YouthWorks

Database Guide

COMMONWEALTH CORPORATION

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YouthWorks Database Guide

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1. Introduction and Overview

Welcome

The YouthWorks database is designed to support all aspects of the YouthWorks program, with a wide range of features!

As you get started, you will find out which features you will be using most. Not every staff member needs to use every feature, and you will soon become familiar with the features that you are using.

Use this Database Guide and the presentations and videos to become familiar with the database, and feel free to explore the database and try out different features. Be sure to reach out for assistance when you need it, so you will be able to make the most of the database tools and features.

The YouthWorks Database is provided by the Commonwealth Corporation to support program providers in managing and reporting on the YouthWorks program.

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For assistance with any database-related questions, please email your Regional Support Staff and cc Jennifer Leonard at jleonard@skillslibrary.com

Five Things to Know

[1.] View the introductory presentation before getting started in the database. Open the database and look at the navigation menu, home page, and database manual pages to become familiar with the database.

[2.] When you start entering information, make a habit of always clicking SAVE before leaving a screen. Notice the color-change when you edit and save a record.

[3.] When entering new information, always click the ADD button to add a new record, or, in a rows-and-columns table view, always move to a blank row in the table. Make sure you start with a blank record, and NEVER overwrite someone else`s information with different information.

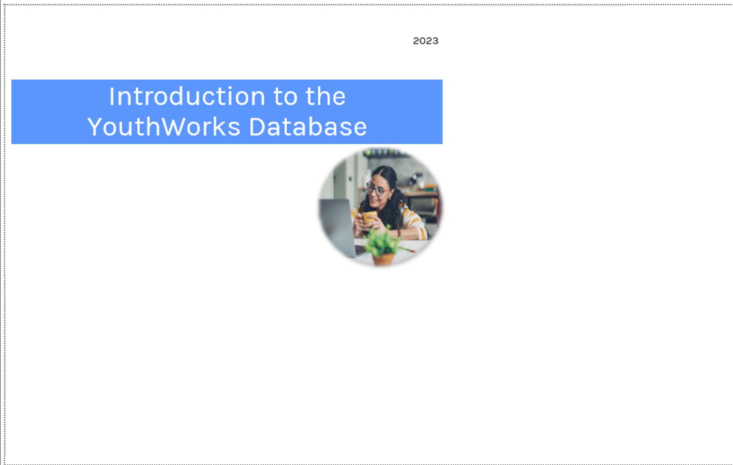
[4.] If you need help troubleshooting any issues, check the database manual for advice and then do not hesitate to email for assistance or advice. Include details to help with troubleshooting, such as the name of the participant, worksite, or training opportunity involved; the name of the screen you are working on, and, if relevant, a screenshot or copy of any messages shown on the screen. (If you see any error messages, send a copy of the message to the database developer right away; these can be easily resolved.) Email your Regional Support Staff with any questions, and cc jleonard@skillslibrary.com

As you work in the database, you will notice how all of the information is connected: from the youth and worksite applications to the matching screens to the Signal Success modules, Work-Based Learning Plan screens, Attendance and Class Lists, and more. The way the data is interconnected makes it easy to provide staff with information for reports and automated emails. The database is designed to support your work through all stages of the YouthWorks program, from gathering applications through tracking program completion. If you can think of a report or automated email or other features that could help you do your work, do not hesitate to ask.

PRESENTATION (PPT): Database Overview

This presentation provides a general introduction to the database, and is a helpful reference for new staff to view before attending a database workshop. View in the frame below, or click the link below to open or download the presentation:

PRESENTATION LINK: https://youthworksdata.org/databaseguide/YouthWorks_Database_Introduction.pptx

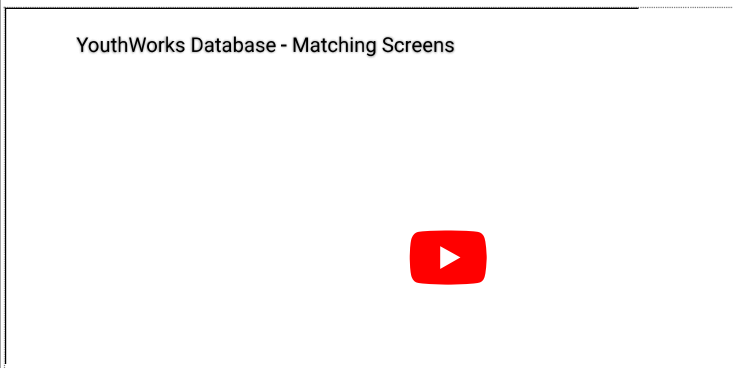


VIDEO: Participants, Opportunities and Matching

This video, and corresponding presentation, provide an overview of the structure of the database, focusing on the Participants, Opportunities and Matching features.

Presentation: https://youthworksdata.org/databaseGuide/Participants, Opportunities and Matching.pptx

Video: https://www.youtube.com/embed/VHkBQwYkEO0



2. Basic Navigation

Getting Started / Signing In / Creating Accounts

Sign in at https://youthworksdata.org.

New YouthWorks staff can fill in the registration form to sign up for a username/password. From the sign-in page at youthworksdata.org, click the button to "Register for a Username (for program staff)." Fill in the form, including the following fields. (Please check with your colleagues to make sure you know the correct YWProgram, city and region.)

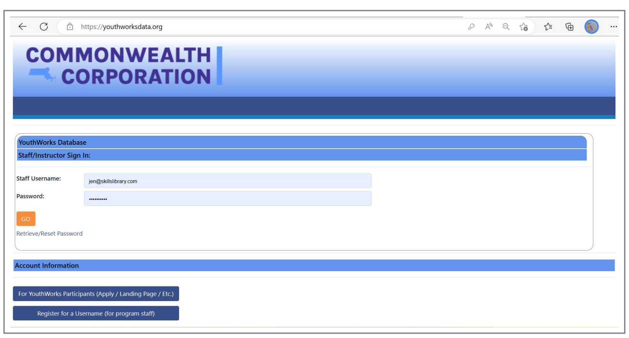
- Your name
- Email address
- Job title
- Name of YWProgram
- YouthWorks program city
- Region
- For staff from any of the statewide training vendors (currently AGI, CCCC and MWCC) please choose your organization from the dropdown list; otherwise leave blank.

Once you fill in the form, click to SAVE.

NEXT: An administrator from your region will approve your request for a username. (Tips for administrators: Look on the New/Pending Usernames page on the Admin menu. Click GO to open the new/pending account. TO APPROVE: Fill in the account type (typically "Staff") and the YWProgram and the account status (A=Active); and the YWProgram. Then click to SAVE and then click to SEND WELCOME EMAIL.

Things to know:
-- If you do not choose the correct region, the regional administrator will not be able to see your request. If the regional administrator cannot see a newly-created account, one of you will need to check with state-level staff to find and approve your username request.
-- Each staff is given an account type, which provides different levels of database access, depending on your role. Account types include:
-- Instructor (sees only the Signal Success information, Work-Based Learning Plan, and Attendance)
-- Staff (sees all screens related to the participants and worksites)
-- Admin1 (sees all screens related to participants and worksites, plus the admin menu. An Admin1 views all records for the local program (YWProgram).
-- Admin2 (like Admin1, but can also see all records for the region overall.
-- Statewide instructor (sees participant workshop and training registrations, and can enter, edit and view attendance).
-- Statewide admin (superadmin). (For managing the database and supporting local/regional database users)
These roles are defined further in the database overview presentation.

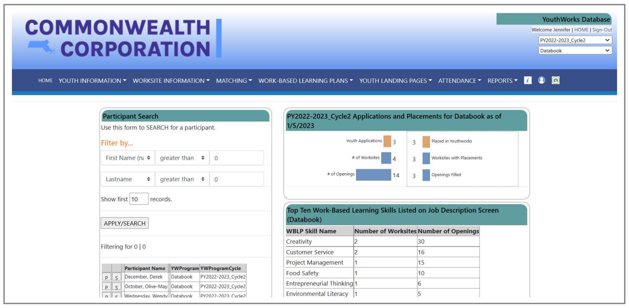
*** IMPORTANT: Note that each person should have their own username (that is, do not share usernames). ***



HOME / Dashboards

Once you are signed in you see a welcome page with any announcements. Click to continue, and you will see the main menu page. You may click HOME or the YouthWorks logo at any time to return to this home page. The home page provides a dashboard with "bulletins"` that provide you with a snapshot of youth entered into the database. Depending on the user permissions set for your account, you will either see a report of all the youth your organization has entered, or a report of all the youth entered in your region.

Other features on the HOME page include:
-- A SEARCH box for searching for an applicant.
-- Information about the online youth application form and the online worksite application form.
-- The WHAT`S NEW messages (which also appear on the welcome page.



DATABASE SETTINGS: Regions, YWPrograms and YWProgramCycles

All youth and worksite information within the database is organized by region, ywprogram and ywprogramcycle.

Region = The 16 workforce regions in Massachusetts - the MassHire Workforce Board regions.

YWProgram = Specific YouthWorks programs within each region. In some regions there is just one YouthWorks program, with coordinated staffing, recruitment, matching and reporting. In other regions, there is a different YouthWorks program for each program city, each with its own staffing, recruitment, matching and reporting. Or, such as in Boston, more than one YouthWorks program might serve the same city. Within the database, screens and reports with information about youth participants, worksites, matching screens, workshop/training attendance, online application customizations, staff usernames, etc., are specific to the YWProgram.

Staff with an "Staff", "Admin1" or "Instructor" database username view just the records within the YWProgram.

Regional-level staff with an "Admin2" database username can use a dropdown list in the top right corner of the database screens to view each YWProgram in the region, or to browse records across the whole region. (NOTE that data entry should always be done at the YWProgram level; not at the region-wide level.)

At the beginning of a program cycle, regional-level staff can ask to modify the list of YWPrograms in the region, such as adding a YWProgram to cover a new city or town, or merging two or more YWprograms into one.

YWProgramCycle = the designation for the program cycle, such as Summer2021 or YearRound2021_22 or PY2022-2023_Cycle2. Use the dropdown list in the top right corner of any database screen to identify the program cycle. Notice that the database uses a different color heading for each program cycle.

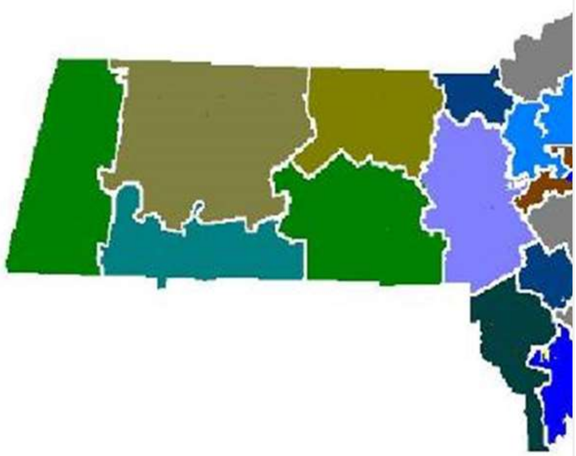
List of Regions

Berkshire
Boston
Bristol
Cape and Islands
Central Massachusetts
Franklin/Hampshire
Greater Brockton
Greater Lowell
Greater New Bedford
Hampden County
Merrimack Valley
Metro North
Metro South/West
North Central
Northshore
South Shore
** Databook/Admin is the region for the Databook admin section of the database.

The map below provides a "find my region" lookup. Enter the name of your city or town and click the button to find your workforce region.

FIND MY REGION

Enter Zip Code or City/Town and click the LOOKUP button



Navigation Buttons and Filters

Many of the screens include a set of buttons and filters to help with finding and filtering for records and for moving from one record to another. The selection of buttons varies from one screen to the next, depending on the needs of each screen. Buttons include:

ADD: Click this button to add a new record. As an important reminder, please use the filters to check to see if a record already exists before adding a new record.

NEXT and PREV: Use these buttons where available to move to the next record in a table or to move to a previous record. This may be useful, for example, if you are looking through all of the records in the Youth Profile screen or other similar screens.

GO TO RECORD (GO): To find a record and go directly to that record, use the -GO TO RECORD- dropdown list to find a participant name, organization name or job title, or other key identifier and click the button to GO to that record.

FILTER / SORT: Use the Filter/Sort button to open a popup box that provides flexible filtering and sorting options. In this box, you can create filters by choosing a field (such as Lastname or OrganizationName or PositionJobTitle) and a function, such as "Equals" or "Contains" or "Greater Than" or "Less Than" and then entering some criteria. For example, you might search for "OrganizationName Contains YMCA." Or "Lastname Equals Smith." You may also choose to SORT by any fields as desired. Click the button to APPLY these filter/sort settings. This feature can be helpful for displaying a sub-set of records while you work.

REFRESH / CLEAR: This button will clear any filters, including the custom filter/sort options and the QUICK FILTER described below. Clicking this button will always refresh the screen... be sure to save any work first.

Quick Filters (-FILTER BY-): The quick filter dropdown allows you to filter the screen by a particular category, such as filtering the job descriptions screen by job category. Choose an option from the dropdown list and click to APPLY the filter. Choose REFRESH / CLEAR later when you are ready to remove the filter.

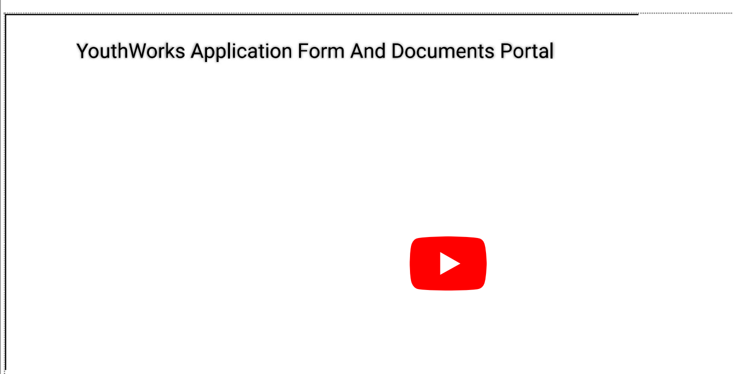
Youth Information

VIDEO: Application Form and Documents Screen

The following [video]() or this [PRESENTATION (PPTX)]() provide an overview of the online youth application form and documents screen.

Presentation: https://youthworksdata.org/documents/YouthWorks_Online_Application_Form_and_Documents_Screen.ppt

VIdeo: https://www.youtube.com/embed/5FOl4zovye4



About the Youth Information screens

Before each program cycle begins, use the YOUTH INFORMATION screens to gather information about prospective youth participants.

OPTION 1: ONLINE APPLICATION FORM (RECOMMENDED): The database provides an ONLINE APPLICATION FORM, with a customized link that you can share with your prospective participants. Under the YOUTH INFORMATION tab, go to the ONLINE APPLICATION LINKS tab to find the correct link for your YW Program for this YW Program Cycle. You can share this link with youth so they can apply for the program. It is fine to use this link to create a short URL or a QR code.... just be sure you are using the link that is customized for your program and for the correct program cycle.

OPTION 2: DATA ENTER INTO THE YOUTH PROFILE. Alternatively, staff can data enter youth information from paper applications or other sources, into the YOUTH PROFILE screen.

OPTION 3: MAKE A COPY OF A PREVIOUS RECORD: On the YOUTH PROFILE screen, also notice that you can make a copy of a record from a previous program cycle for any youth who is a returning youth who will participate again in the current program cycle.

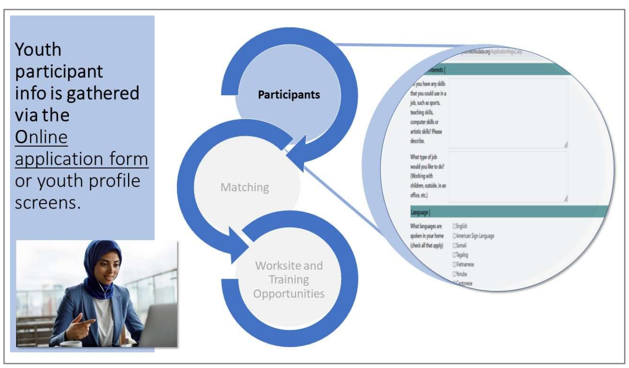
OPTION 4: IMPORT FROM A SPREADSHEET: If your program uses a different online application form, perhaps because YouthWorks is part of a citywide network with multiple funding sources and programs under one umbrella, it is possible to import a spreadsheet. You can find instructions for importing from a spreadsheet on the Admin menu, under the box about IMPORTING. If you use an import process, you are responsible for making sure that you are consistent in identifying participants with a correctly-spelled name, and with a date of birth and/or email address, in order to be sure to accurately identify each participant and avoid duplicates.

MANAGING THE APPLICATION PROCESS: As applications are filled in, staff need to manage the process, merging any duplicates as needed, and reaching out to applicants if any application is incomplete (or inactivating any incomplete applications). Also keep an eye open for any applications that may have been entered into the wrong region or program.... and work with staff in the correct region (or with statewide database administrator) to fix any mis-matches.

MATCHNG: Once youth applicants are entered into the database (via any of the above methods), and once you have created WORKSITE OPPORTUNITIES and WORKSHOP/TRAINING OPPORTUNITIES, you should proceed to the MATCHING screens to indicate which youth will be placed into YouthWorks, and indicate the YouthWorks Tier, expected dates of participation, case manager, and match with worksite and workshop/training opportunities.

REPORTS - LISTS OF APPLICANTS AND PARTICIPANTS: There are a variety of reports on the Reports menu, plus features on the Matching screens, to assist in the application and matching process. You will notice that some reports focus on APPLICANTS.... meaning all who have applied via the application form, or PARTICIPANTS... meaning all who have been coded as Placed-YouthWorks and placed in a YouthWorks Tier.

PRESENTATIONS WITH MORE INFORMATION: Two presentations, included in this manual, walk through these processes. See "Using the Online Application Process" and "Participants, Opportunities and Matching" in this database manual.



❖ ABOUT THIS PAGE: Online Application Links

The Online Application Links page provides links to the online youth application and the online worksite application. Each YWProgram and each YW program cycle has a unique link.

THINGS TO KNOW:
(1.) You can share the relevant link with youth and worksites in your program via email, via your website, or other means. Be sure to carefully copy the link (and test it!) to make sure the link is correct. In emails and webpages, note that you need to check the display text AND the underlying link to make sure it is correct.

(2.) Use this screen to specify whether you use the online application, and, if yes, whether the link is currently OPEN or CLOSED.

RELATED PAGES

PROGRAM SETTINGS: In the program settings page, you can write a message that will appear on the screen if you don`t use the online application link or if the link is currently closed. For example, you can say "Visit _____ to find out more about applying to the YouthWorks program in ____." or "Applications are currently closed" or "Applications for Summer___ will open on _____. Please visit again and apply."

The CUSTOMIZE APPLICATION screens allow you to customize the questions in the youth application and the worksite application.

❖ ABOUT THIS PAGE: Application Documents (W4, I9,etc.)

The Application Documents page helps staff to manage the process of gathering application documents from participants; such as the W4, I9, Social Security Card, permission forms and other documents required for hiring.

As background: there is a standard set of documents pre-loaded into the page, including some IRS forms and CommCorp forms. In addition to documents, there are also some boxes that request specific documents from the participants, such as report cards, proof of citizenship, etc.

If you want to add other locally-required documents to this set of documents, please contact your CommCorp staff for assistance.

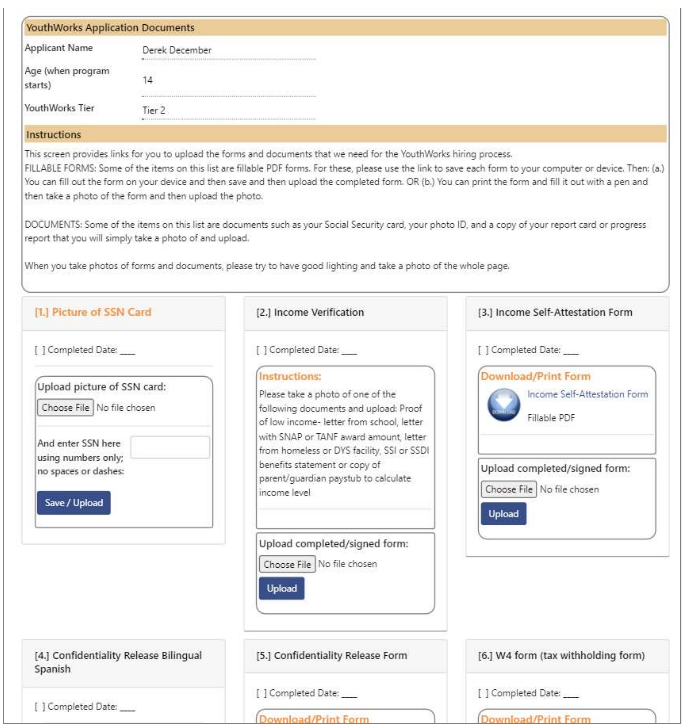
For each youth:
- List of documents to be required (customize for each youth as needed by changing YES to OMIT).
- A feature to send personalized emails to each youth with their customized link.
- A feature to send an email to the parent/guardian (if applicable) with a link to forms the parent/guardian should sign.
- A feature to write and send a follow-up email if needed.
- A list and preview of documents submitted so far, with checkboxes to indicate if the document was approved, or other status, with comments.

At the top of the page there is a link to a printer-friendly view of documents submitted. Depending on your browser, you may need to print one-at-a-time rather than all at once.

RELATED PAGES

Youth receive a customized URL to give them access to their own documents page. From this page, youth download blank copies of documents and upload completed copies. When staff approve each document or ask for re-submission, youth can see the current status of each document and re-submit if needed.

YOUTH DOCUMENTS SCREEN



❖ ABOUT THIS PAGE: Youth Details / Menu

The YOUTH DETAILS / MENU page provides a list of participants, with links to key sections of the database for each participant, including a link to the Youth Profile, Snapshot, Application Documents, Signal Success Profile, and Work-Based Learning Plan screens. This screen lists each worksite and/or workshop/training match, with links to relevant screens for each match.

BACKGROUND: This screen was modeled after the participant grid on the main menu of the Connecting Activities database.

THINGS TO KNOW: A filter bar allows you to filter the page by various settings.

❖ ABOUT THIS PAGE: Youth Profile

The YOUTH PROFILE screen contains information from the youth application form, including the participant`s name, date of birth, contact information, demographics, school information, goals and interests, and more. Youth participant information may be gathered via the online application form, via import from a spreadsheet, or directly data entered into the Youth Profile screen. In addition to the information from the online youth application, the Youth Profile includes additional fields that are typically filled in by staff during the enrollment and matching process.

THINGS TO KNOW:
(1.) REQUIRED FIELDS: Fields marked with an asterisk (*) are considered required fields and should be filled in as early in the program cycle as is practical. Fields marked with two asterisks (**) are required at the time of the application and must be filled in before saving the form.

(2.) CUSTOMIZED VS. STANDARD FIELDS: Some fields are automatically included on these screens for all programs/regions, while others are optional and may be selected, and customized, via the "Customize Application Screens" features.

(3.) STATUS CODES: Records are entered with a status of A (A=Active) unless changed. If a youth is temporarily inactive, but may become active again, you may, if you wish, use the I=Inactive code. If a record was incomplete or entered in error, you may use R=Remove/Archive. PLEASE NOTE that rather than coding duplicates as D=Duplicate, it is best to use the "MERGE DUPLICATES" feature to see if one or the other copy of the youth`s profile has any other information attached, including application documents (i.e., uploading W4, I9, etc.); matching screen records, or Signal Success self-paced modules. The "Merge Duplicates" screen, available from the Admin menu, assists in carefully merging duplicates.

(4.) ADDITIONAL FIELDS FILLED IN BY STAFF: Information about the following is added by staff during the program cycle. Please see the YouthWorks RFP documents for details about required information, target groups for outreach, and other related information:
- Risk factors
- Low-income status
- Program leverage (i.e., cross-enrollment in other related programs including Connecting Activities)

RELATED PAGES

The CUSTOMIZE APPLICATION screens provide options to customize the online Youth Application and Youth Profile for your YWProgam.

The MATCHING screen is used to indicate placement status, case manager, YouthWorks tier, worksite, and enrollment in workshops/training.

The MERGE DUPLICATES and VIEW INACTIVE RECORDS screens are useful for managing duplicate records, inactive profiles or other situations. See "MERGING/FINDING/SEARCHING in the database guide for details.

The YOUTH SNAPSHOT screen summarizes information from several different screens, including the Youth Profile, Matching, and other screens.

❖ ABOUT THIS PAGE: YOUTH SNAPSHOT

The YOUTH SNAPSHOT page was designed as a page that brings together multiple threads of information about each youth. The concept for this page has been to provide a long-term view of current and past experiences and to provide perspective for case management and perspective for grant reporting.

This page may evolve from year-to-year as YouthWorks program design features change.

Worksite Information

Overview of the Worksite Information screens

OVERVIEW: Before each program season begins, YouthWorks programs plan the opportunities that will be offered to youth participants. This includes:
--- Gathering applications from worksites;
--- Making a list of the workshops & trainings that will be offered.

WORKSITES: You can ask worksites to enter information via the online Worksite Application form, or you can gather information from worksites and have staff data enter the information into the database via the ADD/EDIT JOB DESCRIPTIONS screen. Like the youth application, you may customize the worksite application to include questions relevant to your local program.

REQUIRED INFORMATION: You should create one "Job Description" record for each type of position offered by a worksite. Each record should have a job title, job description, organization name, organization address, worksite address (if different from the organization address), job category and number of openings available. Also a list of 3-5 skills, which will be included in the Work-Based Learning Plans for youth in those positions. The application also asks for contact information and other details to assist the matching process.

FOR EXAMPLE: For example, a local YMCA might be hiring 10 youth as Camp Counselor I, 10 youth as Camp Counselor II, and 10 youth as Sports Coaches. You will want three records in the database, with one for each of these positions, with a job title and job description for each.

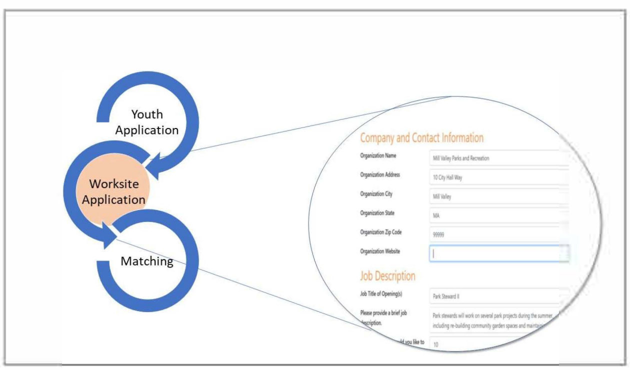
WORKSHOP/TRAINING INFORMATION: Use the ADD/EDIT WORKSHOPS/TRAININGS screen to enter information about each workshop or training program that will be offered locally to your youth participants. (Meanwhile, statewide staff enter information about Micro Career Trainings that will be offered statewide.)

FOR EXAMPLE: You might be offering an in-person Signal Success workshop series, with one group meeting on Wednesdays at noon in City Hall and one group meeting on Fridays at noon in the Career Center. Enter these into the ADD/EDIT WORKSHOPS AND TRAININGS screen. Then, on the matching screen, place participants into a workshop. The workshop will appear on their calendar on the Youth Landing Page.

ON THE NAVIGATION BAR: Under the Worksite Information tab on the navigation bar, you can find:
* Links to the Online Worksite Application form
* A data entry screen to Add/Edit Job Descriptions
* A data entry screen to Add/Edit Workshops and Trainings
* An (optional) data entry screen to add additional Worksite Contact Names

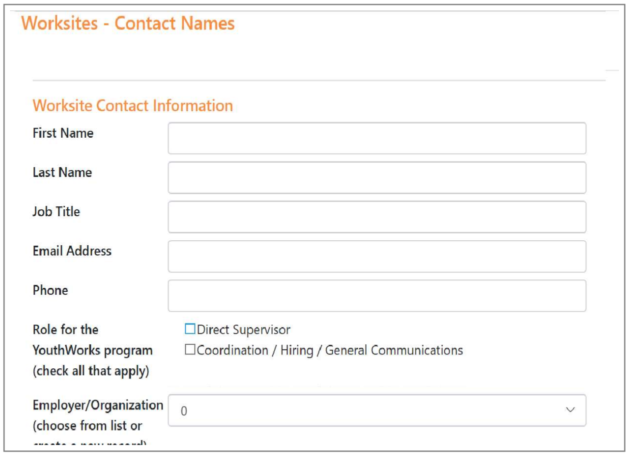
ADDITIONAL RESOURCES: The Work-Based Learning Plan resource materials provide suggestions and samples of job descriptions and skills lists.

Add / Edit Job Descriptions screen



Worksite Contact Names

The database offers a screen for entering names of worksite supervisors and other staff from the companies/organizations who work with YouthWorks. Use this screen to enter names and contact information. At the bottom of the screen, there is a dropdown list to link each individual with a worksite from the database. Over time, you will develop a list of key people, with contact information, in order to support your outreach and communications from one season to the next.



❖ ABOUT THIS PAGE: Add/Edit Job Descriptions

Before each program cycle, local programs should gather information about each of the worksites that will be available to participating youth. Information about each worksite should be entered into the database: (1.) WORKSITE managers can enter the information using the online WORKSITE APPLICATION FORM; or (2.) PROGRAM STAFF should create a job description for each position that will be available during the program.

Note that some worksites may offer several different types of positions, with distinct job titles. One form should be completed for each job title.

Note that if you will provide Work-Based Learning Plans for each youth, the job title, job description and skills/tasks can flow automatically from the JOB DESCRIPTION form to the Work-Based Learning Plan.

RELATED PAGES

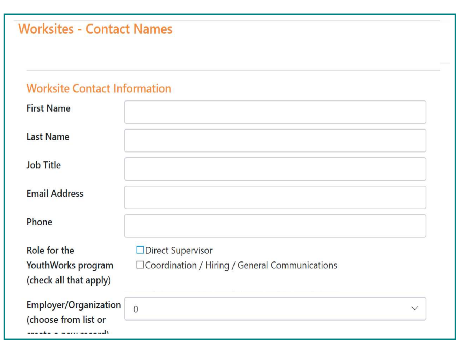
The WORKSITE APPLICATION FORM which is available online for worksites to complete is equivalent to the ADD/EDIT JOB DESCRIPTIONS screen.

The CUSTOMIZE APPLICATION FORMS screens, available to program admins, can be used to customize the choice of fields on the worksite application, as well as the wording for some of the optional questions.

Use the ONLINE APPLICATION FORMS screen (under the Worksite Information tab) to specify whether the WORKSITE APPLICATION FORM is being used, and if it is currently open or closed.

❖ ABOUT THIS PAGE: Worksites - Contact Names

The database offers a screen for entering names of worksite supervisors and other staff from the companies/organizations who work with YouthWorks. Use this screen to enter names and contact information. At the bottom of the screen, there is a dropdown list to link each individual with a worksite from the database. Over time, you will develop a list of key people, with contact information, in order to support your outreach and communications from one season to the next.



❖ ABOUT THIS PAGE: Add/Edit Workshop/Training Opportunities

Use the ADD/EDIT WORKSHOP/TRAINING OPPORTUNITIES page to add local/regional workshop and training opportunities, including Signal Success opportunities offered on the local/regional level.

THINGS TO KNOW:
(1.) In the "COURSE OR PROGRAM NAME" field, enter a specific name that you will call the workshop series or training opportunity, such as "SIGNAL SUCCESS MONDAY GROUP" or "SIGNAL SUCCESS FRIDAY GROUP" or "SIGNAL SUCCESS CITY HALL FRIDAYS;" or such as the name of a particular career training course offered in your region.

(2.) Use the date fields to indicate when the workshop series or training course begins and ends; or leave as 0000-00-00 if open-ended. Similarly, if enrollment opens and closes on particular dates, fill in those fields, or leave as 0000-00-00 if open. Workshop/training opportunities appear on the dropdown list on the matching screens based on any dates you fill in, or throughout the program cycle if the dates are 0000-00-00.

(3.) Fill in the class days, or "Asynchronous" and times, so that the course will appear on the youth calendar.

(4.) Fill in an online link (such as Zoom or Google Meeting) or a physical location in the fields provided. The link or location will appear on the youth calendar.

(5.) Fill in the number of participants. Once full, the opportunity will become inactive on the Matching screens. If necessary, you can return to this screen and increase the number of participants to allow more participants to be added via the matching screen.

(6.) Be sure to fill in the "OPPORTUNITY TYPE" section:
- Specify whether the opportunity will be available to the whole region or to your YWProgram only.
- Specify the type of opportunity, which would typically be "Signal Success" or "Career Training."
- The Opportunity Code is not needed, and is mostly used for statewide training opportunities.

(7.) The field for a "Video Embed" code is mostly used at the statewide level to provide a link to the series of videos about the statewide Micro-Career Training opportunity. Ask for database advice/help if you are interested in using this field.

RELATED PAGES

Youth are enrolled in these workshops or training opportunities via the MATCHING SCREEN.

Youth can view the workshops/training sessions that they are enrolled in via the CALENDAR on the YOUTH LANDING PAGES.

Matching

The Matching Process

The MATCHING screens link the YOUTH PROFILES and the WORKSITE AND TRAINING OPPORTUNITIES. There are three versions of the matching screens.... you will primarily use the basic MATCHING SCREEN, but feel free to explore the other views as well.

[1.] MATCHING SCREEN (the most commonly-used screen);
[2.] PRE-MATCHING SCREEN (optional; can be helpful for sorting through your list of youth applicants.)
[3.] CHECKLIST MATCHING SCREEN (an alternative view that can be helpful for assigning groups of participants to workshops, training, and worksites).

HOW TO USE THE MATCHING SCREEN:

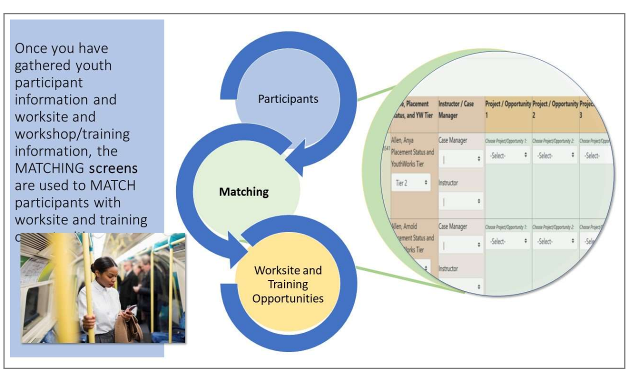
You will notice that the matching screen is organized as a list, with youth listed in batches of 10. You will update records in each batch and click SAVE to save the batch. At the top of the screen, you can choose which records to view, such as ALL APPLICANTS or only those marked as PLACED-YOUTHWORKS, and you can choose whether to view in batches of 1, 5, 10 or 20.

BEFORE THE PROGRAM BEGINS:
-- On the matching screens, identify the placement status of each youth applicant. During the recruitment and hiring phase, the placement status could be "Invite to Interview" or "Attended Interview" or "Declined Placement Offer" or similar interim status designations.
Eventually, the placement status for each youth participant should be "Placed-YouthWorks" in order to identify the active participants within the database.
-- At the same time, identify a YouthWorks Tier (Tier 1, Tier 2, Tier 3, or Tier 4) as defined in the YouthWorks RFP.
-- Notice on the dropdown list that the YouthWorks Tiers are listed under "Placed YouthWorks" and that placing in a Tier is considered as also placing in YouthWorks.
-- Fill in the case manager (from a dropdown list of all staff/usernames in your program) and fill in the anticipated start and end dates. (Notice that you can set a default start and end date at the bottom of the page).

SELECT WORKSITE AND TRAINING OPPORTUNITIES FOR THE YOUTH
-- Use the dropdown lists on the Matching Screen to match youth with available worksites, and with workshops and training opportunities.
-- While working, notice that you can see information from the Youth Profile, including skills and interests, transportation needs, home address, age or date of birth, and other factors, to help you to make a thoughtful placement.
-- Notice that the dropdown lists include all of the worksites that you entered into the ADD/EDIT JOB DESCRIPTIONS screen and the workshops that you entered into the ADD/EDIT WORKSHOPS/TRAINING screen, plus any available training sessions available statewide.
-- Opportunities are removed from the list when full, and when the enrollment dates or start dates have passed. These settings (# of openings, dates, etc.) are established via the ADD/EDIT JOB DESCRIPTIONS and the ADD/EDIT WORKSHOPS/TRAININGS screens. Feel free to change the settings on those screens if you feel you can add more participants.

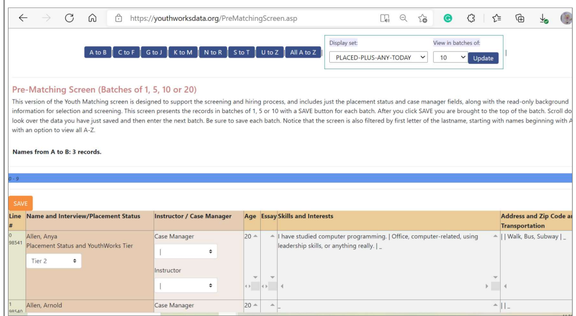
INFORMATION FROM THE MATCHING SCREEN IS ESSENTIAL TO OTHER PARTS OF THE DATABASE:
Once the placement status and tier is filled in on the matching screen, the participant can access the features on the Youth Landing Page, including Signal Success, the calendar, and the micro-career training opportunities. Once the worksite is filled in, the participant can have a Work-Based Learning Plan. Many of the lists used within the EMAIL COMPOSER feature are based on participants who have been coded as Placed-YouthWorks and placed in a YouthWorks tier via the matching screen. Most reports are based on ACTIVE PARTICIPANTS, identified as those who have been coded as PLaced-YouthWorks and placed in a YouthWorks tier.

LOOK AT THE DASHBOARD ON THE HOME PAGE:
Look at the Dashboard feature on the home page to see how many applicants are in your region, how many have been coded as Placed-YouthWorks, and how many are placed in worksites. Use this feature to make sure that you and your staff keep the database up-to-date as participants enroll in your program.



❖ ABOUT THIS PAGE: Pre-Matching Screen

This screen presents just the PLACEMENT STATUS and CASE MANAGER fields, as a tool to use during the screening, interviewing and hiring process. The records are offered in batches of 1, 5, 10 or 20 with a SAVE button for each batch. After you click SAVE you are brought to the top of the batch. Scroll down to look over the data you have just saved and then enter the next batch. Be sure to save each batch. Notice that the screen is also filtered by first letter of the lastname, starting with names beginning with A-B, and with an option to view all A-Z.



Things to know about the screen:

* Note that the dropdown list of placement status choices can be used as part of the interviewing and hiring process as well, including initial status such as:
- Invite to interview
- Attended interview
- Attended orientation
- Etc.

* Once screening and hiring is complete, for youth who are placed in YouthWorks, choose Tier 1, Tier 2 or Tier 3 under the Placed-YouthWorks heading. Use Placed Non-YouthWorks for any youth placed in other programs that you manage through this database. For all other youth, choose the appropriate status, including Not Placed.

* CASE MANAGER: In the second column enter the case manager once assigned.

* START AND END DATES: Fill in the expected program start and end dates (or you are not sure, wait and fill these in on other screens later). Notice that you can set a default (typical) start and end date in the box at the bottom of the screen.

* NOTE THE READ-ONLY INFORMATION ABOUT EACH YOUTH: You will notice that the row for each youth includes details from the application form about the youth`s skills and interests, transportation needs and address, and age or date of birth. These details should be helpful for matching.

* SAVE EACH BATCH: As noted, be mindful to click SAVE for each batch of records.

* NOTICE THE FILTERS ALONG THE TOP OF THE SCREEN: You can filter this page by letter of the alphabet and/or by placement status. You can also specify how many records appear in each batch.

RELATED PAGES

This is one of the set of three matching screens:
- MATCHING SCREEN
- PRE-MATCHING SCREEN
- MATCHING BY CHECKLIST

In the Reports menu, several reports including Y130 present matching data.

❖ ABOUT THIS PAGE: Matching Screen

This version of the Youth Matching screen presents the records in batches of 1, 5, 10 or 20 with a SAVE button for each batch. After you click SAVE you are brought to the top of the batch. Scroll down to look over the data you have just saved and then enter the next batch.

For each youth, there is a set of four columns with dropdown lists. The dropdown lists include all available WORKSITES and WORKSHOP/TRAINING OPPORTUNITIES. Fill in the relevant opportunities, typically including a WORKSITE, a Signal Success workshop series, and perhaps one or more Micro Career Training opportunities. There is no minimum or maximum number of items to be matched, and if you fill in all four columns, an additional column will appear, so you can match with as many opportunities as needed.

For an overview of the matching process, view the video:
https://youthworksdata.org/databaseguide.asp?itemid=86

THINGS TO KNOW:

(1.) Be sure to use the "ADD/EDIT JOB DESCRIPTIONS" and "ADD/EDIT WORKSHOP/TRAINING OPPORTUNITIES" screens to make sure that all local opportunities are listed in the dropdown lists.

(2.) Watch the top of the screen for any messages. If you try to enroll beyond the number of spaces available, a message will appear to say that the opportunity is full.

(3.) To un-enroll a participant from an opportunity (if enrolled in error) notice that you can click on the dropdown list and choose to Remove/Un-Enroll.

(4.) Information about the worksite and the workshop/training opportunities will appear on the calendar on the Youth Landing Pages. Case managers should also communicate with their youth to let them know that they were enrolled.

(5.) The dropdown list of work and training opportunities flows from the JobDescriptions table, and includes work opportunities, Signal Success workshops, and Career Training opportunities that have been created by local program staff and by CommCorp program staff. The mix of opportunities may vary from one program cycle to another, including local, regional and statewide opportunities, with a mix of work and training options.

(6.) PLACEMENT STATUS: In the first column of the screen, enter the placement status. For youth who are placed in YouthWorks, choose Tier 1, Tier 2, Tier 3 or Tier 4 under the Placed-YouthWorks heading. For all other youth, choose the appropriate status, including Not Placed.
* Note that the dropdown list of placement status choices can be used as part of the interviewing and hiring process as well, including initial status such as invite to interview, attended interview or attended orientation.

(7.) CASE MANAGER: In the second column enter the case manager once assigned.

(8.) START AND END DATES: The program start and end dates should reflect the overall program start and end date for each participant. Note that you can fill in a default (typical) start and end date at the bottom of the screen, and that date will be listed first in the dropdown lists for the start and end dates. You can just use the arrow button to quickly select that date. Feel free to change the default start and end date at any time, especially if you have several cohorts of youth enrolling in your program at different dates. (Alternatively: you can use the program completion screen to batch-fill the dates later if that is easier.)

(9.) NOTE THE READ-ONLY INFORMATION ABOUT EACH YOUTH: You will notice that the row for each youth includes details from the application form about the youth`s skills and interests, transportation needs and address, and age or date of birth. These details should be helpful for matching.

(10.) DETAILS/VIEWER-FRIENDLY: Once entered and saved, details about each opportunity are shown in small print under the dropdown box. For easier reading, a printer-friendly listing of all worksites and training opportunities is found on Report Y130 on the Reports and Lists menu.

(11.) NUMBER OF OPENINGS: On each dropdown list, you will see the number of openings, the number placed so far, and the number of openings still currently available. If you think a local worksite or training opportunity could/should have more openings, you can edit the number of openings on the job descriptions screen. If you would like to ask for more openings in a statewide training opportunity, ask CommCorp staff if the class size can be increased.

(12.) IMPORTANT: SAVE EACH BATCH: As noted, be mindful to click SAVE for each batch of 1, 5, 10 or 20 records.

RELATED PAGES

This is one of the set of three matching screens:
- MATCHING SCREEN
- PRE-MATCHING SCREEN
- MATCHING BY CHECKLIST

* NOTICE THE FILTERS ALONG THE TOP OF THE SCREEN: You can filter this page by letter of the alphabet and/or by placement status. You can also specify how many records appear in each batch.

❖ ABOUT THIS PAGE: Youth Matching By Checklist

The MATCHING BY CHECKLIST screen provides an alternative method for matching youth with worksite and workshop/training opportunities.

To use this screen, choose a WORKSITE or WORKSHOP/TRAINING opportunity from the dropdown list at the top of the screen and click to APPLY. Notice that the opportunity name or title appears on the title bar above the list of participant names. The list of names includes anyone who is placed, including PLACED-YOUTHWORKS or PLACED NON-YOUTHWORKS. (It is assumed that you used the PRE-MATCHING SCREEN or MATCHING SCREEN to indicate who is placed.)

Simply use the checkbox to select the names you want enrolled in that opportunity and click to SAVE. Try to pay attention to the class size or number of openings in the worksite. However, if you try to enroll more than the maximum, a message will appear on the page to let you know that some youth were not enrolled.

Work-Based Learning Plans

About the Work-Based Learning Plan

OVERVIEW: The Massachusetts Work-Based Learning Plan is a simple, easy-to-use document that provides opportunity for supervisors and youth participants to evaluate and reflect on the skills learned through youth employment experiences.

The Work-Based Learning Plan is used across Massachusetts in a wide variety of summer jobs, internships, co-operative education placements and other work experiences, across many different youth employment programs, including YouthWorks, Connecting Activities and more. It can be completed on paper or online. For YouthWorks participants, it can be completed via the screens built into the YouthWorks database.

WHY USE THE WBLP? The WBLP is designed to provide structure and depth to work-based learning experiences: to identify the skills to be focused on in the work experience; to open conversations about learning opportunities; to provide a structured approach to skill assessment; and to encourage reflection about short-term and long-term goals.

DETAILS: The Work-Based Learning Plan includes a job description, list of skills, and reviews.
The list of skills includes six employability skills, which are life-long skills used in every job, plus three to five workplace-specific skills that are chosen for the Work-Based Learning Plan.

Participants are evaluated based on this list of skills, typically two times during their work experience. The first review is generally near the beginning of the work experience, and the second review is typically near the end of the work experience. The Work-Based Learning Plan provides a 1-5 scale for evaluating these skills, with space to add comments and write about any goals for the experience.

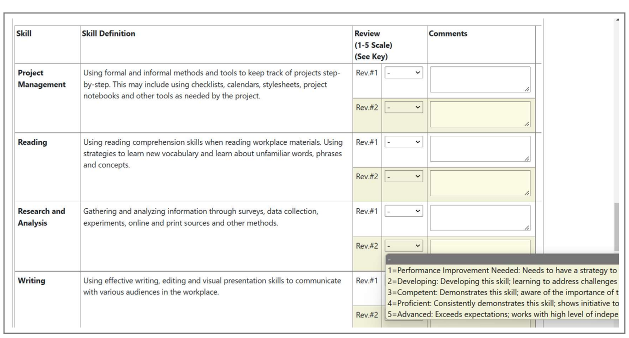
Within the YouthWorks database, the steps for setting up a Work-Based Learning Plan include the following. You can read more about these features and feel free to experiment to see what approach works best for your program.

[1.] When creating the job descriptions in the Add/Edit Job Descriptions screen, include a job title, job description and select 3-5 skills in the checklist of Work-Based Learning skills. The job title, job description and skills (with definitions) will be included in the Work-Based Learning Plan.
[2.] To create the Work-Based Learning Plan, you can use the "batch create" feature or you can simply open the Work-Based Learning Plan screen for the participant.
[3.] To share the Work-Based Learning Plan with the participant and supervisor, you can:
[a.] Print a paper copy (Ctrl-P to print); or
[b.] Print to a PDF (Ctrl-P to print; choose SAVE TO PDF or similar option); or
[c.] Use the database features to email supervisor a direct link to the online screens.

If you use the paper copy or PDF, you should ask the participant or supervisor to send back a completed copy with reviews and comments, for data entry and filing.

WHO COMPLETES THE WBLP EVALUATION? Program staff, supervisors and participants can share responsibility for setting up the Work-Based Learning Plan and setting up a time for a review meeting. The process is flexible, as long as it includes an opportunity for participants to get feedback from their supervisors and have an opportunity to reflect on the skills they are practicing.

WHAT IS NEXT? Participants can keep a copy of the WBLP for their own records, for a portfolio, or as background information for writing resumes and applications. Program staff keep the data in the YouthWorks database, and can view reports that summarize WBLP skills and skill gain, providing a valuable source of data, and valuable insights into the stories behind the work experiences.



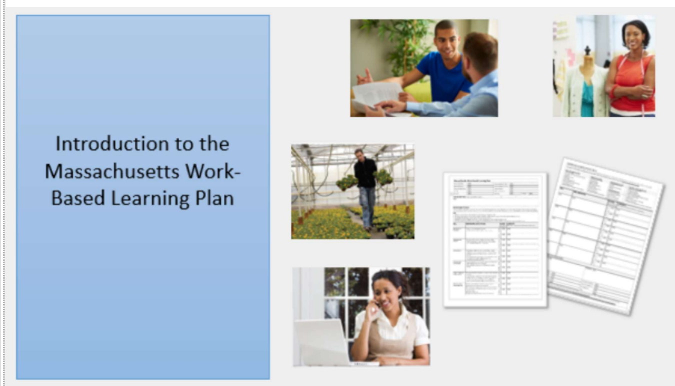
Skill	Skill Definition	Review (1-5 Scale) (See Key)		Comments
Project Management	Using formal and informal methods and tools to keep track of projects step-by-step. This may include using checklists, calendars, stylesheets, project notebooks and other tools as needed by the project.	Rev.#1	-	
		Rev.#2	-	
Reading	Using reading comprehension skills when reading workplace materials. Using strategies to learn new vocabulary and learn about unfamiliar words, phrases and concepts.	Rev.#1	-	
		Rev.#2	-	
Research and Analysis	Gathering and analyzing information through surveys, data collection, experiments, online and print sources and other methods.	Rev.#1	-	
		Rev.#2	-	
Writing	Using effective writing, editing and visual presentation skills to communicate with various audiences in the workplace.	Rev.#1		
		Rev.#2		

-
1=Performance Improvement Needed: Needs to have a strategy to
2=Developing: Developing this skill; learning to address challenges
3=Competent: Demonstrates this skill; aware of the importance of t
4=Proficient: Consistently demonstrates this skill; shows initiative to
5=Advanced: Exceeds expectations; works with high level of indepe

PRESENTATION (PPT): Introduction to the Work-Based Learning Plan

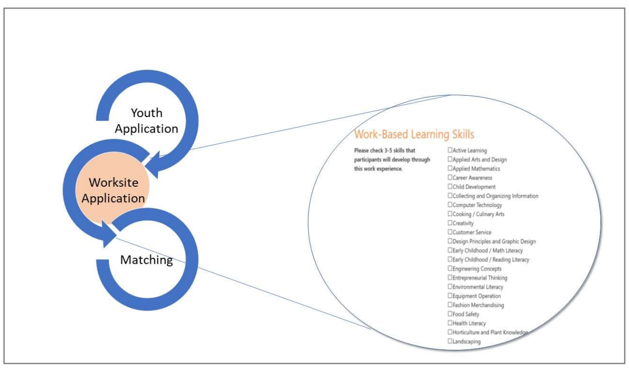
For an overview of the Massachusetts Work-Based Learning Plan and how it is integrated into the YouthWorks database, view the introductory PRESENTATION in the frame below or click the link to open or download.

Presentation: Introduction_to_the_Work_Based_Learning_Plan_for_YouthWorks_Database_Manual.pptx



Using the Worksite Application Information to Set Up WBLPs

The worksite application includes a job title, job description and list of Work-Based Learning Skills. This information is valuable both for matching youth to available jobs and for developing Work-Based Learning Plans for the youth. The information from the worksite application is transferred directly to each Work-Based Learning Plan. You may customize the job descriptions and skills for each youth if desired.



❖ ABOUT THIS PAGE: WBLP Step 1 - Job Description

In Step 1 and Step 2 of the Work-Based Learning Plan (WBLP), we identify a job description and then 3-5 work-based learning skills that will be the focus of the work experience.

There are several ways to write the job description and identify these skills.

OPTION 1: On the online WORKSITE APPLICATION screen or ADD/EDIT JOB DESCRIPTIONS screen, there is a box for a job description and a checklist of WBLP skills. The worksite or program staff who complete the job description screen can write the job description and check 3-5 skills from the checklist. These skills will automatically appear on the WBLP, along with a brief description of each skill.

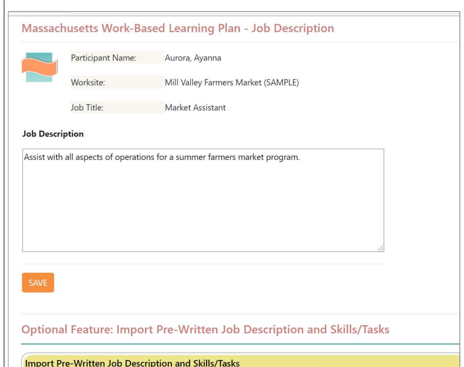
OPTION 2: Within the database, there are some pre-written job descriptions and skills/tasks lists, for common work experience areas such as parks and landscaping, graphic design, or childcare. On Step 1 - Job Description, staff can import from these choices and edit as desired.

OPTION 3: Program staff can fill in the WBLP job description and skills using the Step 1 - Job Description and Step 2 - Skills/Tasks screens.

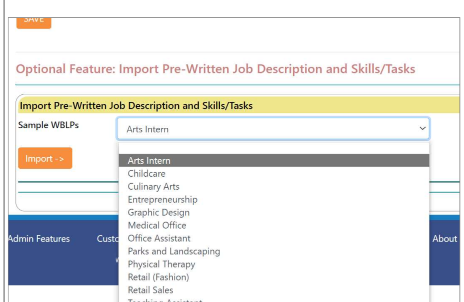
Please see the PowerPoint presentation or video for more ideas about who-does-what and about using the WBLP online or via pen-and-paper.

Here are two screen prints showing excerpts from the WBLP - Step 1 page.

Write Job Description



Import Job Description



❖ ABOUT THIS PAGE: WBLP Step 2 - Define Skills/Tasks

ABOUT THE STEP 2 -WBLP SKILLS/TASKS screen
On this screen, there is a grid with two columns and up to seven rows.

In the first column:
- type a skill name
- or choose a skill name from the dropdown list.

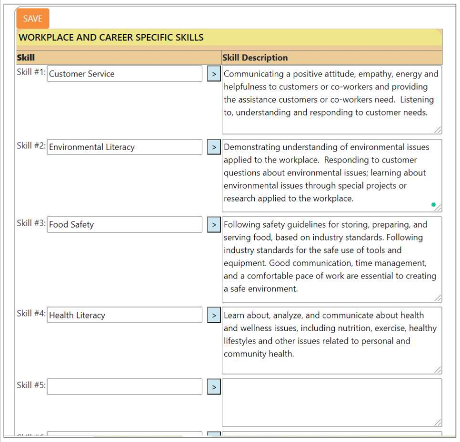
The dropdown list is a "datalist" style of list, allowing you to type and/or choose from the list. For example, type the word `literacy` and you will see several skills that include the word `literacy.` Choose, for example, "Early Childhood - Reading Literacy" or "Financial Literacy." Choose a skill and then click the blue arrow to make the program fill in the box in the second column with a description of this skill.

Note that the dropdown list and fill-in feature may work slightly differently in different browsers.

The choice of these 3-5 skills is a valuable part of the work experience. This process opens up conversations with interns, to help them think about the skills they are developing, gain vocabulary to describe what they have learned, and set goals for continuing to build these skills.

Here is a screen print showing an excerpt from this page.

STEP 2 - WBLP Skills



❖ ABOUT THIS PAGE: WBLP Step 3 - Reviews

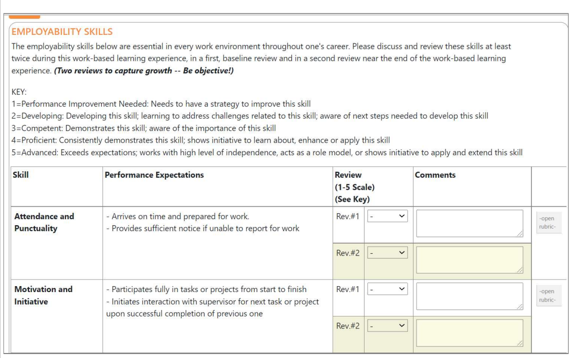
The screen "Step 3 - WBLP Reviews" presents the full Work-Based Learning Plan, ready to be used in the Work-Based Learning Plan review. The Work-Based Learning Plan includes the job description, six Employability Skills that are included in every work experience, and 3-5 workplace-specific skills that were identified that are relevant to this work experience. There are two reviews based on these skills, with a first review to be held early in the work experience and a second review to be held near the end of the work experience.

The database offers several options for viewing and completing the Work-Based Learning Plan., including this database screen which is available to program staff, a "send-to-supervisor" link that is available to supervisors, and a printer-friendly version that can be printed (including job description and skills/tasks) and completed as a pen-and-paper document.

See the PowerPoint and video for further ideas about using the WBLP.

Here is a screenprint of an excerpt from this page:

WBLP Reviews



❖ ABOUT THIS PAGE: Send WBLP to Supervisor

The WBLP can be printed & completed on paper or it can be completed online. One option is to use the SEND WBLP TO SUPERVISOR screen to email a link to the WBLP screen to a supervisor. Instructions are included on the screen. You can customize the email message, specify the email you wish to send to, and click to SEND.

The supervisor will receive the email, click the link and can complete the WBLP online. For supervisors with more than one intern, there will be a set of navigation buttons at the top of the screen to allow the supervisor to navigate to each the WBLP for each participant.

❖ ABOUT THIS PAGE: Batch Create Work-Based Learning Plans

The WBLP can be printed & completed on paper or it can be completed online. One option is to use the SEND WBLP TO SUPERVISOR screen to email a link to the WBLP screen to a supervisor. Instructions are included on the screen. You can customize the email message, specify the email you wish to send to, and click to SEND.

The supervisor will receive the email, click the link, type in an email address to verify, and can complete the WBLP online.

Youth Landing Pages

Overview of the Youth Landing Page Screens

The Youth Landing Page is a set of screens that provide participants with their Signal Success modules, personalized calendar, announcements and other resources. Each youth participant has a personalized link to the Youth Landing Page, in the following format:

https://youthworksdata.org/signalsuccess/default.asp?keyn=149

Notice that the number at the end of the URL is the database ID for the participant (called the MMID). For youth who have participated in more than one YouthWorks cycle, it is the MMID assigned to the youth in the current cycle. In the example above, the number 149 is the MMID for a sample record, and you can feel free to take a look at this sample.

[1.] The Youth Landing Page becomes available as soon as you use the Matching screen to indicate the YouthWorks Tier.

[2.] Staff can generate an automated email to youth to let them know that the Youth Landing Page is available and to provide them with their personalized link. From the SIGNAL SUCCESS PROFILE page you can generate emails to youth one at a time, or you can use the buttons at the top to go to the Email Composer screens to generate a batch of emails. Or you can go directly to the Email Composer screens to find these email templates.

[3.] When youth receive the email with the Signal Success link, they can click on the link to open the screen. The sign-in screen prompts them to enter their email address. Then they are brought to a home page with the personalized calendar and other resources. A navigation bar along the top of the screen provides a link to the SIGNAL SUCCESS MODULES and additional pages.

[4.] Staff can view and comment on the Signal Success work completed by their participants via the Signal Success screens in main database.

[5.] If staff want to sign into a Youth Landing Page screen, they can do so using the case manager`s email address or the email address of a regional admin. {A technical note: If staff sign into the Youth Landing Page screens, they will need to sign into the main database again afterwards, because of the way the database handles permissions. If you want to stay signed into the database while also signing into Youth Landing Page screens, use a different browser (such as Firefox vs. Chrome) to sign into the Youth Landing Page.)

Signal Success Modules

Youth work on the self-paced SIGNAL SUCCESS MODULES via the Signal Success screens in the Youth Landing Pages.

On this screen, youth see the Signal Success outline, with clickable links to each section of the modules. Items that have been completed are marked with a checkmark. Items that have feedback from staff show a clipboard icon.

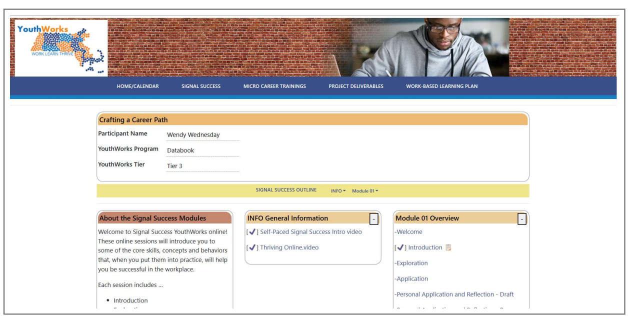
Youth use these screens work through the modules, being sure to click SAVE when they complete each screen.

To support youth in completing the SIGNAL SUCCESS MODULES:

-- Make sure that each participant is assigned to a YOUTHWORKS TIER via the Matching Screen.
-- Make sure that that you have cleaned up any duplicate participant records. This is important because the Signal Success modules are linked to the participant database ID number (the MMID). If you inadvertently inactivate a record that already has participant work attached, you may need to ask for help to resolve the issue.
-- Once the participants are matched with YOUTHWORKS TIERS, staff can send out automated emails to give the personalized Youth Landing Page link to each participant.
-- Once participants get started, early in the process, staff (case managers and/or program administrators) should use the database screens to check to make sure that all participants have been able to start the modules.
-- Optionally, the database screens allow staff to customize the outline and schedule for the modules, for all participants in the tier, or for one at a time. Customizations include the option to set a date when a module becomes available on the SIGNAL SUCCESS MODULES page; to omit any modules; to be sure to include any supplemental modules; and to omit the (optional) Extension Activities from any module. See the left-side sidebar on the Signal Success Profile screen to customize one at a time, or see the screen titled "Setup Signal Success Assignments and Schedule," both available under the Youth Landing Pages tab.

TROUBLESHOOTING: IF a participant says that they have completed some of the Signal Success modules, but the work is not visible to staff, you can view the "Search/Find - Signal Success Modules" screen, which is available from the Admin menu. This screen lists any Signal Success work that is linked to the participant`s name and/or email address. It may be attached to the youth`s record from a previous YouthWorks cycle; or it may be attached to a duplicate record that was inactivated; or other issue. If you see that there is Signal Success work that is completed but not visible to you, you may need to reach out to statewide administrators for assistance in resolving any issues. Meanwhile, you can reassure the youth that the work is there, and the issue will be resolved.

FOR STAFF TO PREVIEW THE MODULES:
-- Staff can preview the modules by creating a sample record and using that record to work through the modules, or click on the "PREVIEW SIGNAL SUCCESS" link in the database guide screens to see the modules.



Calendar

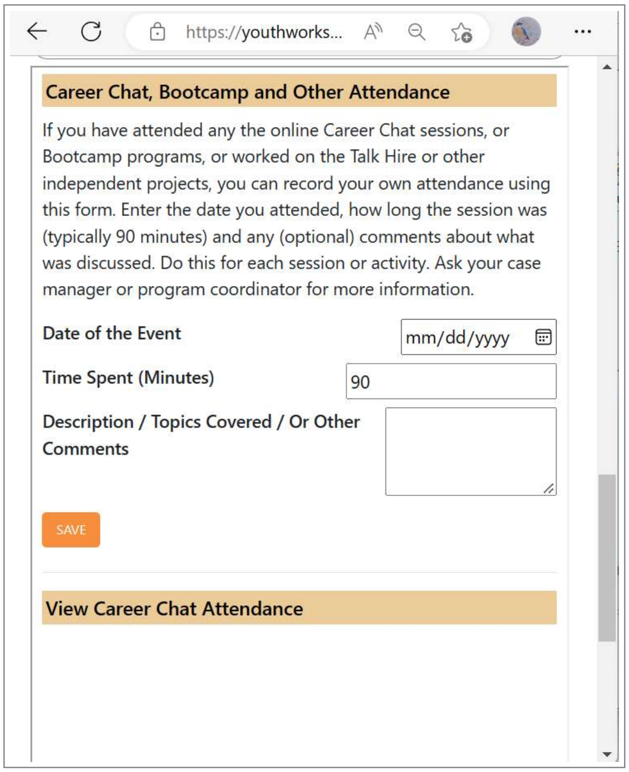
Youth can view their worksite and their workshops and training calendar via the CALENDAR feature on the home page of the Youth Landing Pages.

To populate the calendar:
-- Statewide admin staff add statewide Micro-Career Training opportunities or other workshop/training opportunities to the database each cycle.
-- Local/regional admin staff add local or regional workshops and training opportunities, including Signal Success workshops, any career trainings, or any peer leadership or project-based learning meetings or workshops, via the Add/Edit Workshops and Training screen (under Worksite Information). Include meeting days and times, start and end dates, and an online link or physical location.
-- Staff use the MATCHING screen to match participants with these workshop and training opportunities.
-- Staff use the automated email features to send the YOUTH LANDING PAGES link to participants.
-- Youth sign into the Youth Landing Page and see their schedule of WORKSHOPS AND TRAININGS on their calendar.
-- Youth can click on any event to view details. Along with the detailed information, there is a button to add the event to a Google, iPhone or Outlook calendar.

Tracking Career Chat, Bootcamp, Talk Hire & Other Attendance

In addition to the ATTENDANCE screens available in the main database, the YOUTH LANDING PAGES provide a feature to allow youth to enter information about their own participation in Career Chats, Bootcamps, the self-paced Talk Hire program, or other hours they have completed. If participants use this feature, the information will be included in attendance reports, making it easy to estimate total hours of participation in work readiness workshops and training. Staff can advise their participants about these features.

This feature appears next to the calendar on the Youth Landing Pages HOME page, or below the calendar on a phone or tablet.



Register for Micro Career Trainings

The MICRO CAREER TRAININGS tab on the Youth Landing Pages allows participants to view a list of currently-available micro-career trainings, along with a description and a video about the training. Youth can self-register for the trainings by clicking the button to REGISTER, or can be advised to talk with their case manager for help choosing courses.

Customizing Application Forms

Customizing the Youth and Worksite Application Fields

Use the Customization buttons located at the bottom of your screen to add or edit the fields on the Worksite and Youth Application forms. You can reach the Customization screens through the "Customize Application" link or from the "Admin Features" menu, both found in the blue navigation bar in the footer of any screen.
The youth application form and the worksite application form contain a set of standard fields that are included for everyone statewide. Local staff have the option to customize the forms to add additional fields, customize the text of some of the questions, add "information box" fields to add information, and customize the text on the ABOUT YOUTHWORKS page that youth see when they first open the application form.

THINGS TO KNOW:

If you use this feature, be sure to review your application forms each program cycle to see if you still need the same customized fields. For example, in FY2022 (early in the autumn), CommCorp updated the set of standard questions on the youth application form, and so some questions that were custom-added in previous cycles might not be needed anymore. Or, for example, there are several fields that ask pandemic-related questions, and the need for these questions might change from one cycle to the next. Or, for example, you may have added questions to see if youth are interested in a particular worksite, project or training, and the need for that question may have shifted.

It is our hope that program staff across the state will borrow and adapt some of the custom fields created by other regions. You will see that the field names that you see on the screen include the name of the region or program that created the field, such as IncomeEligibility_Malden. These field names reside in the background, in the database tables (and may be visible in some reports, but otherwise not seen).

You can customize the text of the actual application form question. For example, a question about bank accounts, created by the South Shore staff, says that YouthWorks sets up bank accounts with the South Shore Savings Bank for anyone who needs an account. You might have the same practice, with a different bank, and so you can customize the wording of the question to fit your local program.

❖ ABOUT THIS PAGE: Customize Application Form - Step 1

Use the Customization buttons located at the bottom of your screen to add or edit the fields on the Worksite and Youth Application forms. You can reach the Customization screens through the "Customize Application" link or from the "Admin Features" menu, both found in the blue navigation bar in the footer of any screen.

Customize Application Form - Step 1:
Use the STEP 1 button to select pre-populated questions that we have seen on youth applications. Examples include questions about t-shirt size, allergies, questions about what type of transportation the applicant plans to use to get to a worksite.
* A variety of optional questions are listed, and you may check to indicate that you want to include these questions on the application form, or that you want to include these questions on your data entry screens (but not on the application form).
* You may also rephrase any of these questions, including the personal statement (essay) question and a locally-written question about whether the applicant is interested in working in food systems & agriculture.
* You may also customize the text that is found on the "About YouthWorks" pages that are included with the youth application and worksite application.

Customize Application- Step 2:
* You may also add questions to the application, if a relevant question is not available in Step 1.

Preview Form:
On a third screen you can preview the application forms, which are shown in small frames on the page. (You can also go to the actual forms for a full preview and test.)

RELATED PAGES

On the Admin screen, the "YW Program Information" screen should be updated at least once each cycle, to make sure the full organization name, contact information, website and other details are included. Some of this information appears on the Youth Application page.

❖ ABOUT THIS PAGE: Customize Application Form - Step 2

In this screen you may create additional fields that will appear on your application form, or only on the Youth Profile screen within the main database.

--- Before using this screen, be sure to check the current list of fields to make sure you are not creating extra copies of fields that already exist. Fill in the form, paying special attention to the following:

--- Enter a unique field name for the field, with no spaces and no punctuation marks. The field name will be saved with that field name plus your YWProgram name appended, such as LeadershipProgram_MillValley.

--- Indicate the type of field that you would like, such as an open text box or a Yes/No choice. If you want customized options beyond what is available here, please check with the statewide administrator.

--- Choose a section heading where you want the field to appear. Your custom field will appear at the end of that section. If you want to customize the order of the fields within the screens, please contact the statewide database administrator for assistance.

Customize - Step 2

CREATE A NEW DATABASE FIELD

Fieldname (no spaces or punctuation except underscores):

Is this a YOUTH or WORKSITE information field?

- ○ Youth Information
- ○ Worksite Information

Should this field appear on the online application form (or only on the staff/management screens)?

- ○ Include on Youth Application Form
- ○ Include on Worksite Application Form
- ○ Do not include on application forms

Custom Text to Display

Field Type:

- ○ TEXT (single line of text)
- ○ TEXTAREA (multiple lines of text)
- ○ Yes - No - N/A (radio button choices)
- ○ InformationBox (instructions to appear on form)

Section of Application:

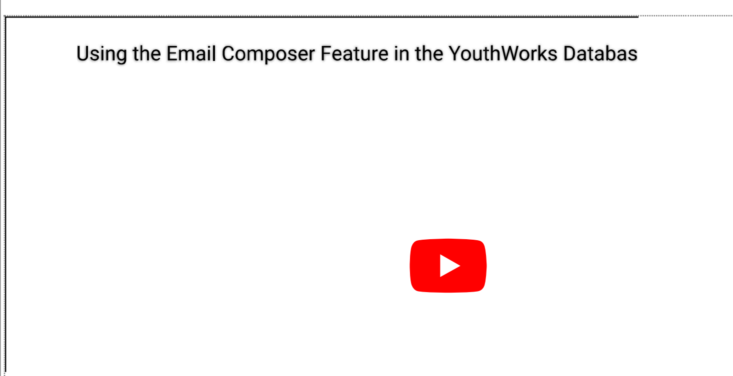
EMAIL COMPOSER

VIDEO: Using Email Composer

Watch the video or browse this presentation ABOUT EMAIL COMPOSER (PPTX) to learn more about the Email Composer feature.

Presentation: https://youthworksdata.org/databaseguide/AboutEmailComposer.pptx

Video: https://www.youtube.com/embed/OYL2HPhx4nI



❖ ABOUT THIS PAGE: EMAIL COMPOSER - Step 1 - Compose Emails

What is Email Composer? Email Composer is a database feature that allows you to created customized automated emails to send to your participants, worksite supervisors, or program staff. Emails are generated directly from the database, from the mail@youthworksdata.org email address.

Suppose for example, that you wanted to worksite information and job descriptions to all of your newly-hired YouthWorks participants. Or suppose you wanted to send an email to everyone who was coded as "Invite to Interview" in the Pre-Matching screen. Or suppose that you wanted to send information to everyone who was registered for a workshop or career training program. Or tell participants about a workshop or training opportunity. Or email worksite supervisors from sites that hosted youth in a previous cycle. Or just invite everyone to an end-of-season pizza party. Email Composer can do all these things.

To get started, open the Email Composer screens via the Admin menu. There are two screens. In Step 1 you create the email, and in Step 2 you preview and send the email.

STEP 1:
-- From a dropdown list, choose one of the possible "EMAIL SOURCES" (lists, or "queries") as the source for your email. The list of email sources may vary from time to time, and currently includes the following choices:
--- All Applicants, which includes everyone who has filled in the application form and/or information is in the youth profile... if status code is A=Active ... regardless of what their status is in the Matching screens. This query includes name, email, casemanager email, and some other information, plus it includes the personalized link to the documents screen, for uploading application documents.
--- All Participants, including everyone who is coded as Placed-YouthWorks and with a status code of A=Active. This query includes name, email, YouthWorks tier, case manager, etc., plus the Landing Page (Signal Success) web address.
--- Tier 1 Participants -- same as above for Tier 1 only
--- Tier 2 Participants -- same as above for Tier 2 only
--- Tier 3 Participants -- same as above for Tier 3 only
--- Worksite Information -- same as the All Participants list, also including information about the worksite that they are matched with on the matching screen, including job title, job description, worksite contact name, etc. If a participant is matched with more than one worksite, they will receive one email for each worksite.
--- Workshop/Training Information -- same as the All Participants list, also including information about any workshop or Career Training registrations that have been entered on the matching screens. If a participant is matched with more than one workshop or training, they will receive one email for each session.
--- Worksite contacts -- A list of all worksite contacts in the database, based on worksite contact names listed in the job descriptions screen.

In the next field, choose members.email for any email going to participants. Or choose the appropriate option for any emails going to worksite contacts or to program staff.

In the next two fields, fill in a Title of the Email (which should be unique, and which will appear on the list of all your emails) and an Email Subject Line, which will appear in the email to the recipient.

When you finish this section, you can click to SAVE before continuing. When you SAVE, the list of fields, such as or or or will appear in a box on the right side of the screen. Use these fields as needed when you compose the email.

In this next step, write the email, including any fields to be merged in using brackets, such as Dear .

In the next field, check off the YWProgram or YWPrograms that will use this email.

Fill in the Reply-To email address to have replies come to you or a colleague or a general email address
.
Note that there are some advanced features available, as needed.

As another option, if you want to re-use and adapt an email that has already been created, you can use that feature, found in a box on the right side of the screen. Choose the title of an email you might want to re-use and click to PREVIEW. The text of the email will appear. in the box. If you want to use that email as a model for your email, click to make a copy. Then use the screen to edit the email and update any settings, as needed.

Once you have created an email, click to SAVE and then go to STEP 2.

RELATED PAGES

[1.] Notice that you can send emails one-at-a-time to participants via the Documents screen or via the Signal Success profile screen.

ABOUT THE ADVANCED FEATURES in EMAIL COMPOSER:
[2.] ADVANCED FEATURES / FOR ADMINS: Note that you can use the Custom Report features to create a query that can be used as an email source in the Email Composer screens.
[3.] MORE ADVANCED FEATURES / FOR ADMINS: Note that you can use the Manage Documents/Photos screen to upload a document, indicate that it will be used as an email attachment, then, in Email Composer, select this document as an Email Attachment.

❖ ABOUT THIS PAGE: EMAIL COMPOSER - Step 2 - Preview and Send Custom Emails

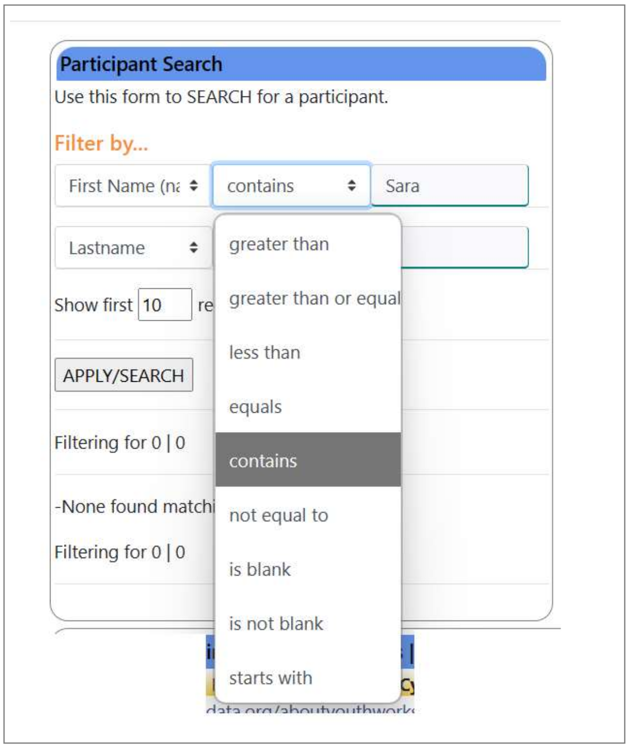
In STEP 2 you can make sure you have chosen your email, you can make sure a REPLY-TO address is selected, and you can apply some filters to the email list.
-- For example, you can filter the ALL APPLICANTS query by Case Manager, by Participant Name & MMID. Or filter by Placement Status, so you can write to anyone who is coded as "Not Placed" or "Invite to Interview" on the Pre-Matching Screen.
-- Or you can filter the workshop/training query by course name or course start date, for example, to write to anyone registered for a particular course.
-- Or filter the worksite information query by worksite.
-- Or leave the filters blank to include everyone on the list.

CLICK TO PREVIEW.... and then scroll down and make sure that all of the merge fields are filled in, that the list of recipients seems correct, and that the email overall looks correct. Once you have previewed, you can scroll back up and click to SEND the email.

Searching, Finding, Merging, Managing Records

Search Box on Home Page

The Search Box on the home page provides a feature for searching for any record, using a full or partial firstname, lastname, legal first name, email address, parent name, or other identifiers.



WHERE IS...? How to search for and manage records

SEARCH FOR A RECORD:
Use the SEARCH feature on the database home page to search for active participant records in the database. You can search by last name, first name, email, address, or any other identifying field.

TIPS FOR SEARCHING:
-- You can use partial names to make searching more effective. For example if you search for records in which FIRSTNAME CONTAINS Chris you will find records with the first name Chris, Christopher, Christine, and any other names containing "Chris."
-- Sometimes a first name and last name are inadvertently switched on the application form, and so also search for lastname contains Chris.
-- Also search by email or partial address, such as ADDRESS CONTAINS Broadway if that information is available, in case there is some mis-match or unexpected spelling in the name.
-- Notice that the search feature lists matching records in the current YWProgramCycle and YWProgram, with buttons to open the screens for those records. Then a second list also lists possible other matches, including matches in other program cycles. If necessary, contact your TA liaison or other staff to help you move records that might have been entered in the wrong YWProgram or Region.

IF NOT FOUND VIA THIS SEARCH, use the Record Status View (Active and Inactive Records) to search inactivated records. This screen is available as Report D23 on the Reports/Lists menu and on the Admin menu. If you find the missing record on this screen, you can re-activate it by clicking GO and opening the Youth Profile. Then change the record status from the inactive status code to A=Active in the "For Office Use Only" section of the Youth Profile.

Note that this screen contains a long list of records. You might want to just use "Ctrl-F" on the keyboard to start a "FIND" and look for part of the participant name (just as you would use "FIND" to find a name in a Word document or any other computer screen.)

IF STILL NOT FOUND, the record might not exist. Be assured that once entered and saved, records do not disappear from the database. If a record is completely missing, it is possible that it was never entered, or the person entering it did not click SAVE, or, as a worst-case possibility, another staff person over-wrote the record with someone else`s information.

ABOUT PARTICIPANT RECORDS:
BACKGROUND: During each program cycle, each participant should have one active record in the Youth Profile screen. This record is identified by an ID number, called the MMID, which is generated by the database. The record also has a PrimaryMMID which matches the PrimaryMMID of any previous records for that youth in previous cycles.

The Youth Profile record is identified with certain key information:
- Region - one of the sixteen regions in the state, such as Bristol or Northshore
- YWProgram - one of the local program names within the region, such as YouthConnections, TASC, Attleboro, Lynn, Salem, etc. These names may be the name of a city or the name of the lead organization, and are written with no spaces or punctuation. Some regions have only one YWProgram, while others have multiple YWPrograms within the region.
- YWProgramCycle - such as Summer2021 or YearRound2021_22 or PY2023-2024_Cycle1.
- CreatedBy - the username of the staffperson who data entered the record, or "guest" for records created by the online application form, or "import___" with a code number for records that are imported.
- CreatedDate - the date and time that the record was created.
- ModifiedBy - The username or indicator showing when the record was most recently edited.
- ModifedDate - The date and time that the record was most recently modified.

All activity relevant to the current YWProgramCycle for each youth is linked to the Youth Profile record, using a matching MMID. This includes matching screen records, including application documents, worksite placements, career training enrollments, and Signal Success workshops, Signal Success module work, attendance and class list information, and Work-Based Learning Plans.

WHAT IF THERE ARE DUPLICATES? THE MERGE FUNCTION:
The screen to review/merge duplicates is staff with correctly merging duplicates. The screen shows pairs of records, based on matching first name and last name, within the same YWProgram and YWProgramCycle. The screen shows whether any hiring documents, worksite/training placements, or Signal Success modules are linked to that record. Each record provides the option to MARK -- (this MMID) -- as THE PRIMARY RECORD. You should choose the MMID that the youth has been using to upload documents or to complete Signal Success modules. Click to mark that record as the primary record. Any other information will be merged into that primary record.

WHAT IF DUPLICATES WERE INCORRECTLY MERGED?
Early in the application process, it is okay to mark records with a status code D=Duplicate, without using the REVIEW/MERGE DUPLICATES feature. But once you start using the matching screen, Documents screen, or Signal Success Landing Pages, you MUST use the REVIEW/MERGE DUPLICATES feature. If not, matching information & other information linked to the now-inactive record and will appear to be missing. (IF THIS HAPPENS, the information can be retrieved by re-activating the inactive record and then using the review/merge duplicates feature to correctly merge the duplicate.)

How to Re-Activate a Youth Participant Record

If a youth participant record has been marked as W=Withdrawn; I=Inactive; D=Duplicate; or any other inactive status and you need to re-activate that record:

You can re-activate a youth by going to the Reports and Lists menu, look for report D23, and open that report. Look for the youth name, and click GO next to the record. That re-opens the Youth Profile. In the "For Office Use Only" section of the youth profile, change the status code to A=Active.

❖ ABOUT THIS PAGE: Search/Find - All Signal Success Responses

If a participant has been working on Signal Success modules, and then the participant and/or staff cannot see the responses, there may be a mismatch in the Signal Success link.

Use this screen to see if there are any mis-matched responses that are linked to the youth email address or alternate or parent/guardian email address or to a previous, duplicate, or inactive version of the youth record.

If you see that there are possibly some mismatched records, you can check with the database administrator to see if these records can be moved to the correct account.

❖ ABOUT THIS PAGE: Record Status View (Active and Inactive Records)

The Record Status View screen, available from the Admin menu and from the Reports & Lists menu, provides a list of ALL records, including those marked inactive, duplicate, or other status.

If you want to re-activate a record, click GO next to the record to go to the Youth Profile. On the Youth Profile, look for the "Office Use Only" section and change the status code to A=Active.

If you have found that key information, such as hiring documents, Signal Success work, or training enrollments, has been attached to a record that is inactive, you can (a.) re-activate the record; and (b.) Use the REVIEW DUPLICATES screen to merge the duplicate records, preserving the record with whichever MMID the youth has been using, as the primary record. (MMID is the member ID... the ID number generated by the database for each Youth Profile record.)

RELATED PAGES

Other screens in this section of the Admin menu provide tools for searching records, merging records and other record management tools.

❖ ABOUT THIS PAGE: Review/Merge Duplicates

The Review/Merge Duplicates page is set up so that you can review and merge any duplicate records. You should use this screen to clean up any duplicate youth application records early in the process, ideally before you have shared the Youth Landing Page or Application Documents link with participants.

When you open the screen, you will see a list of any duplicates, based on identical names. Look closely to make sure the participant is the same, and not two participants with the same name.

For each set of duplicates, choose the record that includes Signal Success records or hiring documents or worksite placements and click "MARK AS PRIMARY." The other records will be marked with a status D (Duplicate) and any information attached to those duplicate records will be copied to the primary record IF not already filled in on the primary record.

Optionally, you may instead click to use the manual merge feature, if there might be different data in each of the two youth profile records.

❖ ABOUT THIS PAGE: Check Records for Blank Fields

The database includes a screen titled "Check Records for Blank Fields (Report 198)" located in the Admin menu and on the Reports menu. As shown below, this screen lists the required fields in the Youth Profile and shows how many participant records do not have this field filled in. If you click the GO button next to any of the fields on this list you will see a list of participant records with blank information. If you click GO next to each name, you can fill in the information and then come back to the "Check Records" screen to continue working through the list.

This routine is helpful early in the program cycle to make sure that key fields are filled in right away, and near the end of the program cycle to make sure that all required fields are filled in.

Note that while most fields are filled in via the application form, there are few fields, such as the program leverage fields, that are filled in by staff during the program cycle, and so it is important to review youth profile data early in the cycle and again near the end of the cycle.

Please see the YouthWorks program RFP for any details and updates about what information is required.