



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

NCLR Annual Conference  
Introduction to Illinois workNet®  
and Case Manager and Customer Workflow Study  
October 14, 2010



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

## Agenda

### Background:

- Workforce system and Illinois workNet®

### Case Manager Workflow Study:

- Objective
- Overview
- Data Collected
- Sample Illinois workNet Centers

### Outcomes:

- Transition to Case Management Tools and Dashboard
- Alignment of Individual's Pathway to Findings
- Development of Activities

### Q&A

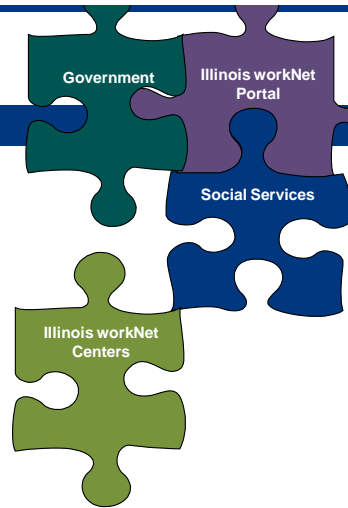
**Illinois workNet Centers  
Workforce System**

**The Workforce Investment Act of 1998 (WIA) combines federally funded employment and training programs into a workforce development system where adults, dislocated workers, and youth can locate jobs or train for new careers.**

WIA provides three levels of services:

1. Core
2. Intensive
3. Training

WIA services are provided through the Illinois workNet portal, Illinois workNet Centers & satellites, and their partner agencies which reflect the workforce needs of the local area.

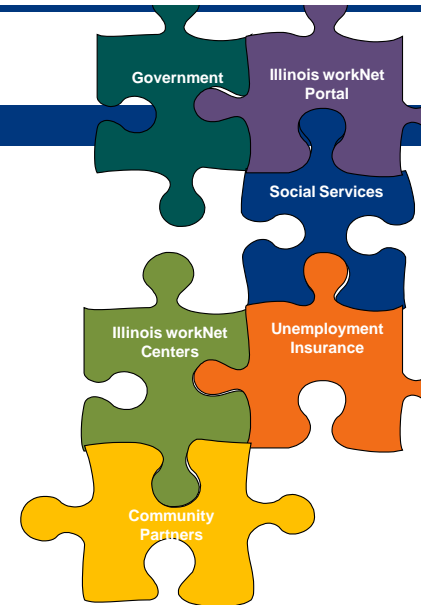


**Illinois workNet Centers  
Workforce System**

**The Workforce System in Illinois includes state-level agency partners such as:**

- Illinois Department of Commerce and Economic Opportunity (DCEO)
- Illinois Department of Employment Security (IDES)
- Illinois Community College Board (ICCB)
- Illinois Board of Higher Education (IBHE)
- Illinois Department of Human Services (IDHS)

These agencies work together to oversee and implement local programs that provide training and education programs, resources, and services to the benefit of individuals and businesses.

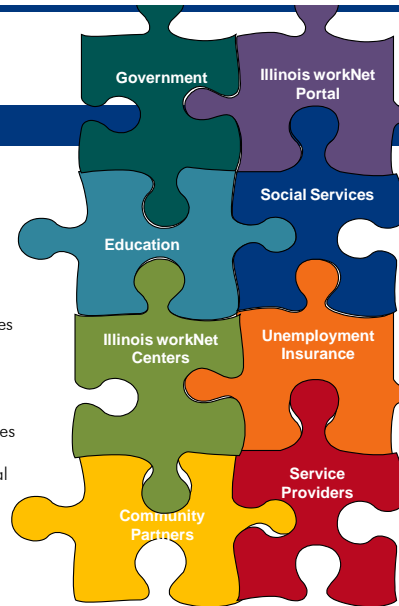


## Illinois workNet Centers Workforce System

### Locally, workforce system partners include:

- Local Workforce Investment Boards
- Local Workforce Investment Areas' Illinois workNet Centers
- WIA mandated partners
- Illinois Department of Employment Security offices
- Illinois Department of Human Services offices
- Education and training entities
- Service providers
- Community-based organizations
- other organizations and agencies such as libraries

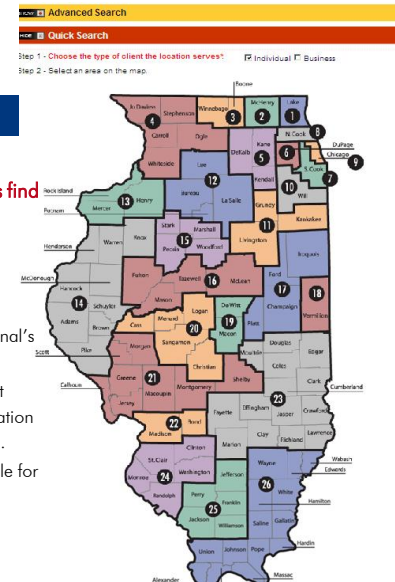
Partners work together to provide services beneficial to individuals and businesses. They provide job placement services, education and training opportunities, work-related resources and services, and promote career education.



## Illinois workNet Background Network of Partnerships

As of October 8, 2010, there are 1,097 local Illinois workNet partner sites. Customers find these locations on the portal. Partners:

- Provide public access to Illinois workNet.
- Offer a variety of services to the community.
- Have staff that access the Workforce Professional's Pathway to use guidance and resources.
- Complete free online Certified Illinois workNet Advisor course (that earns 1 Continuing Education Unit from SIUC) and participate with webinars.
- Use customizable marketing materials available for download from Illinois workNet.
- Publish local content throughout the site.



## Illinois workNet Background

Web Portal (<http://www.illinoisworknet.com>)

Illinois workNet is our state's workforce development portal with these pathways:

- 1 Individuals
- 2 Disability Resources
- 3 Key Sectors
- 4 Businesses
- 5 Workforce Professionals



## Illinois workNet Background

Web Portal (<http://www.illinoisworknet.com>)

Benefits for individuals, businesses, and workforce professionals:

- **Accessible** – Language translation options, supports assistive technologies, and meets Illinois Information Technology Accessibility Act.
- **Community of Users** – Social media pages, forums, and FAQ are examples of two-way communications with customers.
- **Dynamic/Real Time** – Trained state and local content managers located throughout Illinois publish content to the portal.
- **Flexible System** – Statewide programs are quickly made available along with communications about the programs and training for workforce professionals.
- **Glossary** – As an education tool, the online glossary provides definitions.

## Illinois workNet Background

Web Portal (<http://www.illinoisworknet.com>)

### Benefits for individuals, businesses, and workforce professionals:

- **Guidance** – Provides step-by-step guidance.
- **Partnerships** – Promotes a network of organizations offering public access to computers and a variety of community services.
- **Personalized Account Resources** – Users can save resumes, career survey results, notes, links, activities, certificate of completion, and more.
 

**Training** – Workforce professional training includes online courses, webinars, and in-person training opportunities at no cost to staff with all partner organizations.
- **Web Services** – Seamless access to third-party databases and tools, including occupational and labor market information, resume builder, career self-assessments, and job postings.

## Illinois workNet

### Individual's Pathway

#### 1 This is where adults, laid off workers, and youth:

- Explore career and training opportunities
- Download worksheets and view video shorts
- Use guidance and save personalized information
- Prepare for, find, apply, and learn to keep a job
- Connect to work support services

The screenshot shows the 'Individual's Pathway' section of the Illinois workNet website. At the top, there is a navigation bar with 'INDIVIDUALS' highlighted. Below this, a 'Welcome, Jeanne!' message is displayed. A search bar contains the text 'Find and prepare for jobs, connect to training services, and more...' with a link 'Individuals Enter Here'. A list of links is provided, including 'Click here for more information'. The main content area features a grid of icons and links for various services: 'My Skills & Interests', 'My Youth Activities', 'My Resume', 'My Shortcuts', 'My Events & News', 'My Planner', 'My Messages', 'My Notes', 'Get Connected', and 'Interactive Map'.

## Illinois workNet Background

### Workforce Professionals Pathway

This is where workforce professionals setup a "Workforce Professionals" account:



- Guidance, resources, and best practices for workforce professionals to assist customers with finding a job, connecting to training, and locating services.
- Collaboration tools to ask questions, share information, and become part of a larger network of workforce professionals dedicated to raising the economic standards and education in your community.
- Access free online training, resources and workshops.
- Announcements provide up-to-date information.
- Site administration tools to manage Illinois workNet partner site information, user accounts, online training registration, quarterly reports, activity reports, and much more.

## Illinois workNet

### Background

Originally Developed as a Self-Access Portal

- A portal consists of web pages that act as a starting point for using the Web or web-based services.
- Individuals pathway designed for self access to WIA services.
- Focus is on grouping external links to resources.

Transitioning to Guidance and a Pathway to Achieve Training and Employment Goals.

- Restructure pages and navigation to focus on content that provides guidance and supports customer goals.
- Provide steps, activities, and completion certificates to help customers achieve goals.
- Give access to tools for workforce professionals to assign activities, track progress, and communicate with customers.

## Illinois workNet

### Background



## Agenda

### Background:

- Information on Illinois workNet® and the Workforce System

### Case Manager Workflow Study:

- Objective
- Overview
- Data collected
- Sample Illinois workNet Centers

### Outcomes:

- Transition to case management tools and dashboard
- Alignment of Individual's Pathway to findings
- Development of activities

### Q&A



## Illinois workNet

### Case Manager Workflow Study

#### 1 Objective:

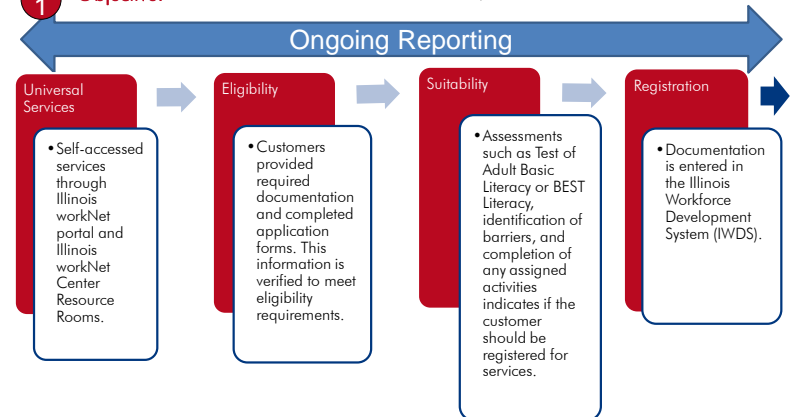
The purpose of the Case Manger and Customer Workflow Study is to clarify and update how customers attain services and interact with site staff, from an initial customer encounter through customer exit by documenting the continuum of WIA services. Other criteria included:

- Use a replicable method.
- Identify specific staff at each study location to participate.
- Specifically identify all primary interactions between staff and customers and if the Illinois Workforce Development System (IWDS) and Illinois workNet are used with the interactions.
- Collect all materials used with primary interactions to communicate services and assist customers.
- Use the information to inform state-issued WIA policy and updates to the IWDS and Illinois workNet.

## Illinois workNet

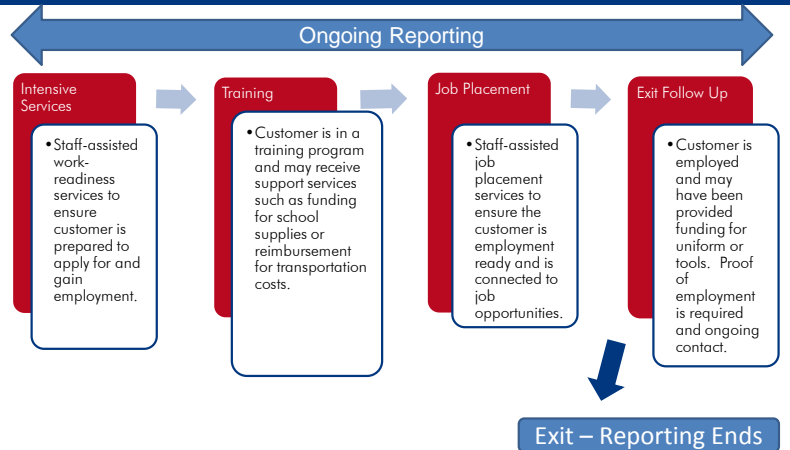
### Case Manager Workflow Study

#### 1 Objective: Document the continuum of WIA services.



## Illinois workNet

## Case Manager Workflow Study



## Illinois workNet

## Case Manager Workflow Study

## 2 Overview:

Case Manager and Customer Workflow Studies were held with 17 Illinois workNet Centers and City of Chicago Workforce Investment Act (WIA) providers between September 2009 and February 2010.

- **Small Group Interviews (SGI):** The study was formatted as a small group interview using pre-selected panel of experts and pre-determined questions to initiate discussion aimed at identifying the continuum of primary interactions that occur between staff and adult, dislocated worker, TAA/TGAA, and youth customers.
- **Customers:** Defined as ranging from Universal to Exited customer status.



Illinois workNet

Case Manager Workflow Study

2 Overview:

- **Technique:** Color-coded index cards, and a recorder using a laptop, were used to record the continuum of services and how the Illinois Workforce Development System (IWDS) and Illinois workNet are used for each interaction. IWDS is the system used to enter WIA customer information reported to the federal government.

The color coding was based upon: Inquirer, Applicant, Registrant, and Exit status designations used with IWDS, to align to IWDS customer status.



Illinois workNet

Case Manager Workflow Study

3 Data Collected:

Each study concluded with participant consensus that primary activities had been correctly identified, and collection of all print materials used for each recorded interaction. To verify accuracy, each location was also emailed an interaction matrix to review and approve.

Customer and Case Manager Workflow Study  
Date: 10/20/2009  
October 7, 2009

Interphase A	Adapt 1/ Inquirer/ Registrant/ Applicant	Interphase C	Adapt 2/ Registrant/ Applicant	Interphase E	Interphase F	Interphase G	Interphase H	Interphase I
	<p><b>Customer interaction with Case Manager:</b></p> <ul style="list-style-type: none"> <li>• Inquirer Profile and all associated information captured and stored in case file; associated customer WIA information and associated business</li> <li>• Case Manager completes:                             <ul style="list-style-type: none"> <li>• Workforce Development Services (see Agency) Internal Form # PWS001</li> <li>• Register Case/Check signed by customer</li> </ul> </li> </ul> <p>The customer is given necessary information regarding the placement visit.</p>		<p><b>Case Manager completes:</b></p> <ul style="list-style-type: none"> <li>• Inquirer Profile and all associated information captured and stored in case file; associated customer WIA information and associated business</li> <li>• Case Manager in conjunction with customer</li> </ul> <p>Case Manager in conjunction with customer</p>					
<p><b>Adapt 3/ Registrant/ Applicant/ Exit/ Case Manager</b></p> <ul style="list-style-type: none"> <li>• Training/Inquiry Process</li> <li>• Internal customer records</li> <li>• Customer Contact</li> <li>• Workforce Development Services (see Agency) Internal Form # PWS001 (see Manager)</li> </ul>								
<p><b>Adapt 4/ Registrant/ Applicant/ Exit/ Case Manager</b></p> <ul style="list-style-type: none"> <li>• Inquirer/Registrant/ Applicant/ Exit/ Case Manager</li> <li>• Internal customer records</li> <li>• Customer Contact</li> <li>• Workforce Development Services (see Agency) Internal Form # PWS001 (see Manager)</li> </ul>								

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Illinois workNet

Case Manager Workflow Study

3 Data Collected:

From each interaction matrix, a flow chart, and summary were developed.

Each study location was provided a print copy and CD with each document.

**Customer and Case Manager Youth Services**  
 Published: July, 2009  
 Revised: February 10, 2010

**QUICK FACTS:**  
 The summary below describes the primary services for the historic Del Progress Latino Youth program. Each interactive identifies essential needs indicators (SIG) across the range of relevant youth, case levels, and change agents to get meaningful follow up. Each City of Chicago youth services provider noted that the City of Chicago staff supports all work from the program.

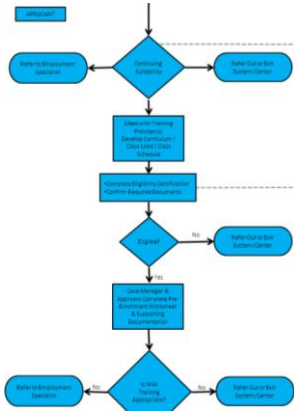
Instituto Del Progress Latino youth services can be summarized into the following categories:

**Current & Assessment**

- New Customers:** 600-800 simple applications are administered to eligible youth during pilot programs with the City, Cook, DuPage, Peoria, Sangamon, St. Clair, St. Louis, and Wayne counties.
- Assessments:** Youth are assessed for the program.
- Initial Eligibility Assessment:** Youth will meet individually with staff to determine youth readiness for an initial meeting at their school to discuss needs, needs, and the level of assessment needed to proceed.
- Parent Orientation:** Parent orientation is provided to parents to help them understand the program.
- Youth Orientation:** Youth orientation is provided to youth to help them understand the program.

**Youth Activities:**

- Admission:** Services start and case manager involvement and case manager activities are held. All youth are required to participate with activities held every week.
- Eligibility Determination:** During case, with eligibility status of documentation and determination of need for youth who are eligible.
- Summer Activities:** The focus is on work experience, business and social skills, and leadership development. All youth are required to participate with activities held every week.
- Work Experience:** In a six-week program held from July through August, youth will work on-site at various businesses and organizations.
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Illinois workNet

Sample Findings

**Study samples** were selected based on service volumes and location. The following are examples of the types of centers visited:

- Danville:** Small, Rural Center
- Decatur:** Medium, Rural & Urban Center.
- Pilsen:** Large, Urban Center

**LWIA 18**  
 Workforce Development Center  
 407 N. Franklin St.  
 Danville

(Resource Room Customers 4,451)

**LWIA 19**  
 Illinois workNet Center  
 757 W. Pershing Rd.  
 Decatur

(Resource Room Customers 9,514)

**LWIA 9**  
 Chicago Workforce Center at Pilsen  
 1657 S. Blue Island Ave.  
 Chicago

(Resource Room Customers 3,900)

Illinois workNet

Case Manager Workflow Study

**S** Danville:

- **Illinois workNet is the default home page.** Resource room staff are Certified Illinois workNet Advisors.
- **Orientation and work readiness workshops** incorporate Illinois workNet. These are required of all customers who are moving toward eligibility but also open to all universal. It is set up as a group format. Typically, limit to 15 people per session. This is the first step to learn about WIA services.
- **Job Search Workshop** – This is required of all customers who are moving toward eligibility but also open to all universal customers. This is not held in a computer lab. The workshop concludes by inviting all interested in eligibility to stay behind.

**Customer and Case Manager Youth Services Workflow Study Summary**  
**Ilinois workNet Danville, IL**  
 February 10, 2010

**QUICK FACTS:**  
 The summary below describes the primary activities for the Institute Del Progreso Latino WIA youth program. Each interaction identifies materials used, indicates IWDS entries that change a customer's status, case notes, and change status to Still Interviewing Follow-Up. Each City of Chicago youth services provider issued that City of Chicago staff approves all exits from the program.

**Instituto Del Progreso Latino youth services can be summarized into the following categories:**

**Outreach & Assessment:**

- **New Customers** - 600 - 800 simple applications are disseminated to students in their junior year to participate with the WIA Youth Exports Program. Typically, 40 - 50 students will be enrolled.
- **Resource Room** - Youth may use the resource room.
  - Illinois workNet is available from computers. Resource Room is managed by staff.
- **Initial Subsidy Assessor** - Youth will meet individually with one or two Institute youth staff for an initial meeting at their school to discuss goals, needs, and the level of commitment needed to participate.
- **Parent Orientation** - Parent orientation is generally focused on eligibility requirements and required documents.
- **Youth Orientation** Youth orientations are the next day and include activity schedules that begin in April.

**Youth Activities:**

- **Activities Begin** - Between April and June career exploration and work readiness activities are held. All youth are required to participate with workshops held twice each week.
- **Eligibility Determination** - During June, WIA eligibility review of documentation and determination is done for youth who are appropriate.
  - At this point paper file is entered in IWDS and customer enters in Program.
- **Summer Activities** - The focus is work experience. Institute works with local employers to place youth in (subsidized) jobs related to their area of career interest.
  - Illinois workNet is used for many of the activities.
- **Work experience** is a six-week program held from July - August. Youth meet with case manager daily (Monday-Thursday) prior to going to job.
- **Intervent Programs** - These begin one - two weeks after school starts. The program focuses on meeting academic achievement goals both completing high school and college preparation.
  - At this point, IWDS status is Exit.

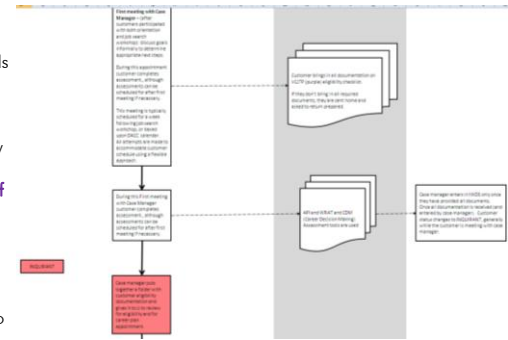
1 | Page  
 Illinois workNet Center are an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Illinois workNet Center is operated by Illinois Department of Commerce and Economic Opportunity.

Illinois workNet

Case Manager Workflow Study

**S** Danville:

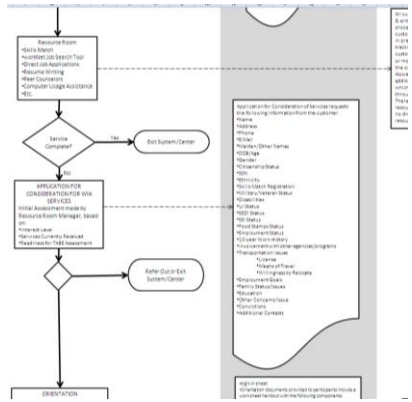
- **First meeting with customer and a case manager**—The purpose of the meeting is to informally discuss goals and complete an assessment to determine appropriate next steps.
- **Customers complete career exploration** and labor market review using Illinois workNet.
- **TAA – Workshops are used in lieu of orientation.**
- **Customers attend work readiness workshops** such as job search, interviewing.
- Customer enrolls in and completes training. Final semester follow-up to encourage job leads and updating resume.
- **Customer IWDS status is Exit.**



Illinois workNet

Case Manager Workflow Study

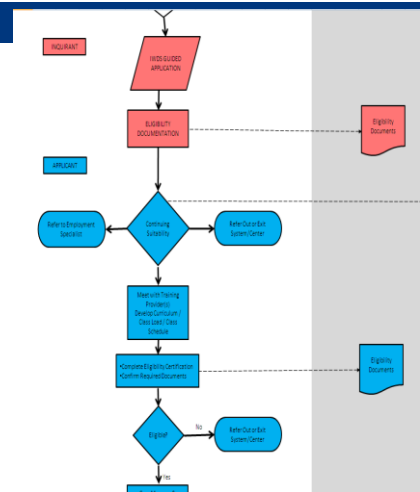
- M Decatur:**  
**Illinois workNet is the default home page.**  
 Resource room staff are Certified Illinois workNet Advisors.
- **Staff is available to help customers** with locating and completing job applications, starting an Illinois workNet account, and basic computer-related needs.
  - **Peer counselors** also help customers with email, applications, and resume writing.
  - **Orientation** is handled by resource room staff and available to all Universal customers. It provides information on WIA services, self assessments, and Illinois workNet activities.
  - **Test of Adult Basic Education** is the next step.
  - **The Case Manager will discuss the customer's interests**, TABE score, budget, readiness checklist, eligibility, and suitability.



Illinois workNet

Case Manager Workflow Study

- M Decatur:**
- **Customers meet with training providers on their own and develop** possible semester schedules.
  - Pre-enrollment panel determines appropriateness of training, funding, and performance outcomes.
  - **If Performance Panel approves the applicant for WIA training, they become an APPLICANT**
  - Employment Specialist works with customer to complete job search following training.
  - Customers attend work readiness workshops such as job search, interviewing, and workplace skills.
  - **Exit – Customers will be exited from the program if no services are needed for 90 days, or no contact for 90 days.**







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### Case Manager Workflow Study:

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- Data collected
- Sample Illinois workNet Centers

## Outcomes:

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- Alignment of Individual's Pathway to findings
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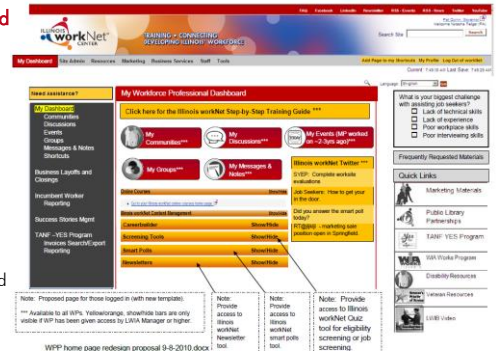
### Q&A

## Illinois workNet

### Case Manager Workflow Study

1 This information is being used to restructure the Workforce Professional's Pathway:

- Dashboard view of user options.
- Develop new online training modules for case managers and other partners.
- Provide access to customer information to assign activities, track progress, and issues completion certificates.
- Directly access customers entered in IWDS.
- Identify best practices for using IWDS and Illinois workNet.
- Inform additional interfaces with IWDS.

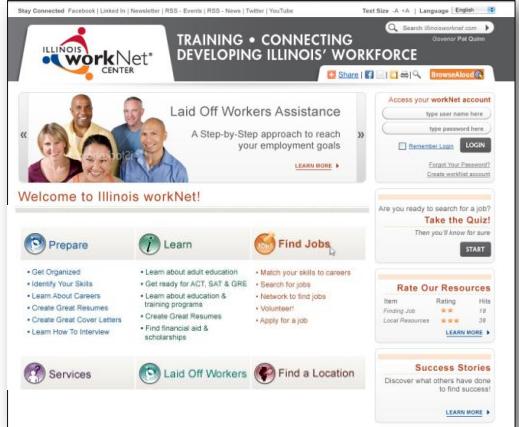


Illinois workNet

Case Manager Workflow Study

2 This information is also being used to restructure the Individual's Pathway:

- Restructure navigation.
- Reduce content.
- Ensure literacy level of 3rd – 5th grade.
- Collect feedback through webinars.
- Continue annual usability studies to inform updates.



Illinois workNet

Case Manager Workflow Study

3 This information is also being used to develop online activities completed by customers:

- Align adult, dislocated worker, and youth activities with case management workflow.
- Activities are used with either facilitated or self-access approaches.
- Activity answers and research are saved for customer to return and view.
- Pre- and post-activity assessments can be taken.
- Successful completion of activities and assessments earns a certificate of completion.

Check Knowledge	Pre-Assessment
Complete	
Activity	Set-Up Email Account and Illinois workNet Account
Complete	
Activity	Introduction to Exploring Careers and Training Activity
Complete	
Activity	Introduction to Job Search Preparation and Resume Writing Activity
Complete	
Activity	Introduction to Job Searching and Applying for a Job Activity
Not Complete	
Activity	Introduction to Interviewing for a Job Activity
Not Complete	
Activity	Introduction to Workplace Skills Activity
Not Complete	
Review	Prepare for the Post Assessment
Not Complete	
Check Knowledge	Post-Assessment
Not Complete	



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

## Agenda

### Background:

- Information on Illinois workNet and the Workforce System
- User groups, Input, and Usability

### Case Manager Workflow Study:

- The data gathering process
- Workflow Study Findings
- Sample Providers

### Outcomes:

- Alignment of portal to findings
- Transition to Case Management Tools and Dashboard
- Development of Case Management Activities

## Q&A

## Illinois workNet

### Case Manager Workflow Study

#### Assisting Customers:

- Should a pre-assessment be required before a customer can access activities?
- How should we measure successful completion of the activities that lead to a certificate of completion?
- How many attempts should a person be allowed to successfully complete the post-assessment?

- What is your biggest challenge with assisting job seekers?
- Lack of technical skills
  - Lack of experience
  - Poor workplace skills
  - Poor interviewing skills

# Q & A



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Illinois workNet

Contact Information

Stay updated by getting in the information loop; set up a workforce professional's account [http://www.illinoisworknet.com/vos\\_portal/ql/WPPAccount.htm](http://www.illinoisworknet.com/vos_portal/ql/WPPAccount.htm).

General Information - [info@illinoisworknet.com](mailto:info@illinoisworknet.com)

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