

Elevate America Overview



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

**Illinois-Microsoft®
Partnership**



Illinois Community Action Agencies Invitation to Participate July 2009

Agenda

- Elevate America Background
 - Voucher Distribution Networks
 - Types of Vouchers
- How Illinois Community Action Agencies (ICAA):
 - Access Elevate America Resources
 - Provide Guidance to Customers
 - Allocate Vouchers to Customers
 - Become a Microsoft Certiport Testing Center
- How Customers Access Elevate America:
 - Access Online Courses - No Vouchers Needed
 - Redeem Vouchers
 - Business Worker Online Courses
 - Technical Professional Online Courses
 - Business Certification Exams Requiring Vouchers
- ICAAs Next Steps

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Elevate America Background

The Illinois Department of Commerce and Economic Opportunity has been designated by the State of Illinois to be the lead agency to implement this program. The main purpose of this program is to offer individuals opportunities to increase computer skills that are essential to achieving employment goals. This is accomplished by offering free access to online courses and select certification exams. Both the online courses and exams provide skills and credentials for using Microsoft software products. The Elevate America Program is offered through these workforce networks, which will issue vouchers for customers to redeem for free online courses and certification exams:



- Illinois workNet Centers, including Chicago workNet
- Digital Divide Network, which includes Community Technology Centers (CTCs) and **Illinois Community Action Agencies (ICAAs)**
- High School Career and Technical Education programs approved by the Illinois State Board of Education
- Community College Career and Technical Education and Adult Education

Why Are Computer Skills Important?

- In today's job market, most jobs require some form of technology skills.
- Having basic computer skills is beneficial at work and at home.
- Many schools, businesses, government, non-profit agencies, and homes use Microsoft productivity software. Office Suite is an example of a commonly used productivity software.
- Many schools, businesses, government, and non-profit agencies hire technical professionals and use Microsoft applications for email, web servers, web sites, and many other technologies.
- Employers may prioritize job candidates based upon their computer skills.
- Job candidates can identify computer skills on their resume, cover letter, and during a job interview, giving them the competitive edge.



Elevate America Workforce Networks	Customers	Either Enrollment or Registration in a Program is Required
Illinois workNet Centers, including Chicago workNet	<ul style="list-style-type: none"> • Workforce Investment Act (WIA) customers registered in the Illinois Workforce Development System (IWDS) including: Adults, Dislocated Workers, and Youth. • WIA customers registered as Incumbent workers. 	Yes
Digital Divide Network, including Community Technology Centers (CTCs) and Illinois Community Action Agencies (ICAAs)	<ul style="list-style-type: none"> • Individuals who go to participating local CTCs and ICAAs and meet with an advisor. 	No
High School Career and Technical Education (CTE) programs approved by the Illinois State Board of Education	<ul style="list-style-type: none"> • High school students enrolled in local CTE programs participating with Elevate America. 	Yes
Community College Career and Technical Education (CTE) and Adult Education	<ul style="list-style-type: none"> • College students enrolled in local CTE programs participating with Elevate America. • Adult Education students enrolled in local programs participating with Elevate America. • Students registered for workforce development courses through local college business centers participating with Elevate America. 	Yes

Elevate America Background

- With the Elevate America program, there are some basic computer skills and intermediate/business worker courses, as well as many resources for all computer skill levels, available to anyone without a voucher.
- All courses and resources available to anyone without a voucher are available through Illinois workNet. Customers who need to access these resources should go to <http://www.illinoisworknet.com> and click on Elevate America.
- The LWIAs and other workforce network partners need to know about the courses and resources that anyone can access, because they are included with strategies and guidance on assisting customers with this program.
- **IMPORTANT!!! Enter all courses via Illinois workNet. For security reasons, Microsoft will block multiple logins from other domains.**



Types of Vouchers

There are three types of vouchers, as shown in the chart below:



	Type of Vouchers	Microsoft Software	Computer Level
1.	Business Worker Online Course Voucher	Microsoft Windows XP, Office 2003, Windows Vista, or Office 2007	Intermediate/Business Worker
2.	Technical Professional Online Course Voucher	Microsoft professional information technology applications including server administration, web and application programming, and other professional technical areas	Technical Professional
3.	Business Certification Exam Vouchers	Office 2003 and Office 2007	Intermediate/Business Worker

How ICAAs Access Elevate America Resources

The Illinois workNet Workforce Professionals Pathway, accessed via <http://www.illinosworknet.com>, is where all information for this project is being made available to workforce professionals within all participating distribution networks.



- Frequently requested Elevate America documents are available without a password by going to the Workforce Professionals Pathway and then clicking on the link.
- Other resources, guidance, discussion forum, videos, documents, and voucher allocations require a workforce professionals login. After logging in, go to Resources/Elevate America.

Resources Available Now!

Many resources for this program are already available to workforce professionals. The information is a work in progress, so new information is posted almost daily:



- Fact sheets for individuals and workforce professionals
- Fact sheet on becoming a testing center
- Online course fact sheets and instructions
- Elevate America graphics
- Fact sheets and instructions for courses available to anyone, NO VOUCHER REQUIRED
- Posters and flyers
- Discussion forum
- Guidance and implementation steps

ICAA Customers Who May be Issued Vouchers

- Existing and new customers who:
 - meet with a staff member/advisor
 - are entering or already in a career pathway that requires
 - Business worker/Intermediate computer skills using Microsoft Windows XP, Office 2003, Windows Vista, or Office 2007
 - Business Certification using either Office 2003 or Office 2007
 - Technical professionals who use or will use Microsoft information technology applications including server administration, web and application programming, and other professional technical areas
 - participate with a local follow up process



Providing Guidance to Customers

Log into the Workforce Professionals Pathway for details, but here are some general guidelines for working with WIA/IWDS customers:



- The Digital Divide Network (which includes ICAAs) provides locations where local customers who are not enrolled or eligible for the other networks may meet with an advisor and, based upon computer skill level and career pathway, be issued Elevate America online course and/or business certification exam vouchers.
- Vouchers are issued based upon computer skill level and career pathway. Use the Workforce Professionals Pathway to guide you in identifying a strategy and the correct vouchers to issue to customers.

Customers' Computer Skill Levels

There are courses for three computer levels. A fact sheet for each level is available to customers from Illinois workNet. The Basic Skills courses do not require a voucher. You may have customers on a career pathway that requires basic, business worker, or technical professional computer skills. Regardless of the career pathway selected, everyone benefits by having basic computer skills.



Computer Skill Level	Online Courses Available	Career Pathway	Login Required	Vouchers Required
Level 1 – Basic Skills	• Digital Literacy Online (multiple languages)	Everyone benefits from having basic computer skills.	• No	• No
	• Digital Literacy (English only)		• Yes	• No



Strategy to move customer to Intermediate Computer Skills/Business Worker –
Have customer complete basic computer skills courses now. Determine if they can take them on their own or need assistance. Provide a timeline to complete basics that allows time for a voucher to be issued for Business Worker Courses and Business Certification Exams.

Intermediate/Business Worker Skill Level

You may have customers on a career pathway that requires intermediate/business worker computer skills. For customers who already have basic computer skills, you can issue vouchers for the Business Worker Online Courses, aimed at preparing individuals for Microsoft Business Certification exams.



Computer Skill Level	Online Courses Available	Career Pathway	Login Required	Voucher s Required
Level 2 - Intermediate/Business Worker	<ul style="list-style-type: none"> Microsoft Office 2007 Getting Started and Vista and XP Essentials Online Courses 	Most occupations in an office, classroom, research, service industry, and many other industries use one or more of these (or similar) applications.	• Yes	• No
	<ul style="list-style-type: none"> Business Worker Online Courses for Microsoft Windows XP, Office 2003, Windows Vista, or Office 2007 (these course sets include all of the Getting Started courses plus many other courses) 		• Yes	• Yes

Technical Professional Skill Level

You may have customers on a career pathway that requires technical professional computer skills. Courses in this skill level are for customers who already have intermediate skills, and are on a career pathway to work in an Information Technology occupation. This series of online courses is specifically designed to provide the knowledge and skills necessary to pass Microsoft Technical Certification exams.



Computer Skill Level	Online Courses Available	Career Pathway	Login Required	Voucher s Required
Level 3 – Technical Professional	Microsoft professional information technology applications including server administration, web and application programming, and other professional technical areas. There are too many courses to list - see the fact sheet.	Information Technology Industry. To learn more go to the Key Sectors IT page, and click on Career Pathways.	• Yes	• Yes

Allocate Vouchers to Customers

Beginning July 31, 2009:



- All workforce distribution networks will use Illinois workNet to allocate vouchers to customers. The Digital Divide Network including ICAAs will use the following steps:
 - Have the customer set up their My Illinois workNet account.
 - To help them remember their User Name and Password, use the wallet-sized cards or a one-page instruction sheet - both include a place to record this information.
 - The customer will indicate with their account setup that they have been invited to participate with Elevate America.
 - The customer will be prompted to provide additional, required information.

Allocate Vouchers to Customers

Beginning July 31, 2009:



- Workforce Professionals log into the Workforce Professionals Pathway and go to the Elevate America page:
 - Search for the customer in Illinois workNet.
 - Click to select the customer.
- LIWA voucher allocation steps:
 - Verify that account information is complete.
 - Select type and quantity of vouchers.
 - Click to allocate vouchers.
 - Print next steps for customer, or email them, or tell customers to log into their My Illinois workNet account to see their next steps.

Become a Microsoft Certiport Testing Center

To offer individuals locations where they may take the Business Certification exams at no cost, participating organizations are encouraged to become Certiport Testing Centers. These are locations where individuals go to take proctored Microsoft Certificate exams. During the Elevate America Program, there are no fees to become a testing center.



To become a testing center:

- Review the Microsoft Certiport Testing Center Fact Sheet.
- Identify staff to act as exam proctors.
- Visit the Certiport website and complete the online site registration form.
- Certiport reviews registrations daily and will reply to the contact identified on the form.
- Participate with training.
- Install the exam software and install Office 2003 and Office 2007 software.

How Customers Access Elevate America

All customers go to <http://www.illinoisworknet.com> and click on Elevate America. Right now, your customers can:

- Learn about Elevate America.
- Access courses that don't require vouchers:
 - Digital Literacy
 - Office Getting Started
- Beginning July 31, 2009 your customers can redeem all three types of vouchers by logging into their My Illinois workNet account:
 - Business Worker Online Courses – Customers see voucher numbers and login instructions.
 - Technical Professional Online Courses – Customers see voucher numbers and login instructions.
 - Business Certification Exams Requiring Vouchers – Customers see voucher numbers and instructions on how to redeem at a testing center.



ICAAs Next Steps

There are steps that each ICAAs participating with Elevate America can begin now:



1. Review and complete the Elevate America Participant Site Survey. To participate each location ideally has:
 - Staff capacity to implement the program
 - Technical Infrastructure
 - Intake/screening process for vetting viable clients
2. Site Surveys are reviewed by Lumity, a Digital Divide Network site with the role of reviewing all potential Elevate America participant locations.
 - Email worksheets to lwilliams@lumity.org by Friday, July 24, 2009.
 - Lumity will review the worksheets and then call each site.

ICAAs Next Steps

After determining ICAA participation:



1. Become an Illinois workNet partner site.
2. Once your partner site is set up, have each staff member who will work on this project set up their My Workforce Professional's Account.

To complete both of the above steps:

- Go to <http://www.illinoisworknet.com>.
- Click on *Workforce Professional's Pathway Enter Here* (located on the top right of page).
- In the middle of the page, look for **Elevate America Frequently Requested Documents for Workforce Professionals:** To access frequently requested Elevate America documents [click here](#) and follow the link to complete the online partner site form and the link to setup workforce professionals' accounts.

ICAAs Next Steps

Ensure staff is familiar with Elevate America:

- Review the fact sheets and information available via the Workforce Professionals Pathway.
- Become familiar with the Individuals Elevate America web page.
- Mark calendars for the last week of July to participate in one of the voucher allocation training webinars.



As ICAA participant sites are identified, Illinois workNet will provide more information to get started with the program.

Questions About Elevate America?

Use the Elevate America Forum available in the Illinois workNet Workforce Professionals Pathway.

General Questions:

Email: info@illinoisworknet.com

Phone: 217-786-3010



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