment Placements" section is the long-term position that will start the two-year follow-up and retention services. It is not a "maintenance job" that a youth might get while working on their GED. This Job Placement is for the long-term job identified in the youth's ISS.

YES Employment Placement for SampleOne, Andrew on 11/14/2018 📅

Placement Information

Employment Placement Details

Employer Name:

[   ] [▼]   [Add New Employer]

The Employer Name field provides choices from a database of employers

SOC Code:

[   ] [▼]

The SOC Code field provides choices from an existing database of SOC Codes. Note: O*Net online provides an option to enter job titles and will provide SOC codes based on closest match. These can be entered in this section to ensure best job title information

Search for occupational titles by placing a % before the titles. For example, %manager will show all occupational codes with a manager.

Job Title:

[   ]

Employment Start Date:

[mm/dd/yyyy] 📅

Previous Employment (started prior to program entry)?

◉ Yes
○ No
[Clear Selection]

Hours per week:

[   ]

Hourly Wage:

$ [   ]

Wage Type:

[-- Select -- ▼]

Is this job an Internship?

○ Yes
○ No
[Clear Selection]

Benefit Type:

[-- Select -- ▼]

Is this a permanent job?

○ Yes
○ No
[Clear Selection]

Historical Data

60 Day Retention:

[mm/dd/yyyy] 📅

180 Day Retention:

[mm/dd/yyyy] 📅

365 Day Retention:

[mm/dd/yyyy] 📅

ETO – Post-Secondary Education Placement

Education/Training Placements	±⌐⌐Ø

The primary objective of the YES program is to assist youth to obtain a job or enroll into post-secondary education placement and maintain those over the course of two years. The "Education/Training Placement" Touchpoint is used to record this contract outcome.

Only Education Placements of Vocational Training, Associates, Bachelors, Masters or Doctoral Degree will be counted as "Post-Secondary Education Placement".

YES Education/Training Placement for Test, JeffFake A. on 11/12/2018

-- Select --
High School
Adult Education - ABE
Adult Education - ESL
Adult Education - HSE/GED
Adult Education - Other
Vocational Training
Associates
Bachelors
Masters
Doctoral Degree
Other

Plac... aining Placement Details

E... ent Level:

D...

Document Upload Type:

-- Select --

Documentation Upload:

Select

Last Retention Date:

mm/dd/yyyy

Last Retention Type:

-- Select --
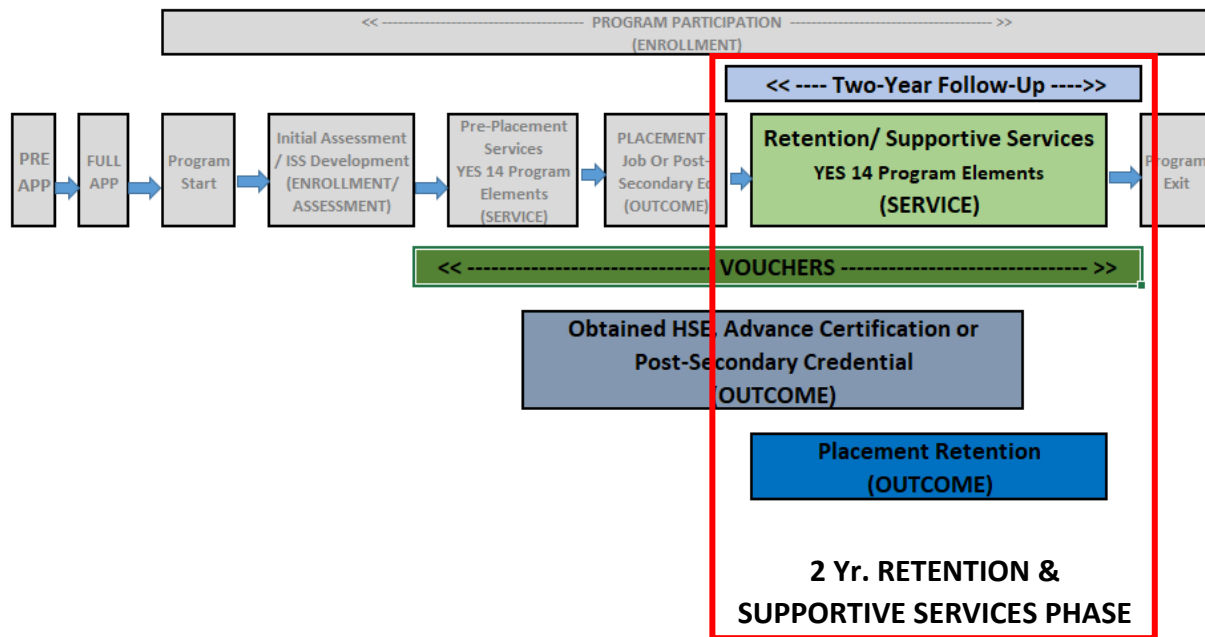
Upon youth achievement of job placement or post-secondary Education placement, they are moved to the next phase. The two-year retention monitoring begins upon Placement. Staff are encouraged to offer Retention/ Supportive Services to assist youth in maintaining the placement. During this phase staff can continue to create vouchers on behalf of youth, offer YES 14 Program Elements services/activities, record degree or certificates obtained and record retention.

Recording of the YES 14 Program Elements/ Services was previously covered along with obtaining an HSE or an Advanced Certificate.

The Key element at this phase are Retention check-ins to insure obtaining credit for contract outcomes of the placements.
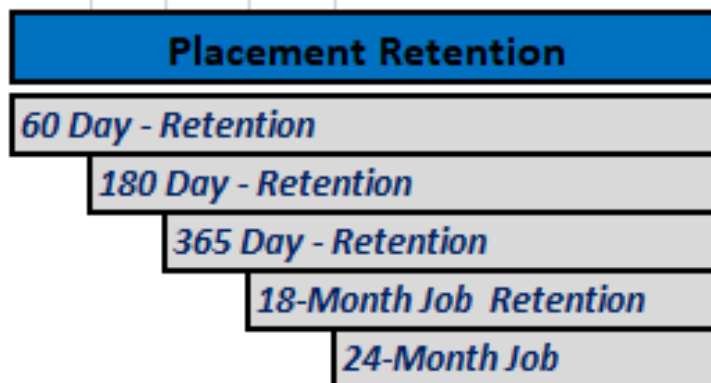
ETO –Education Retention – Update Existing

To record education retention, navigate to the existing Education/Training placement and click on the hyperlinked placement.

Selecting the existing placement will take you to the Education and Training Dashboard (Pictured Below)

Click "New" under Retention Details to add a retention touchpoint

New | Quick Search | To Do List | My Favorites | My Dashboard

Enter Search Term(s) | within | Participant ∨ | in | Youth Employment Services ∨ | Search

YES Education/Training Retention for SampleOne, Andrew on 11/26/2018 🔳

Retention Details

Retention Verification Date:

3/15/2018 🔳

YES Upload Type:

Transcript ∨

YES Documentation Upload:

[   ] Select

Notes:

[   ]

Cancel | Save

Enter in the retention details, upload documentation, and save

ETO –Employment Retention – Update Existing

To record employment retention, go to the existing Education/Training placement and click on the hyperlinked placement.

Participant Information	14 Elements Need Assessment	YES Services
Andrew SampleOne	Client History (Ed/Emp/Crim Hist)	YES Vouchers

Participant Information

Andrew SampleOne

FirstName: Andrew
LastName: SampleOne
Address1: 1 North West St.
Address2:
EMail: jshaw@atworksolutionsinc.com
CaseNumber: 272130
DOB: 7/9/1985
Age: 33 years
HomePhone:
CellPhone: (812) 345-0502
View/Edit Participant

Action Links

Links

View/Edit Participant
Dismiss Participants

Education/Training Placements

Employment Placements

Take Action	Dashboard	Date Completed	Recorded By	Employer Name:	Employment Start Date:
👁 ✏ ➕ 🗑	YES Employment Placement Dashboard	11/14/2018	Jason Shaw	Kroger	1/22/2018

➕ New

Selecting the existing placement will take you to the Employment Placement Dashboard (next page)

| New | Quick Search | To Do List | My Favorites | My Dashboard |

Enter Search Term(s) within Participant in Youth Employment Services Search

Return to Andrew SampleOne's Dashboard

Employment Placement Details

Employment Placement Details

Employer Name::	Kroger
SOC Code::	11-1021 General and Operations Managers
Job Title::	Cashier
Employment Start Date::	1/22/2018
Previous Employment (started prior to program entry)?:	No
Hours per week::	40
Hourly Wage::	15.00
Wage Type::	Unsubsidized Job
Is this job an Internship?:	No
Benefit Type::	Job will not (at any point) OFFER Health Insurance
Is this a permanent job?:	Yes

Retention Details

Retention Details

You have no recent TouchPoints.

➕ New

Employment Termination Details

Employment Termination Details

You have no recent TouchPoints.

➕ New

Education/Training Placement Details   □□◯

Education/Training Placement Details

Education/Training Placement Level::	Adult Education - ABE
Documentation Upload::	
Educational Institution::	Acme Training
Degree/Certificate/Training	10/31/2018

Retention Details   □□◯

Retention Details

Take Action	Date Completed	Recorded By	Retention Verification Date:
👁 ✏ ➕ 🗑	11/1/2018	Stephanie Fritz	3/31/2019

➕ New

Click "New" under Retention Details to add a retention touchpoint

Retention Details | Employment Placement Retention Details

If client experiences changes in job while at current employer (promotion, demotion, change in hours, etc.) update appropriate fields on the employment placement tab.

Retention Verification Date:

mm/dd/yyyy   📅

YES Upload Type:

-- Select --   ▾

YES Documentation Upload:

[   ] Select

Notes:

[   ]

Next Page

Employment Retention is a two-part process. On the first page, enter the verification date and upload any documentation, then proceed to the next page

ES Employment Retention for SampleOne, Andrew on 11/26/2018

Retention Details | Employment Placement Retention Details

*Update employment details if client experienced any job changes (pay raise, job title change, hour change, etc.) during employment placement.

Job Title:

SOC Code:

▼

Hours per Week:

Hourly Wage:

$

Wage Type:

-- Select --

Is this job an Internship?

○ Yes

○ No

Clear Selection

Benefit Type:

-- Select --

Is this a permanent job?

○ Yes

○ No

Clear Selection

Previous Page

Cancel   Save

Complete all Employment information available and click "Save" to record the retention

Contact Information

Thank you for reviewing the YES ETO System Training Manual. If you have any further questions or comments please contact:

Olga Volokhova - ovolokhova@employindy.org

Rodney T. Francis - rfrancis@employindy.org

Caitlyn Potter – cpotter@employindy.org

Reference 1: Internet Explorer Settings for ETO

How to Add Trusted Sites to Internet Explorer

Answer Reports in ETO require either the Crystal Viewer or Java. For both report types, you will need to make sure you have your trusted site settings set for ETO software in order to properly view your reports.

- In your Internet Explorer browser, click on Tools (represented by a gear symbol).
- Select "Internet Options."
- Click on the "Security" tab at the top of the window that pops up.
- Click on "Trusted Sites" (located below the green check mark.)
- Click "Sites."
- In the white box below the words "Add this website to the zone:" type in the following websites, clicking the "Add" button between each site entered:
- https://*.etoreports.com
- https://*.etoreports2.com
- https://*.etosoftware.com
- Click the "Close" button.
- Click the "OK" button.
- Close all open Internet Explorer windows and then re-open Internet Explorer.

Compatibility View

Compatibility view is a browser setting that allows your version of Internet Explorer to act like an older version of Internet Explorer. ETO works best outside of compatibility mode, and in versions 9, 10 and 11 of Internet Explorer. A telltale sign your browser is in compatibility mode is to check the row of links on the top right corner of your ETO screen. If the "Help" link is not lined up with your name and Home Page, you're in compatibility view.

To remove Compatibility Mode from your browser:

- Click on Tools in your Internet Explorer menu.
- Select Compatibility View Settings.
- Make sure etosoftware.com is not included in this list.
- If it is, click on etosoftware.com so that it is highlighted.
- Click Remove.
- Please note, if you use our legacy crystal reports, you will want to include etoreports.com and etoreports2.com on the list of sites to view in compatibility view.
- Click Close.

Note: at this point you may automatically get logged out of ETO. Log back in and you will no longer be in compatibility view.

Clear Browser Cache

ETO works best when your IE browser is set to "check for newer versions of stored pages" as often as possible and when the cache is cleared each time the browser is closed. Below are instructions to make those changes in your browser:

- Click on the Tools menu in Internet Explorer or the gear icon.
- Select Internet Options.

- In the General tab, in the Browsing History section, click the Settings button. This will open an additional window.
- Under "Check for newer versions of stored pages" select the option to "Every time I visit the webpage."
- Click OK.
- Click the Delete button next to Settings and Delete Temporary Internet Files.
- Check the box to "Delete browsing history on exit."
- Click OK to close the Internet Options window and close all open Internet Explorer windows on your desktop.
- Open a new Internet Explorer window and log back into ETO with a fresh session.

Other Internet Settings
- Click tools (gear in top right corner)
- Click Internet options
- Go to the Privacy tab
  - Turn off Pop-up blocker and click Apply
- Go to the Content tab
  - Click on Settings under the AutoComplete header
  - Unselect all
  - Click OK and click Apply
- Go to the Advanced Tab
  - Scroll down to Browsing
    - Deselect "use smooth scrolling" (should be at the end of the list)
  - Scroll down to Security
    - Make sure SSL 3.0 is selected
    - Make sure TLS 1.1 is selected
    - Make sure TLS 1.2 is selected
    - Deselect TLS 1.0
  - Click Apply
  - Click OK

Turning off the SmartScreen Filter
The SmartScreen Filter is a security feature in Internet Explorer that gives a warning when certain webpages are being accessed. Unfortunately, this filter can keep some features in ETO from working.
To turn off SmartScreen Filter:
- In Internet Explorer, go to Tools on the menu bar.
- Hover over the SmartScreen Filter option (sometimes called "Windows Defender SmartScreen Filter") so the SmartScreen sub-menu appears.
- Click "Turn off SmartScreen Filter"
- A pop-up window will appear that asks if you would like the SmartScreen Filter on or off. Click the button next to "Turn off SmartScreen Filter" and press OK
Once this is done, the SmartScreen Filter will no longer keep certain features in ETO from working.