



TRAINING • CONNECTING
DEVELOPING ILLINOIS' WORKFORCE

Agenda

- **Background & Work Readiness Tools for Customers**
- Tools for Illinois workNet® Workforce Professionals
- Next Steps



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Illinois workNet® (www.illinoisworknet.com) is a free resource that provides local and statewide information and tools for:

Workforce Professionals to

- Assist Individuals
- Assist Businesses
- Incorporate Illinois workNet into current processes

Businesses to

- Recruit talent
- Train employees
- Develop their business

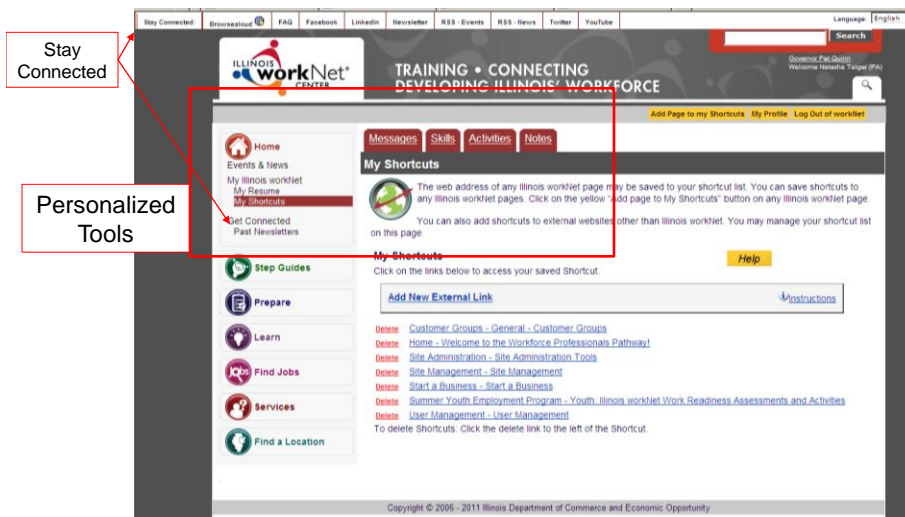


Individuals to

- Prepare to find a job
- Find training
- Find a job
- Connect to work support services

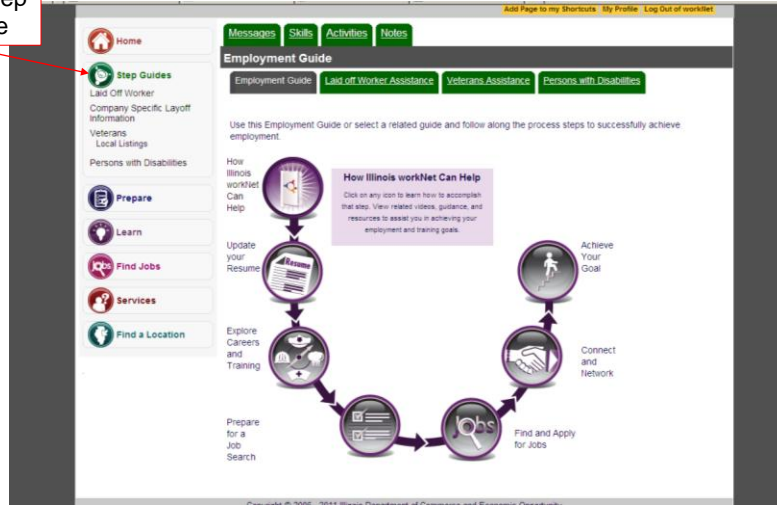


- **Five Pathways** – Individuals, Businesses, Key Sectors, Disability, and Workforce Professionals.
- **Dynamic/Real Time** – State and local content managers publish throughout the portal.
- **Web Services** – Seamless access to third-party databases and tools, including occupational and labor market information, self-assessments, and a proctored assessment.
- **Accessible** – Supports assistive technologies and meets Illinois Information Technology Accessibility Act.

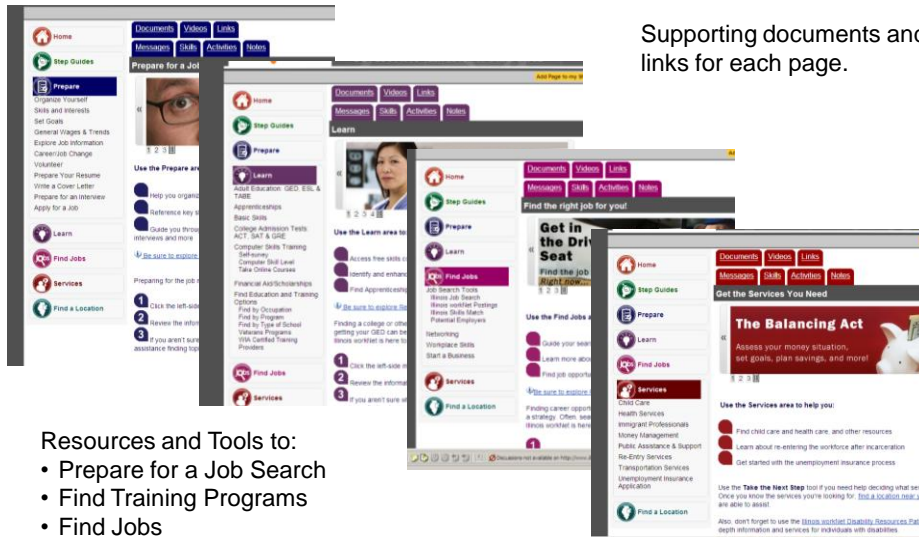


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Step-by-Step Guidance



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Supporting documents and links for each page.

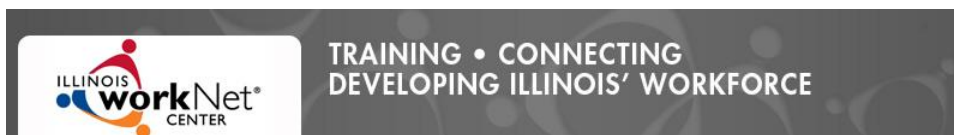
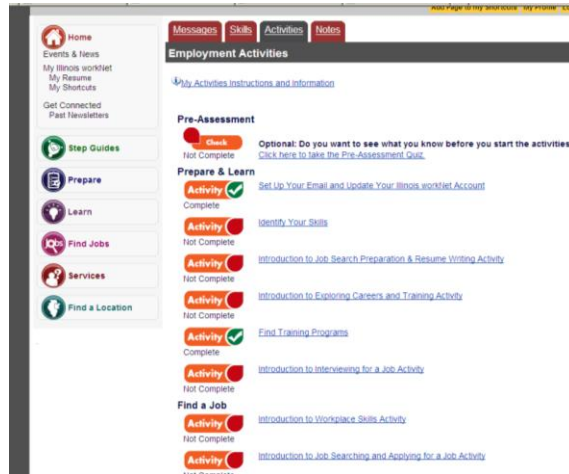
Resources and Tools to:

- Prepare for a Job Search
- Find Training Programs
- Find Jobs
- Find Support Services

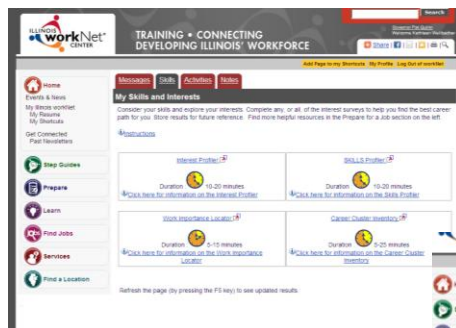


Provide Guidance Using Activities:

- An optional pre-assessment.
- Eleven activities that allow the individual to save their responses within their account.
- Post-assessment with unlimited attempts.
- Certificate of completion saved with the customer's account once the individual scores 70% or higher on the post-assessment.
- Activities and assessments are translated online in multiple languages.



Additional Self-Survey Assessments:



Skills & Interests Profilers



Computer Skills



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Workforce Professional Pathway Tools

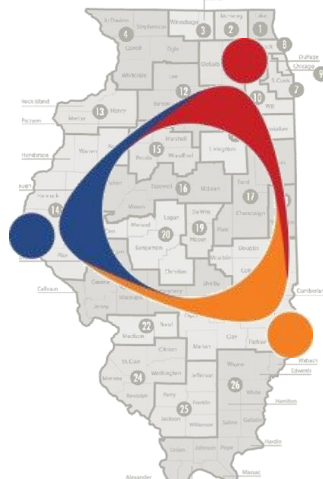
Local Content

- News/events for businesses and individuals
- Job boards
- Company Specific Layoff Information
- Veteran resources
- Scholarship/ financial aid information
- Local resources related to:
 - Preparing to find a job
 - Job search
 - Training/workshops
 - Work support services

Reporting

- Quarterly Reporting
- SYEP

Online Training Courses



Marketing

- Downloadable Resources to:
 - Set up Resource Rooms and Partners
 - Set up informational booths & workshops
 - Market to your customers
- Materials include:
 - Customizable Artwork
 - Graphics Guidelines
 - Photos and Icons
 - Print Materials (i.e., brochures, flyers, post cards, office materials)
 - Posters & Banners
 - Premiums
 - Signage, and more

Assessments

- Self-Survey
- Work Readiness



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Case Manager and Customer Workflow Study Summary

- 17 Illinois workNet® Centers and City of Chicago Workforce Investment Act (WIA) providers between 9/2009 - 2/2010
- Small group interviews with WIA staff who work directly with customers and staff who make decisions about workflow processes

Information collected is being used to:

- Align the Workforce Professionals Pathway to case management.
- Develop online activities for adults, dislocated workers, and youth.
- Develop online training modules for case managers and others who work with universal and registered customers.
- Identify best practices using IWDS and Illinois workNet.
- Inform additional interfaces with IWDS.
- Inform DCEO-issued policy.
- Update the portal to use a guidance approach.

The screenshot displays the Illinois workNet Center website interface. The top navigation bar includes 'Admin', 'Resources', 'Marketing', 'Business Services', 'Staff', and 'Tools'. The main content area is titled 'Case Management' and provides information on tools and resources for both customers and workforce professionals. It lists several key areas: Universal Services, Eligibility/Suitability, Registration, and Exit / Follow-up, each with a 'Recommendations' link. A sidebar on the left contains a navigation menu with categories like 'Home', 'Staff', 'DCEO Staff', 'Site Administration', 'Economic Recovery', and 'Resources'. The 'Registration' section is highlighted, showing a list of resources for registered training track customers, including participation in a job club, use of assessment resources, and completion of the 21st Century Skills Assessment.

Resources

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Resources

Job Clubs

Why a Job Club?*

Job Club Background Information

My Illinois workNet Work Readiness Activities

Assessment Resources

Coming Summer - Fall 2011!

Formal Assessment

Informal Assessment

Test Interpretation/Reliability

Documentation of the Assessment

Narratives

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Resources

Sample Work Readiness Process Flow

Sample Work Readiness Process Flow Using Assessment in Illinois workNet® (Text Version)

Use customer group tools, activities, and assessments to assist customers. Click on the areas of the sample process flow for additional resources in the workforce professionals pathway.

```

    graph TD
        A[Customer goes to class/orientation session that incorporates Illinois workNet resources.] --> B[Customer is directed to complete the computer skills assessment (online or paper version). Direct them to beginner computer skill resources and local content to find basic computer skill workshops/training. Next steps are provided based on their self-survey results.]
        B --> C{In a computer lab?}
        C -- yes --> D[Workforce Professional provides orientation/ demo and invites group to join the customer group. Provides a link/invitation to the group via handout/computer screen.]
        C -- no --> E[Workforce Professional provides orientation/ demo and invites group to join the customer group. Provides a link/invitation to the group via handout with step-by-step instructions.]
        D --> F[Customer accepts invitation and is directed to their My Activities.]
        E --> F
        F --> G[Customer is directed to complete pre-assessment. Results are saved within their account. **Modify the pre-assessment to follow the workplace skills wheel and direct to appropriate area based on their results.]
        G --> H[Customer is directed to complete the appropriate activities.]
        H --> I[Customer participates in training/workshops and completes the activities (including career interest & skill profilers) for skill enhancement.]
        I --> J[WP reviews activities responses and increases participant behavior change.]
        I --> K[WP completes observational assessment and participant is notified an assessment has been administered.]
        J --> L{Done?}
        K --> L
        L -- yes --> End[ ]
    
```

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Home Site Admin Resources Marketing Tools

Need Assistance?

My Tools

- NOCTI Assessments:** Order (for Free) NOCTI 21st Century Skills Assessments and automatically submit tests for official NOCTI scoring.
- Observational Assessment:** Observe a student/customer's employability skills. Complete the assessment to provide feedback on their skill level.
- Website Evaluation:** This website evaluation was designed as a tool for employers to provide feedback for those who may have minimal work experience.

Completed by:
 Customer
 Instructor
 Employer

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Home Site Admin Resources Marketing Tools

My Customer Groups

My IWDS Customers

My Groups Customers Customer Emails Instructions

My Assigned Customers

My Customers [Click to view your My Customers group](#)

Lwia Group


Registered Only

Exited Only

My Invitation Groups

Select [View all customers in your Personal Group](#)

Select	Remove	Name/Last Name/DOB/Date/Secret Access	Contact Information /Date Added To Group	Customer Summary /Work Site Evaluation	View Interest Results
Select Remove	Conroy, [REDACTED]	[REDACTED]	[REDACTED]	Customer Summary: We saved Assessments	View
	Jul 23, [REDACTED]	[REDACTED]	[REDACTED]	Page: [REDACTED]	
	MustChange_generated	[REDACTED]	[REDACTED]	Employer: [REDACTED]	
	209424	[REDACTED]	[REDACTED]	Evaluations: [REDACTED]	
		[REDACTED]	[REDACTED]	Observational: [REDACTED]	
		[REDACTED]	[REDACTED]	Evaluations: [REDACTED]	
Select Remove	PRECIOUS, [REDACTED]	[REDACTED]	[REDACTED]	Customer Summary: No saved Assessments	View
	Sep 02, [REDACTED]	[REDACTED]	[REDACTED]	Page: [REDACTED]	
	MustChange_	[REDACTED]	[REDACTED]	Employer: [REDACTED]	
	209541	[REDACTED]	[REDACTED]	Evaluations: [REDACTED]	
		[REDACTED]	[REDACTED]	Observational: [REDACTED]	
		[REDACTED]	[REDACTED]	Evaluations: [REDACTED]	
Select Remove	Johns, [REDACTED]	[REDACTED]	[REDACTED]	Customer Summary: No saved	View
		[REDACTED]	[REDACTED]		



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Name/User Name/Birth Date/Secret Answer	Contact Information /Date Added To Group	Customer Summary /Work Site Evaluation	View Interest Results
Casey, [REDACTED] [REDACTED] Jul 23, [REDACTED] MustChange_generated 209424	[REDACTED] [REDACTED] IL [REDACTED] no email no phone nbr Added: 2011-07-25 20:53	Customer Summary Page [REDACTED] Employer Evaluations [REDACTED] Observational Evaluations [REDACTED]	No saved Assessments

Page Size: 25

Activities & Pre/Post-Assessment
Employer (Worksite) Evaluation
Observational Assessment
NOCTI 21st Century Skills

Skills & Interests Profiles

Customer Summary

Illinois workNet Group - Personal Group for Nathasha Teiger (PA)


Customer
Pat workNet
E-mail: nteiger@illinoisworknet.com
Address: 2450 Foundation Drive
Cobden, IL 62909
Illinois workNet Registration Date: Feb 28, 2007
Birth Date: May 24, 1974
VOS Users: 1542

Programs
SYEP 2010 Youth Program - New student

Pre Assessment Date: May 18 2009 Score: 45%
Post Assessment Date: May 19, 2010 Best Score: 81%
Met Requirements: Has met the program requirements
[Click here to view complete Customer details for the SYEP activities.](#)

My Activities

Pre Assessment Date: Dec 14, 2010 Best Score: 100%
Met Requirements: Has met the program requirements
[Click here to view complete Customer details for My Youth Activities.](#)



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Next Steps

- Illinois workNet will complete the sync between case managers and their My Customer Groups.
- Log into your Illinois workNet workforce professionals account
http://www.illinoisworknet.com/vos_portal/advisors/en/Home.
- Review the workforce professionals pathway resources and tools.
- Attend the Certified Illinois workNet Advisor Online webinar next week. Register online at <http://ciwaonline.eventbrite.com/>.
- Use the Illinois workNet activities with your customers.

Questions? Contact us at info@illinoisworknet.com