



Career Connect Client Consent Procedure

Overview

The Career Connect User Consent form (attached as Exhibit A) discloses to customers how their Career Connect data may and may not be used. **All customers** (WIOA Participants, Universal customers, non-WIOA program participants) whose data is stored in Career Connect must provide consent to have their data in the system. The consent should be recorded in the customer’s file and in Career Connect. This procedure includes the Career Connect User Consent form and instructions for obtaining and recording consent.

Consent Procedures

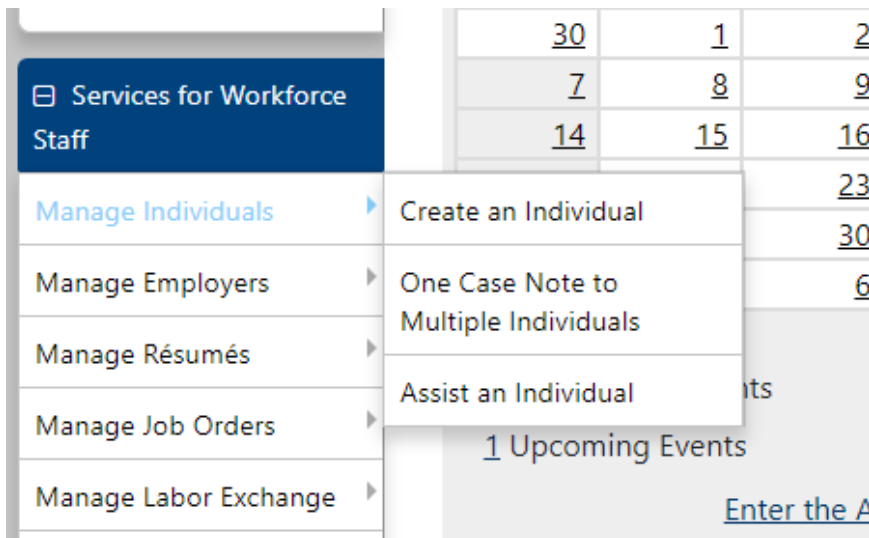
The Career Connect User Consent form is part of the General Profile (My Individual Profiles > Personal Profile > General Information), but is not available on-screen until the General Profile is completed and saved. Thus, agencies should provide customers with a hard-copy of the consent form to read and sign before entering any customer data in Career Connect.

The Consent Form and the documents linked to in the consent form are available in the Career Connect Help Desk website at: <https://workforceboard.zendesk.com/hc/en-us/sections/360002479972-Client-User-Consent>.

Step 1: Provide the consent form for customers to sign **prior to** entering any customer data in Career Connect.

Step 2: Go to *Manage Individual > Assist an Individual* and search for the customer to determine if he/she is already in Career Connect:

- If the customer is already in Career Connect, skip to Step 3.
- If the customer is not in Career Connect, go to *Manage Individual > Create an Individual*, create the General Profile, and save.



Step 3: After saving the customer’s profile, go back to the General Profile (*My Individual Profiles > Personal Profile > General Profile*) and check the “Staff obtained a signed consent” box in the “Staff Information” section. Scroll to the bottom of the screen & click “Save”.

- [My Individual Profiles](#) [My Individual Plans](#) [Staff Profiles](#)
- [Personal Profile](#)
- [General Information](#)
- [Background](#)
- [Activities](#)
- [Memo](#)
- [Documents](#)
- [Search History Profile](#)
- [Self Assessment Profile](#)
- [Communications Profile](#)

General Information
Background

* Indicates required fields.


Staff Information

Registration Date:	10/03/2018 (mm/dd/yyyy) Change Registration Date
Registration Source:	Direct - Staff Entered Entry
* Assigned LWIA:	<input type="text" value="Chicago Cook Workforce Partnership"/>
* Assigned Office:	<input type="text" value="Chicago Cook Workforce Partnership"/>
Registration Office:	Chicago Cook Workforce Partnership
Registration IP Location:	IP city not available
Registration IP Address:	10.128.8.55
Account Reset:	Reset account
	Last Successful Login: 10/3/2018 9:09:32 AM
Most Recent IP Location:	IP city not available
Most Recent IP Address:	10.128.8.55
Social Security Number:	View / Edit SSN
Indicators:	Veteran SBE WP - Enrolled 10/3/2018 WIOA - Enrolled 3/20/2018 Consent to make Referrals to Providers - No
	<input checked="" type="checkbox"/> Staff obtained a signed consent? Print consent form
Individual Audit History:	View individual history



Once the consent box has been checked and the General Profile re-saved, the check box no longer displays. Instead you will see “Consent to make Referrals to Providers – Yes” in the Staff Information section of the General Profile.

Staff Information

Registration Date:	07/27/2017 (mm/dd/yyyy)  Change Registration Date
Registration Source:	Direct - Staff Entered Entry
* Assigned LWIA:	Chicago Cook Workforce Partnership ▼
* Assigned Office:	Southwest Workforce Center (0100) ▼
Registration Office:	Southwest Workforce Center (0100)
Registration IP Location:	Washington, District Of Columbia US
Registration IP Address:	38.88.213.194
Account Reset:	Reset account
	Last Successful Login: 7/27/2017 9:47:44 AM
Most Recent IP Location:	Washington, District Of Columbia US
Most Recent IP Address:	38.88.213.194
Social Security Number:	View / Edit SSN
Indicators:	WP - Enrolled 7/27/2017 Consent to make Referrals to Providers - Yes
Individual Audit History:	View individual history

Step 4: Maintain the hard copy of the consent form in the customer’s file for audit and verification purposes.

Step 5: If the customer refuses to sign the consent form:

- First, try to understand and address the customer’s concerns about the consent. Emphasize that data will only be used to provide them with workforce services or for research. Research projects will never publish a customer’s name or personal information. The customer’s data will never be sold.
- If the customer still refuses to sign the consent form:
 - For “universal” customers that are not enrolling in WIOA or a non-WIOA funded programs – **DO NOT** enter their data in Career Connect.
 - For customers that will be enrolled in WIOA and/or a non-WIOA funded program:

- Note on the un-signed consent form that they chose not to consent and store the form in the customer’s file.
- Create the General Profile in Career Connect but **DO NOT** check the “Staff obtained consent” box.
- Note that sharing customer information is limited to what is allowed under any program-specific consent. Agencies may only share data in accordance with the rules of the program(s) that the customer enrolls in.

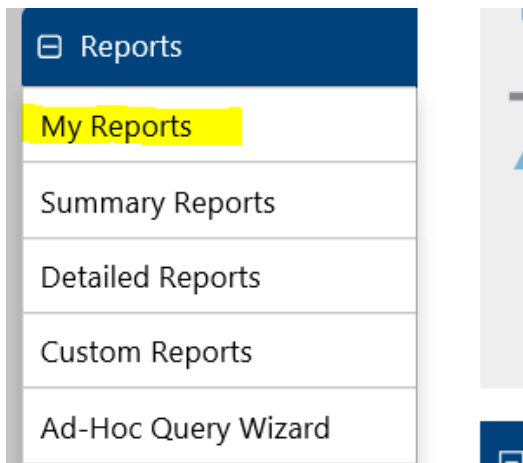
Reports

Site Directors can now run two shared queries on client consent

- **“WIOA Participants Missing Consent (App Dates 7/1/2018 and Later)”**: The report includes all WIOA applicants from 7/01/2018 and forward who are missing the consent in Career Connect. Data in the report includes:
 - Consent status
 - Office
 - Participant User ID
 - WIOA Application ID
 - Application Date
 - Exit Date (if the participant has exited)
- **“Client Consent Status”**: includes the same information as the “WIOA Participants Missing Consent” report, but displays the consent status for all WIOA Applicants created since 6/12/2017 and indicates whether:
 - staff entered the consent in the system (“Staff Obtained”) or
 - consent was done “in-system” either because:
 - the client created their own profile and consented at that time or
 - the client had a WIOA registration prior to 6/12/2017 and who were converted from IWDS as having provided consent (“In-system Consent”).

Running the Reports: Since these reports are custom queries (rather than a standard “canned” reports) they work a little differently. To run either report, follow the instructions below.

1. Go to Reports > My Reports



- At the top of the “My Reports” screen, change the “Office” filter to “None Selected”. This will allow you to see all shared reports.



Welcome to My Reports. Please select from one of the links below t

Location

Region/Office: Region Active Inactive All

Chicago Cook Workforce Partnership ▼

Office Active Inactive All

None Selected ▼

My Reports:

You have no previously saved reports.

- Scroll to the “Shared Free Form SQL” section at the bottom of the screen.
- In order to run either report for your office click on the “Edit” link next to the report name.

Query Description	Action
Background Employment PY18	Display Report Edit Delete
Background Employment PY19	Display Report Edit Delete
Client Consent Status	Display Report Edit Delete
DW ITAs & OJTs since 01-01-2018	Display Report Edit Delete
Emp at Exit with Contact Info	Display Report Edit Delete
IWDS New Hire Jobs PY18	Display Report Edit Delete
IWDS New Hire Jobs PY19	Display Report Edit Delete
Offenders Missing Misc Questions	Display Report Edit Delete
Rapid Response Events	Display Report Edit Delete
WIOA Participants Missing Consent (App Dates 07/01/2018 and Later)	Display Report Edit Delete

5. Scroll down to the bottom of the query box. Remove the dashes from in front of the “AND onestopoffice_lu.dinum = ‘#’ ” line (highlighted below) and replace the # sign with the number for your office listed in Exhibit B below. Make sure to keep the single quotes around the office code.

Query

Use DISTINCT

SELECT TOP (16500 MAX)

```
LEFT JOIN tbl_case WITH(NOLOCK) ON tbl_case.[col_username] = ind.[username]
LEFT JOIN tbl_caseoutcome WITH(NOLOCK) ON tbl_caseoutcome.[col_idnum] = tbl_case.[col_caseid]
LEFT JOIN onestopoffice_lu (NOLOCK) ON onestopoffice_lu.idnum = tbl_case.col_office
WHERE tbl_case.[col_programid] = 2
AND (ind.[col_privacyagreement] = '9' OR ind.[col_privacyagreement] IS NULL)
AND tbl_case.[col_closedneverenrolled] = 0
---AND onestopoffice_lu.idnum = '#|
AND (convert(varchar(10), tbl_case.[col_appdate],101) > cast('06/30/2018' As date))
ORDER BY
IND.[username] ASC
```

[Save Query](#) [Save to File](#)

Finish

NOTE: Alternatively, clicking “Display” instead of “Edit” will return results for all offices. You can then export the report to Excel and filter/sort for your office.

- You can also change the date for either report by editing the line highlighted below. The query will return consent information for all WIOA customers with an application date on or after the date entered. Again, be sure to keep the single quotes around the date.

Query

Use DISTINCT

```
LEFT JOIN tbl_caseoutcome WITH(NOLOCK) ON tbl_caseoutcome.[col_idnum] = tbl_case.[col_caseid]
LEFT JOIN onestopoffice_lu (NOLOCK) ON onestopoffice_lu.idnum = tbl_case.col_office
WHERE tbl_case.[col_programid] = 2
AND (ind.[col_privacyagreement] = '9' OR ind.[col_privacyagreement] IS NULL)
AND tbl_case.[col_closedneverenrolled] = 0
---AND onestopoffice_lu.idnum = '#'
AND (convert(varchar(10), tbl_case.[col_appdate],101) > cast('06/30/2018' As date))
ORDER BY
IND.[username] ASC
```

[Save Query](#) [Save to File](#)

Finish

- When the report displays, scroll to the bottom of the screen to download it into Excel, CSV, or other formats.

Enter page number: [Go](#) Records per page:

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[Excel](#) [CSV](#) [Pipe Delimited](#) [Print](#) [PDF](#)

[Change Report Search Criteria](#)

EXHIBIT A – CLIENT CONSENT FORM

As a registered user of the Chicago Cook Workforce Partnership’s (The Partnership) Career Connect you will have access to staff-assisted services such as resume development, job search skills, job referrals, labor market information, and other workforce services. The information you provide to create your Career Connect account can be used in the following ways:

- Your resume, work history, and contact information are available to staff at workforce service agencies. Staff members may view your resume and work history to match you to jobs for which you may be qualified. Staff may contact you directly about a job opportunity or pass your resume, work history, and contact information on to an employer.
- The Partnership may work with researchers to analyze the quality and effectiveness of programs and services offered through Career Connect. This may involve information about you and the services you are provided going to a researcher. All researchers working with The Partnership must commit to strict confidentiality agreements and data protection standards. Neither The Partnership nor its research contractors will ever publicly release information specifically about you. Additionally, you may be contacted to participate in evaluations and/or customer satisfaction surveys.
- Equal Employment Opportunity is the Law. All agencies providing services through Career Connect must follow local, state and federal equal opportunity and nondiscrimination laws. You can read our full [Equal Employment Opportunity statement here](#).
- Your contact information will not be sold and will not be used to send junk email. You can read our [complete privacy policy here](#). Use of Career Connect constitutes acceptance of all the terms and conditions of the privacy policy.
- Use of Career Connect constitutes acceptance of all [Terms of Use](#).

By signing below, you agree to all of the above terms and conditions of Career Connect.

Signature

Date

Print Name

Exhibit B – Offices and Office ID Numbers

If your office is not listed, please submit a request to the Career Connect Help Desk.

Office Name	Office ID #
A.E.R.O. Special Education Cooperative	6
African American Christian Foundation	7
Alternative Schools Network	9
America Works of Illinois	95
Arlington Heights Workforce Center	10
Asian Human Services	11
Aunt Marthas Youth Services	13
Bethel Community Facility	14
Boys & Girls Clubs of Chicago-S. Emerald St	15
Calumet Area Industrial Commission	18
Center for New Horizons	224
Central States SER – Youth	20
Central States SER/Healy Center	227
CFL Workers Assistance Committee-Chicago	22
Chicago Heights Workforce Center at Prairie State College	25
Chinese American Service League (CASL)	26
Elgin Community College	29
Greater West Town Project - Manufacturing Bridge	34
Greater West Town Project - Shipping & Receiving Bridge	35
Greater West Town Project-Milwaukee Ave	33
Hill Food Service Consulting, Inc.	96
Howard Area Community Center-Paulina	37
Instituto del Progreso Latino	40
Instituto del Progreso Latino - Manufacturing	42
Jane Addams Resource Center - Manufacturing Bridge	43
JARC - Career Pathway	216
Jewish Children & Family Services	44
KRA/Garfield Workforce Center	90
LaGrange Department of Special Education	46
Lawrence Hall Project Work	225
Maine Township D207 – JumpStart	47
Manufacturing Renaissance	228
Marriott Foundation	49
Maywood Workforce Center	50
Metropolitan Family Services	51
Mid-South Workforce Center	53
Moraine Valley Community College	54
National Able Network	88
National Able Network IT Sector Center	91
New Moms, Inc.	84
North Lawndale Employment Network	166
Northside Workforce Center	55

Office Name	Office ID #
Oak Forest Workforce Center	57
Phalanx Family Services	58
Pilsen Workforce Center	59
Polish American Association	60
Pyramid Partnership - Retail Sectoral Center	94
Pyramid Partnership, Inc.	61
ResCare	89
ResCare - Healthcare Sectoral Center	92
Safer Foundation-Chicago	63
Skills for Chicagoland's Future	66
South Suburban College	67
Southwest Suburban Cook County American Job Center	27
Southwest Workforce Center	68
St. Sabina Employment Resource Center	69
Symbol Training Institute-Manufacturing Sector Center	70
The CABET Group, Inc.	71
Township High School District 214	72
Triton College	73
UHLICH Children's Advantage Network	86
Washington Heights Workforce Center	24
Youth Connection Charter School	74
Youth Guidance	75
Youth Job Center of Evanston	78
YWCA Metropolitan Chgo, Parks Francis Cntr	226