



**WIOA TITLE IB  
SERVICES MATRIX:  
FOLLOW-UP SERVICES  
MANAGEMENT INFORMATION  
SYSTEMS (MIS)**

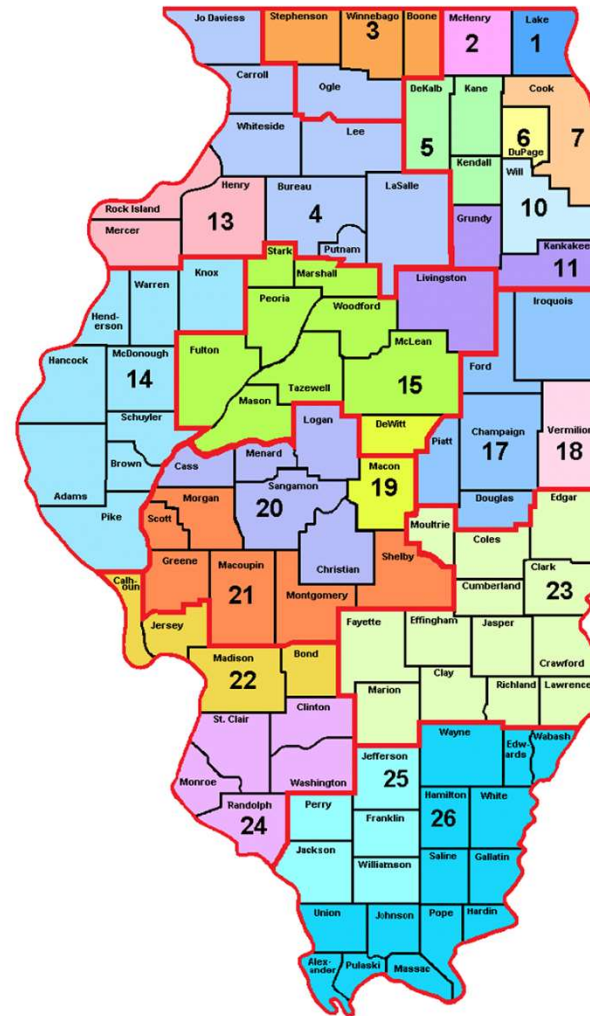
May 9, 2023



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# Where is Your Local Area?





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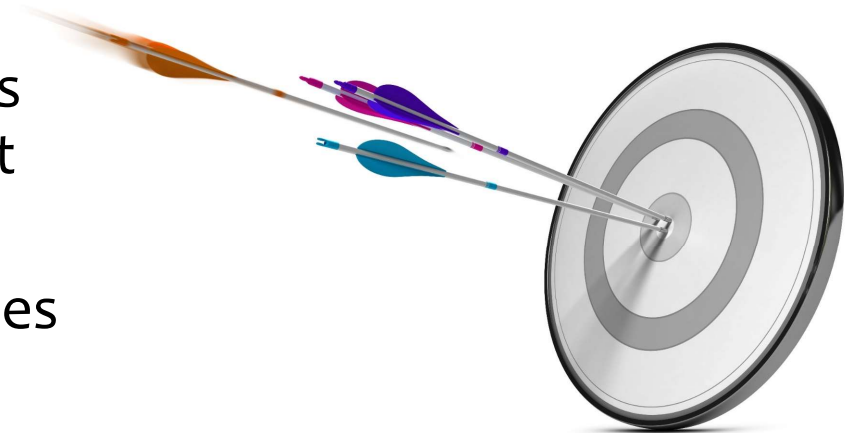
**Paula Barry**

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Economic Opportunity



# Today's Objectives

- Recap of Follow-Up Services - Part 1 (May 3, 2023)
- Illustrate recording Follow-Up Services within Illinois Workforce Development System (IWDS)
- Present recording of Follow-Up Services in Career Connect (LWIA 7)
- Demonstrate how the Illinois Performance & Accountability System (IPATS) should be used to support appropriate Follow-Up Services



# State Guidance

- [WIOA Policy](#) Chapter 4 Section 3 - Follow-Up Services (Updated)
  - WIOA Policy Chapter 4 Section 3.1 – Adult and Dislocated Workers Programs Follow-Up Services
  - WIOA Policy Chapter 4 Section 3.2 – Youth Program Follow-Up Services
- [WIOA Policy](#) Chapter 3, Section 3.3 – Co-Enrollment and Exit
- [WIOA Policy](#) Chapter 4, Section 2 – Career Planning
  - WIOA Title IB Services Matrix with Definitions





## Reminder on Follow-Up Services

- Adult and Dislocated Worker participants must be provided Follow-Up Services for up to twelve (12) months after the first date of employment for participants who obtain “Unsubsidized Employment”
  - Follow-Up Services may be made available in instances where the participant does not obtain unsubsidized employment
- Youth participants must be made available for a minimum of twelve (12) months from program exit
- Follow-Up Services At a minimum, should occur at least every thirty (30) days for the first three (3) months and then must occur at least once a quarter for the remainder of the twelve (12) month period
  - This aligns with quarterly Post-Exit reporting requirement
  - An evaluation should be conducted to determine the appropriate Follow-Up Services a participant requires to be successful



# General Follow-Up Services Guidance

- The Follow-Up Service activity must be recorded in Illinois Workforce Development System (IWDS) throughout the required twelve (12) months
  - Follow-Up is opened with a start date, but the actual follow-up activities are recorded within the Case Note section or on the exit control panel of the participant's record
- Follow-Up Services and information obtained may directly impact Federal Performance Reporting and Outcomes
  - Post-Exit Supplemental Employment/Wages, Secondary and Post-Exit Education, and Credentials/Certificates will positively impact performance outcomes ONLY when they are documented during Follow-Up
  - Supplemental Employment Information (and education status counts for YOUTH) in the 2<sup>nd</sup> and 4<sup>th</sup> Quarter Post-Exit count as positives ONLY when they are documented in Follow-Up





# Adult and Dislocated Worker

- When all WIOA services have been completed, then the activity of Follow-Up should be opened
- All two-way communication completed as part of Follow-Up should be recorded under the “Case Note” feature within IWDS and/or on the exit control panel of the participant’s record
- Outcomes that impact performance should be documented and recorded in the corresponding Post-Exit Quarter Section on the exit control panel of the participant’s record in IWDS
- After ninety (90) days following exit, if a participant is not responsive, cannot be located, or refuses to provide information, the Career Planner may close Follow-Up Services

PLEASE  
NOTE

When that is done, case notes must document the reason for discontinuation of the Follow-Up Services

## Note

This would NOT be documented in the IEP because that would be considered an enrolling service and Follow-Up Services are non-enrolling.



# IA/ID Follow-Up Services Guidance

- The WIOA Title IB Services Matrix outlines Follow-Up Services for IA/ID participants:
  - Counseling individuals about the workplace
  - Contacting individuals or employers to verify employment
  - Contacting individuals or employers to help secure better paying jobs
  - Assisting individuals and employers in resolving work-related problems
  - Connecting individuals to peer support groups
  - Providing individuals with information about additional educational or employment opportunities
  - Providing individuals with referrals to other community resources
- Supportive Services **cannot** be provided in association with Follow-Up Services for Adult and Dislocated Worker participants.
  - However, a participant could receive supportive services associated with active/enrolling career and/or training services if they are concurrently receiving Follow-up Services following the first date of unsubsidized employment.



# Youth Follow-Up Guidance

- Follow-Up Services must be made available to all WIOA Youth for a minimum of twelve (12) months from the exit
  - Follow-Up may be provided for Youth longer than 12 months if allowable per local policy
- Follow-Up Services should be reported on the date they begin, which may align with the date of the Youth program exit
- Activities and services provided during the duration of Follow-Up must be documented in “standard” case notes
  - Programs should run the report “WIOA Youth Exiters without Follow-Up” to ensure follow-up has been opened for all Youth after participation ends

PLEASE  
NOTE

## Note

This would be documented in the ISS because the ISS is a non-enrolling service so can be revised during Follow-Up.



# Youth Follow-Up Guidance

Youth Follow-Up may include, but are not limited to, the following program elements:

- Supportive Services – if funding is available and the need for supportive services are supported in the Individual Service Strategy (ISS) for the participant;
- Adult Mentoring;
- Financial Literacy Education;
- Services that provide labor market and employment information;
- Activities that help youth prepare for and transition to postsecondary education and training; and
- Other services necessary to ensure the success of the youth in employment and/or postsecondary education.



# Youth Follow-Up Guidance

- As mentioned on the previous slide, **IF** any of those Youth activities that are part of enrolling services are provided during Follow-Up, after updating the ISS with details on why those were needed, the actions/information are recorded under the case notes describing what was provided.
- No actual service element would be recorded. It is not considered an “enrolling” Youth element and does not extend exit.
- Does not reset/extend the participants required twelve (12) months of Follow-Up.



# MIS Follow-Up Service General Rules

- All Follow-Up Services must be entered into the case management system in accordance with the guidance.
- Document every service in the Management Information System (MIS) within 10 days of it being provided.
- Services screen will list all services provided so that anyone looking at the participant can easily see what services have been provided.
- Case Notes/Episodes are used to tell the story about the service.





# Adult/Dislocated Worker who obtains Unsubsidized Employment

- In instances where either an Adult or Dislocated Worker participant obtains unsubsidized employment while still enrolled in WIOA services, it is not possible to open the service of Follow-Up.
  - In those instances, Follow-Up is conducted during normal two-way communication and recorded in the participant's case notes.
- Make sure to detail the case note so it is clear that the career planner is beginning Follow-Up due to the participant obtaining Unsubsidized Employment.
- The next slide demonstrates an example case note.



# Adult/Dislocated Worker who obtains Unsubsidized Employment

## Case Note

Report Date: 05/04/2023  
Report Time: 1:57:46PM  
Report Num: CISCU012

LWA: 20-Land of Lincoln Workforce Alliance

Customer: Harold . WIOA

**Staff Name:** Potts (DWG), Jim

**Contact Date:** 05/01/2023

**Program:** WIOA

**Note Category:** Placement

**Confidential:** No

**Note Subject:** Began Unsubsidized Employment at Computer Banc

**Case Note:** Harold successfully completed his OJT with Computer Banc on Friday, 4-28-2023 and has been hired full-time at Computer Banc making \$24 per hour and working 40 hours per week. As part of the agreement to hiring Harold he must complete the self-paced computer management training he is currently enrolled at LLCC. He is scheduled to have that completed mid-May to end of May 2023, but was still hired effective 5/1/2023. Follow-up Beginning while still enrolled in WIOA Training Service.





# Adult/Dislocated Worker who obtains Unsubsidized Employment

This participant was hired into unsubsidized employment following a WIOA-funded OJT. However, the participant still has a WIOA Training Service open, so traditional Follow-Up cannot be opened in the MIS until all WIOA Services are completed and closed.

## Services

[Harold WIOA](#) [Application Summary](#)

SSN: 9823 App LWA:20 App Date:01/03/2023

[Add Enrolled Service](#)

[Printable Services](#)

[Return](#)

5 found

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Start Date	End Date	Service Provided	Status	Created By
03/20/2023		<a href="#">Occupational Skills Training - 1D</a>	Open	<a href="#">Jim Potts (DWG)</a>
01/13/2023	04/28/2023	<a href="#">OJT - Private Sector - 1D</a>	Successful Completion	<a href="#">Jim Potts (DWG)</a>
01/03/2023	01/03/2023	<a href="#">Comprehensive and Specialized Assessment - 1D</a>	Successful Completion	<a href="#">Jim Potts (DWG)</a>
01/03/2023	04/20/2023	<a href="#">Career Planning (Case Management) - 1D</a>	Successful Completion	<a href="#">Jim Potts (DWG)</a>
01/03/2023	03/20/2023	<a href="#">Development of an IEP - 1D</a>	Successful Completion	<a href="#">Jim Potts (DWG)</a>

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[Add Enrolled Service](#)

[Printable Services](#)

[Return](#)



# IWDS: Documenting the Service of Follow-Up

The interactions between the participant and the career planner, as well as all related actions that are part of Follow-Up, are recorded in the case notes and when appropriate, within IWDS screens such as the exit control panel.

- The presentation will now demonstrate recording Follow-Up on a participant that has all services closed.



# IWDS: Documenting the Service of Follow-Up

For the example participant below, the last enrolling service was closed on 3/11/2022. This participant has met all requirements in the IEP, and no other services are planned, so now the Follow-Up Service should be opened in the MIS.

## Services

[Joe Buck-1D](#) [Application Summary](#)

**SSN:** 9146 **App LWA:**20 **App Date:**12/01/2021

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Start Date	End Date	Service Provided	Status	Created By
02/01/2022	02/01/2022	<a href="#">SS - Tools/Equipment - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/13/2021	03/01/2022	<a href="#">OJT - Private Sector - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/01/2021	03/10/2022	<a href="#">Development of an IEP - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/01/2021	03/11/2022	<a href="#">Career Planning (Case Management) - 1D</a>	Successful Completion	<a href="#">Student Two</a>



# IWDS: Documenting the Service of Follow-Up

For this example, the Follow-Up Service start date is on the same date of the last enrolling service, which ended on 3/11/2022.

### Add Required Activity Information

[Joe Buck-1D](#) [Application Summary](#)  
SSN: 9146 App LWA:20 App Date:12/01/2021

Created By: Student Two  
Title: 1D  
Service Level: Career Services  
Activity: Follow-up Services  
\*Grant: 21681020-Land of Lincoln Workforce Alliance ▾  
Provider: [Testing20-20 Illinois workNet Center](#) \* Search Providers  
Start Date: 03/11/2022 ←  
End Date:   
\*Current Status: Open ▾  
\*Supports Bridge Program?: No ▾  
Comments:

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# IWDS: Documenting the Service of Follow-Up

- For the example participant on the previous slide, the final WIOA service(s) were recorded/closed on 3/11/2022.
- The next slide will demonstrate opening the actual “Follow-Up Service” in the IWDS record.
  - The Follow-Up Service will begin on 3/11/2022, which is the same date the final WIOA service(s) were completed.
  - The actual start date of follow-up could be recorded on the same date the last enrolling service ended, or you could open the Follow-Up Service on the day after the last enrolling service had ended; either one is acceptable.



# IWDS: Documenting the Service of Follow-Up

- A participant's actual service of Follow-Up remains open until all Follow-Up has been completed.
- The actions taken as part of Follow-Up are recorded in the case notes and/or on the exit control panel.

**Informational Message:**  
The record has been added.

**Services**  
[Joe Buck-1D](#) [Application Summary](#)  
 SSN: 9146 App LWA:20 App Date:12/01/2021

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Start Date	End Date	Service Provided	Status	Created By
03/11/2022		<a href="#">Follow-up Services - 1D</a>	Open	<a href="#">Student Two</a>
02/01/2022	02/01/2022	<a href="#">SS - Tools/Equipment - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/13/2021	03/01/2022	<a href="#">OJT - Private Sector - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/01/2021	03/10/2022	<a href="#">Development of an IEP - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/01/2021	03/11/2022	<a href="#">Career Planning (Case Management) - 1D</a>	Successful Completion	<a href="#">Student Two</a>

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# Career Connect: Example of When to Open Follow-Up

For the example participant below, the last enrolling service was closed on 1/27/2023. They met all requirements in the IEP, and no other services are planned, so now the Service of Follow-Up should be opened.

Currently managing: Costanza, George - Service Tracking: ON

Search:

PE	EE	Status	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
<input type="radio"/>	<input type="radio"/>	<span style="background-color: yellow; border: 1px solid black; border-radius: 50%; padding: 2px;">C</span>	<a href="#">181 - Supportive Service - Transportation Assistance</a> National Able Network, Inc	<span style="background-color: purple; border-radius: 50%; padding: 2px;">W</span>	Dislocated Worker	N/A	01/27/2023	01/27/2023	<a href="#">01/27/2023</a> Successful Completion
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<span style="background-color: yellow; border: 1px solid black; border-radius: 50%; padding: 2px;">C</span>	<a href="#">202 - Career Planning (Case Management)- Same Day Service</a> National Able Network, Inc	<span style="background-color: purple; border-radius: 50%; padding: 2px;">W</span>	Dislocated Worker	N/A	01/27/2023	01/27/2023	<span style="border: 2px solid red; border-radius: 50%; padding: 2px;"><a href="#">01/27/2023</a></span> Successful Completion
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<span style="background-color: yellow; border: 1px solid black; border-radius: 50%; padding: 2px;">C</span>	<a href="#">210 - Referred to Employment/Placement Assistance (STAFF ASSISTED)-Same Day Service</a> National Able Network, Inc	<span style="background-color: purple; border-radius: 50%; padding: 2px;">W</span>	Dislocated Worker	N/A	01/19/2023	01/19/2023	<a href="#">01/19/2023</a> Successful Completion
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<span style="background-color: yellow; border: 1px solid black; border-radius: 50%; padding: 2px;">C</span>	<a href="#">205 - Develop IEP -Same Day Service</a> National Able Network, Inc	<span style="background-color: purple; border-radius: 50%; padding: 2px;">W</span>	Dislocated Worker	N/A	01/17/2023	01/17/2023	<a href="#">01/17/2023</a> Successful Completion
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<span style="background-color: yellow; border: 1px solid black; border-radius: 50%; padding: 2px;">C</span>	<a href="#">224 - Career Exploration-STAFF ASSISTED (Same Day Service)</a> National Able Network, Inc	<span style="background-color: purple; border-radius: 50%; padding: 2px;">W</span>	Dislocated Worker	N/A	01/12/2023	01/12/2023	<a href="#">01/12/2023</a> Successful Completion
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<span style="background-color: yellow; border: 1px solid black; border-radius: 50%; padding: 2px;">C</span>	<a href="#">207 - Comprehensive &amp; Specialized Assessment-Same Day Service</a> National Able Network, Inc	<span style="background-color: purple; border-radius: 50%; padding: 2px;">W</span>	Dislocated Worker	N/A	01/12/2023	01/12/2023	<a href="#">01/12/2023</a> Successful Completion

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Rows: 25



# Career Connect: Documenting the Service of Follow-Up

- For the example participant on the previous slide, the final WIOA service(s) were recorded/closed on 1/27/2023.
- The next slide will demonstrate opening the actual “Follow-Up Service” in the Career Connect record.
  - The Follow-Up Service will begin on 1/28/2023, which is the day after the last enrolling service and the final WIOA service(s) were completed.
  - The actual start date of Follow-Up could be recorded on the same date the last enrolling service ended, or you could open the Follow-Up Service on the day after the last enrolling service had ended; either one is acceptable.





# Career Connect: Documenting the Service of Follow-Up

- A participant's actual service of Follow-Up remains open until all Follow-Up has been completed.
- You can tell the service is open by the Green "O" and there is no actual end date.
- The actions taken as part of Follow-Up are recorded in the case notes and/or on the exit control panel.

Currently managing: Costanza, George - Service Tracking: ON

Search:

PE	EE	Status	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
			<a href="#">F11 - Other Follow Up Service_not classified (490)</a> National Able Network, Inc		Dislocated Worker	N/A	01/28/2023	01/26/2024	<a href="#">Close</a>
			<a href="#">181 - Supportive Service - Transportation Assistance</a> National Able Network, Inc		Dislocated Worker	N/A	01/27/2023	01/27/2023	<a href="#">01/27/2023</a> Successful Completion
			<a href="#">202 - Career Planning (Case Management)- Same Day Service</a> National Able Network, Inc		Dislocated Worker	N/A	01/27/2023	01/27/2023	<a href="#">01/27/2023</a> Successful Completion
			<a href="#">210 - Referred to Employment/Placement Assistance (STAFF ASSISTED)-Same Day Service</a> National Able Network, Inc		Dislocated Worker	N/A	01/19/2023	01/19/2023	<a href="#">01/19/2023</a> Successful Completion
			<a href="#">205 - Develop IEP -Same Day Service</a> National Able Network, Inc		Dislocated Worker	N/A	01/17/2023	01/17/2023	<a href="#">01/17/2023</a> Successful Completion
			<a href="#">224 - Career Exploration-STAFF ASSISTED (Same Day Service)</a> National Able Network, Inc		Dislocated Worker	N/A	01/12/2023	01/12/2023	<a href="#">01/12/2023</a> Successful Completion
			<a href="#">207 - Comprehensive &amp; Specialized Assessment-Same Day Service</a> National Able Network, Inc		Dislocated Worker	N/A	01/12/2023	01/12/2023	<a href="#">01/12/2023</a> Successful Completion

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Rows:



# Documenting the Service of Follow-Up within IWDS

The interactions between the participant and the Career Planner, as well as all related actions that are part of Follow-Up, are recorded in the case notes and when appropriate, within IWDS screens such as the exit control panel.

- The next slide provides an example case note for the date that the Follow-Up began.



# Documenting the Service of Follow-Up

Case notes should explain what has occurred during Follow-Up. Use the Note Subject line to indicate key information about the note.

## Add Case Note

[Joe Buck-1D](#) [Application Summary](#)

Staff Name: [Student Two](#)

**\*Contact Date:**

**Program:**

**\*Note Category:**

**\*Confidential:**

**\*Note Subject:**

**\*Case Note:**



## Supportive Services for a Youth while in Follow-Up

- As has been discussed, Youth Follow-Up Services may include Supportive Services – local board policies on Supportive Services must address their use during Follow-Up.
- Supportive Services during Follow-Up must assist the participant in achieving their stated employment and/or education goals and objectives as outlined in the ISS.
- The next slide demonstrates an example case note of a Youth client who is in Follow-Up, where the local policy allows supportive services for Youth in Follow-Up.



# Example Case Note to Support Post-Exit Supportive Service

## Case Note

Report Date: 06/21/2022

Report Time: 1:28:22PM

Report Num: CISCU012

LWA: 20-Land of Lincoln Workforce Alliance

Customer: Jake . DoelY

**Staff Name:** Potts (DWG), Jim

**Contact Date:** 06/20/2022

**Program:** WIOA

**Note Category:** Post-Exit Follow-Up

**Confidential:** No

**Note Subject:** Car Broke Down while at LLCC - Requested Assistance

**Case Note:** Jake is in Follow-up under the WIOA Youth Program and is taking post-secondary courses at LLCC this summer; his car broke down and he is requesting assistance with fixing his car so he can continue getting back and fourth to school. As part of local follow-up policy we can spend up to \$500 on auto repairs. Jake got three estimates to replace the serpentine belt on his car, which is the only issue that is keeping his car from running. The lowest estimate was at Jones Auto for \$295 and we have approved an expense voucher for \$295 to pay for this repair. His ISS has been updated to support this post exit supportive service.



# Youth in Follow-Up – Receiving Financial Literacy

- As has been discussed, Youth Follow-Up Services may include Financial Literacy during Follow-Up
- When Financial Literacy is provided during Follow-Up, the actions taken would be documented in the Follow-Up Case Note
- The next slide demonstrates an example case note recording this allowable activity during Youth Follow-Up:



# Youth in Follow-Up – Receiving Financial Literacy

## Case Note

Report Date: 05/04/2023  
Report Time: 9:35:57AM  
Report Num: CISCU012

**LWA:** 20-Land of Lincoln Workforce Alliance

**Customer:** Jake . Doe1Y

**Staff Name:** Potts (DWG), Jim

**Contact Date:** 01/20/2023

**Program:** WIOA

**Note Category:** Post-Exit Follow-Up

**Confidential:** No

**Note Subject:** Financial Literacy During Follow-up

**Case Note:** Jake phoned today and inquired about how to go about setting up a certificate of deposit, as has extra money and wants to do something to make money work/earn interest more than just sitting in checking account. Made a referral to local bank to discuss various options. Other than this, states everything is going great!



# Documenting the Service of Follow-Up

- Besides recording the Follow-Up actions in the participant's case notes, each quarter the Post-Exit control panel should be examined and when appropriate recorded with the most current information on the participant
- For those participants whose wages are not reported to IDES, when learning a participant is in supplemental employment (i.e. self-employed), it is vital that wages earned are documented
  - This is especially important for Youth who enter postsecondary training which counts towards performance outcomes
- Additionally, if the participant's Post-Exit employment is not reported through traditional Illinois Department of Employment Security (IDES), but will be recorded via "Supplemental Wages", it is essential that the information gets recorded on the exit control panel





## Career Connect: Documenting the Service of Follow-Up

- The following slides will cover how to update IWDS when documenting the Follow-Up Services
- The information covered here are examples of what transfers to IWDS when the information is entered into Career Connect
- The Partnership (LWIA 7) has a webinar and procedure called Quarterly Follow-Up posted on our Help Desk that outlines how to update Career Connect in this manner
- LINK: <https://workforceboard.zendesk.com/hc/en-us/articles/360014871492->
- For LWIA 7 staff, if you have questions about this process, please reach out to your Regional Manager or Program Coordinator



# Career Connect Quarterly Follow-Up

- LWIA 7 Agencies, please use the following procedure for specific instructions on how to update Career Connect
- As a reference, below is a picture of the Career Connect screen that needs to be updated
- Click on the blue LINK to update the appropriate Quarter

Follow-ups 4

[Create Local Follow Up](#)

Search:

Required By	Date Complete	Status	Follow Up Type
06/30/2023		Required	<a href="#">1st Quarter After Exit</a>
09/30/2023		Required	<a href="#">2nd Quarter After Exit</a>
12/31/2023		Required	<a href="#">3rd Quarter After Exit</a>
03/31/2024		Required	<a href="#">4th Quarter After Exit</a>



# Career Connect Quarterly Follow-Up

- Next you would update the screen accordingly
- The specific details can be found in the Quarterly Follow-Up Procedure on our Help Desk
- The next slides that Jim will cover show where this information transfers to in IWDS

## Follow-up Employment Information

**Employer Name:** Target  
1 S State St  
Chicago, IL 60603

**Employer Contact and Phone:** Rebecca Garcia  
312-279-2133

**\* Worked in Quarter 4/1/2023 - 6/30/2023?**  Yes  No

No employers available.

[\[ Add Employer \]](#)

## Follow-up Education Information

**Previous Follow-up Education Placement and Date Information:** Not Applicable

**\* Education in Quarter 4/1/2023 - 6/30/2023:**

None Selected

**Date of Education Placement:**

Today

[\[ Verify \]](#) [\[ Scan \]](#) [\[ Upload \]](#) [\[ Link \]](#)



## IWDS: Exit Control Panel

Within IWDS, post exit employment and post exit education is recorded on the Exit Control Panel:

- For jobs that report wages to Illinois Department of Employment Security (IDES) the wage information should get automatically uploaded to the clients exit control panel due to the wage match information that occurs behind the scenes
- However, for a client that works at a job that does not report wages to IDES, the information about employment and the wages must be recorded via supplemental employment




# IWDS: Updating the Exit Control Panel

- An example of the exit control panel is on the adjacent screen print
- Each Quarter should record updates as appropriate for the participant

**Exit Control Panel**  
[Joe Buck-1D](#)   [Application Summary](#)  
SSN: 9146   App LWA:20   App Date:12/01/2021   Exit Date:03/11/2022

<b>GENERAL</b> <span style="float: right;"><input type="button" value="Update"/></span>		
<b>Exit Date:</b> 03/11/2022		
<b>School Status At Exit:</b> Not attending school; H.S. graduate		
<b>Title</b> 1D	<b>Registration Date</b> 12/01/2021	<b>Exit Reason</b> Entered Supplemental Employment
<b>CREDENTIALS</b> <span style="float: right;"><input type="button" value="Update"/></span>		
Enter Credentials Attained		
<b>EMPLOYMENT AT EXIT</b> <span style="float: right;"><input type="button" value="Update"/></span>		
<b>Employer Name:</b> Computer Banc		
<b>Employment Start:</b> 03/01/2022		
<b>Employment End:</b> null		
<b>Contact Name:</b> Craig Pfiefer		
<b>Contact Phone:</b> (217)567-3239		
<b>Green Job:</b> No - Computer, Automated Teller, and Office Machine Repairers		
<b>Job Title:</b> Data Analysis		
<b>Job Duties:</b> Analyzes abnormalities that are occurring with the customers that are using the "Banc-it" system.		
<b>Q1 POST EXIT</b> Apr - Jun 2022 <span style="float: right;"><input type="button" value="Update"/></span>		
<b>UI Wages:</b> Not Available		
<b>Supplemental Employer:</b> Computer Banc		
<b>Employment Start:</b> 03/01/2022		
<b>Employment End:</b>		
<b>Other Post Exit Outcome:</b> Supplemental Employment		
<b>Supplemental Wages:</b> \$15,600.00 All Jobs in this Quarter		





# UI Wages VS Supplemental Wages

- It is important to understand that most participants will have their post-employment wages populated into IWDS through the interface that Commerce has with Illinois Department of Employment Security (IDES)
- For those participants who do not work at a place of employment where the wages are reported to IDES, it is very important that the Career Planner record any Supplemental Wages an individual might have earned during Post-Exit Follow-Up



# Updating Exit Control Panel

- In this example, we are going to update Q2 Post-Exit for Supplemental Employment/Wages
- Update all appropriate Post-Exit outcomes
- This is an Adult participant who was exited with Supplemental Employment and still has the same employment in Q2 Post-Exit:

**Q2 Post Exit**  
**Jul - Sep 2022**  
[Joe Buck-1D](#) [Application Summary](#)  
SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

GENERAL		
Exit Date: 03/11/2022		
School Status At Exit: Not attending school; H.S. graduate		
<b>Title</b>	<b>Registration Date</b>	<b>Exit Reason</b>
1D	12/01/2021	Entered Supplemental Employment
POST EXIT OUTCOME		
Other Post Exit Outcome:	<input type="text"/>	
Documentation/Verify Date:	<input type="text"/>	
Documentation Source:	<input type="text"/>	
POST EXIT EMPLOYMENT		
UI Wages: Not Available		
Supplemental Employer:		
Employment Start:		
Employment End:		
Source: <input type="text"/>		
Related to Training? <input type="text"/>		
Supplemental Wages: \$0.00 All Jobs in this Quarter		
<input type="button" value="Pick Job"/>		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		



# Updating Exit Control Panel

- Participant has supplemental employment with the same employer at time of exit
- The supplemental wage amount will be configured based on how the exit employment wage is recorded on the IWDS employment screen

**Informational Message:**  
Please click Save to confirm your changes.

**Q2 Post Exit**  
**Jul - Sep 2022**  
[Joe Buck-1D](#) [Application Summary](#)  
SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

**GENERAL**

Exit Date: 03/11/2022  
School Status At Exit: Not attending school; H.S. graduate

Title	Registration Date	Exit Reason
1D	12/01/2021	Entered Supplemental Employment

**POST EXIT OUTCOME**

Other Post Exit Outcome:   
Documentation/Verify Date:   
Documentation Source:

**POST EXIT EMPLOYMENT**

UI Wages: Not Available  
Supplemental Employer: Computer Banc  
Employment Start: 03/01/2022  
Employment End:  
Source:   
Related to Training?   
Supplemental Wages: \$0.00 All Jobs in this Quarter






## 2<sup>nd</sup> and 4<sup>th</sup> Quarter Post-Exit

- During the 2<sup>nd</sup> and 4<sup>th</sup> Quarter Post-Exit, employment and wages are critical times for reporting performance outcomes
- Record supplemental employment in the 4th Quarter Post-Exit as the participant received a pay increase this year and his hours are up to 50 hours per week



# Exit Control Panel

- 4th Quarter Post-Exit update:
- This quarter, the participant received a pay increase to \$32.50 per/hr. Since October 2022, their hours have increased to 50 hours per week
- Next several slides will demonstrate updating pay rate and hours

<b>EMPLOYMENT AT EXIT</b>		<a href="#">Update</a>
<b>Employer Name:</b> Computer Banc <b>Employment Start:</b> 03/01/2022 <b>Employment End:</b> null <b>Contact Name:</b> Craig Pfiefer <b>Contact Phone:</b> (217)567-3239 <b>Green Job:</b> No - Computer, Automated Teller, and Office Machine Repairers <b>Job Title:</b> Data Analysis <b>Job Duties:</b> Analyzes abnormalities that are occurring with the customers that are using the "Banc-it" system.		
<b>Q1 POST EXIT</b>	Apr - Jun 2022	<a href="#">Update</a>
<b>UI Wages:</b> Not Available <b>Supplemental Employer:</b> Computer Banc <b>Employment Start:</b> 03/01/2022 <b>Employment End:</b> <b>Other Post Exit Outcome:</b> Supplemental Employment <b>Supplemental Wages:</b> \$15,600.00 All Jobs in this Quarter		
<b>Q2 POST EXIT</b>	Jul - Sep 2022	<a href="#">Update</a>
<b>UI Wages:</b> Not Available <b>Supplemental Employer:</b> Computer Banc <b>Employment Start:</b> 03/01/2022 <b>Employment End:</b> <b>Other Post Exit Outcome:</b> Supplemental Employment <b>Supplemental Wages:</b> \$15,600.00 All Jobs in this Quarter		
<b>Q3 POST EXIT</b>	Oct - Dec 2022	<a href="#">Update</a>
<b>UI Wages:</b> Not Available <b>Supplemental Employer:</b> Computer Banc <b>Employment Start:</b> 03/01/2022 <b>Employment End:</b> <b>Other Post Exit Outcome:</b> Supplemental Employment <b>Supplemental Wages:</b> \$19,500.00 All Jobs in this Quarter		
<b>Q4 POST EXIT</b>	Jan - Mar 2023	 <a href="#">Update</a>
<b>UI Wages:</b> Not Available		




# 4<sup>th</sup> Quarter Post-Exit

## Q4 Post Exit Jan - Mar 2023

[Joe Buck-1D](#) [Application Summary](#)

SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

- In this example, we are going to update Q4 Post-Exit using Supplemental Employment
- Participant did receive a pay increase, so we need to go into the actual job to update the pay rate and select “Pick Job”

GENERAL		
		<b>Exit Date:</b> 03/11/2022
		<b>School Status At Exit:</b> Not attending school; H.S. graduate
<u>Title</u>	<u>Registration Date</u>	<u>Exit Reason</u>
1D	12/01/2021	Entered Supplemental Employment
POST EXIT OUTCOME		
<b>Other Post Exit Outcome:</b>	Supplemental Employment <input type="text"/>	
<b>Documentation/Verify Date:</b>	3/1/2023 <input type="text"/>	
<b>Documentation Source:</b>	Written Documentation <input type="text"/>	
POST EXIT EMPLOYMENT		
		 <input type="button" value="Pick Job"/>
<b>UI Wages:</b> Not Available		
<b>Supplemental Employer:</b>		
<b>Employment Start:</b>		
<b>Employment End:</b>		
<b>Source:</b>	Copy of pay stub <input type="text"/>	
<b>Related to Training?</b>	Yes <input type="text"/>	
<b>Supplemental Wages:</b>	\$0.00 All Jobs in this Quarter	
<input type="button" value="Save"/>		<input type="button" value="Cancel"/>



# Steps to Update Wage Info

- Participant had a pay increase from \$30 per hour to \$32.50 per hour
- Pay increase was effective on 1/2/2023
- To record, “Pick” the job, in this case, it was the “Computer Banc” job

## List Work History

[Joe Buck-1D](#) [Application Summary](#)

SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

2 found

Page 1 of 1

	Employer Name	Employment Dates	Dislocation Job?	DETS ID
Pick	<a href="#">Computer Banc</a>	03/01/2022 -		
Pick	<a href="#">MEL-O-Crem Donuts</a>	03/01/2017 - 10/31/2021	Y	

Page 1 of 1



# Steps to Update Wage Info

After the exit screen comes up, next click on “Details” which will open the actual job selected to be “Edited”.

**Informational Message:**  
Please click Save to confirm your changes.

**Q4 Post Exit**  
**Jan - Mar 2023**

[Joe Buck-1D](#) [Application Summary](#)

SSN: 9146   App LWA:20   App Date:12/01/2021   Exit Date:03/11/2022

GENERAL		
<b>Exit Date:</b> 03/11/2022		
<b>School Status At Exit:</b> Not attending school; H.S. graduate		
<b>Title</b>	<b>Registration Date</b>	<b>Exit Reason</b>
1D	12/01/2021	Entered Supplemental Employment

POST EXIT OUTCOME	
<b>Other Post Exit Outcome:</b>	Supplemental Employment
<b>Documentation/Verify Date:</b>	3/1/2023
<b>Documentation Source:</b>	Written Documentation

POST EXIT EMPLOYMENT	
<input type="button" value="Pick Job"/> <input type="button" value="Remove Job"/> <input type="button" value="Details"/>	
<b>UI Wages:</b> Not Available	
<b>Supplemental Employer:</b> Computer Banc	
<b>Employment Start:</b> 03/01/2022	
<b>Employment End:</b>	
<b>Source:</b> Copy of pay stub	
<b>Related to Training?</b> Yes	
<b>Supplemental Wages:</b> \$0.00 All Jobs in this Quarter	



# Updating Wage Information

- Go to the “Wages” block that is currently showing \$30.00 per hour
- Update to the new hourly wage information, which is \$32.50 per hour
- If hours increase, you will update accordingly. Note, for this participant, the hours had increased in October 2022

**Edit Job**

[Joe Buck-1D](#) [Application Summary](#)

SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

---

**DETS ID**

**TAA Petition:**  -  [Verify TAA Petition Number](#)

**\*Employer Name:**

**\*Employment Status:**

**\*Start Date:**  **End Date:**

**Job Title:**

**Street Address:**

**City:**

**State:**   **Zip Code:**

**Contact Name:**

**Contact Phone:**  **Extension:**

**Wages:**   **Per:**

**\*Hours Per Week:**

**Job Duties:**


**Primary Occupation:**   **Dislocation:**



# Updating Wage Information

- As shown, increased wage to \$32.50 and verified hours are correct at 50 hours per week
- Then click “Save” to lock those updates in for that job

**Edit Job**  
[Joe Buck-1D](#) [Application Summary](#)  
SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

 Save Cancel

---

DETS ID:  Search

TAA Petition:  -  [Verify TAA Petition Number](#)

\*Employer Name:  Computer Banc Search

\*Employment Status:  Entered Employment

\*Start Date:  03/01/2022 End Date:

Job Title:  Data Analysis


Street Address:  1212 Main St


City:  Springfield

State:  Illinois Zip Code:  62704

Contact Name:  Craig Pfiefer

Contact Phone:  (217)567-3239 Extension:

Wages:  \$32.50  Per:  Hour

\*Hours Per Week:  50.0 

Job Duties:  Analyzes abnormalities that are occurring with the customers that are using the "Banc-it" system.

Primary Occupation:  Yes Dislocation:



# Updating 4<sup>th</sup> Quarter Post-Exit

- Now it will bring back to the original Q4 Post-Exit Follow-Up and hit “Save”
- That will complete the update to the exit control pane for all four (4) quarters Post-Exit

**Q4 Post Exit**  
**Jan - Mar 2023**  
[Joe Buck-1D](#) [Application Summary](#)  
SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

GENERAL		
Exit Date: 03/11/2022		
School Status At Exit: Not attending school; H.S. graduate		
<b>Title</b> 1D	<b>Registration Date</b> 12/01/2021	<b>Exit Reason</b> Entered Supplemental Employment
POST EXIT OUTCOME		
Other Post Exit Outcome:	Supplemental Employment	
Documentation/Verify Date:	3/1/2023	
Documentation Source:	Written Documentation	
POST EXIT EMPLOYMENT		
<a href="#">Pick Job</a> <a href="#">Remove Job</a> <a href="#">Details</a>		
UI Wages: Not Available		
Supplemental Employer: Computer Banc		
Employment Start: 03/01/2022		
Employment End:		
Source: Copy of pay stub		
Related to Training? Yes		
Supplemental Wages: \$0.00 All Jobs in this Quarter		
<a href="#">Save</a> <a href="#">Cancel</a>		





# Completed Exit Control Panel

- Complete exit control panel for a participant that had supplemental employment through all four (4) quarters during Post-Exit Follow-Up
- Notice how in the Q3 that overall wage had gone up, and that was due to participant hours increasing to 50 hours per week since October 2022
- Then, under Q4, another increase due to a pay increase that we had demonstrated being updated by editing the original exit job record

<b>Q1 POST EXIT</b> Apr - Jun 2022 <b>UI Wages:</b> Not Available <b>Supplemental Employer:</b> Computer Banc <b>Employment Start:</b> 03/01/2022 <b>Employment End:</b> <b>Other Post Exit Outcome:</b> Supplemental Employment <b>Supplemental Wages:</b> \$15,600.00 All Jobs in this Quarter	Update
<b>Q2 POST EXIT</b> Jul - Sep 2022 <b>UI Wages:</b> Not Available <b>Supplemental Employer:</b> Computer Banc <b>Employment Start:</b> 03/01/2022 <b>Employment End:</b> <b>Other Post Exit Outcome:</b> Supplemental Employment <b>Supplemental Wages:</b> \$15,600.00 All Jobs in this Quarter	Update
<b>Q3 POST EXIT</b> Oct - Dec 2022 <b>UI Wages:</b> Not Available <b>Supplemental Employer:</b> Computer Banc <b>Employment Start:</b> 03/01/2022 <b>Employment End:</b> <b>Other Post Exit Outcome:</b> Supplemental Employment <b>Supplemental Wages:</b> \$19,500.00 All Jobs in this Quarter	Update
<b>Q4 POST EXIT</b> Jan - Mar 2023 <b>UI Wages:</b> Not Available <b>Supplemental Employer:</b> Computer Banc <b>Employment Start:</b> 03/01/2022 <b>Employment End:</b> <b>Other Post Exit Outcome:</b> Supplemental Employment <b>Supplemental Wages:</b> \$21,125.00 All Jobs in this Quarter	Update



# Verify Case Notes are Caught Up

- Review/update case notes to ensure all are accurate and up to date
- In this case, the last note verified the details about the participant's pay raise and detailed Q4 Post-Exit Follow-Up

## List Case Notes

[Joe Buck-1D](#) [Application Summary](#)

SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

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	Contact Date	Note Category	Program	Note Subject	Updated By	Created
<a href="#">View</a>	03/11/2023	Post-Exit Follow-Up	WIOA	Received March 2023 Pay Check - closing out F/U	<a href="#">Student Two</a>	2023-03-11 13:18:23.909
<a href="#">View</a>	01/04/2023	Post-Exit Follow-Up	WIOA	4th Quarter Post Exit Follow-up - Pay check	<a href="#">Student Two</a>	2023-03-11 13:14:55.873
<a href="#">View</a>	12/10/2022	Post-Exit Follow-Up	WIOA	Updated Pay Check - Hours up to 50 per week	<a href="#">Student Two</a>	2023-03-11 12:29:39.154
<a href="#">View</a>	10/01/2022	Post-Exit Follow-Up	WIOA	3rd Quarter Post Exit Follow-up - E-mail	<a href="#">Student Two</a>	2023-03-11 12:28:23.222
<a href="#">View</a>	07/18/2022	Post-Exit Follow-Up	WIOA	2nd Qtr Follow-up - Pay Check Provided	<a href="#">Student Two</a>	2023-03-11 12:21:59.177
<a href="#">View</a>	06/10/2022	Post-Exit Follow-Up	WIOA	June 2022 Follow-up	<a href="#">Student Two</a>	2023-03-11 12:05:57.316
<a href="#">View</a>	05/09/2022	Post-Exit Follow-Up	WIOA	2nd Month of Follow-up	<a href="#">Student Two</a>	2023-03-11 12:03:52.044
<a href="#">View</a>	04/10/2022	Post-Exit Follow-Up	WIOA	First month of Follow-up - Job at Computer Banc Going Great	<a href="#">Student Two</a>	2023-03-11 11:58:37.756
<a href="#">View</a>	03/11/2022	Post-Exit Follow-Up	WIOA	Follow-up Being Opened	<a href="#">Student Two</a>	2023-03-11 12:02:10.998
<a href="#">View</a>	03/11/2022	Case Note Supporting Same Day Service	WIOA	Last enrolling service	<a href="#">Student Two</a>	2023-03-11 11:23:01.327



# Closing Follow-Up Services

- Go back into the services screen and take action to close the “Follow-Up” Service that was opened back on 3/11/2022
- This can be accomplished by clicking on the original Follow-Up Service

## Services

[Joe Buck-1D](#) [Application Summary](#)

SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

5 found Page 1 of 1

Start Date	End Date	Service Provided	Status	Created By
03/11/2022		<a href="#">Follow-up Services - 1D</a>	Open	<a href="#">Student Two</a>
02/01/2022	02/01/2022	<a href="#">SS - Tools/Equipment - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/13/2021	03/01/2022	<a href="#">OJT - Private Sector - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/01/2021	03/10/2022	<a href="#">Development of an IEP - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/01/2021	03/11/2022	<a href="#">Career Planning (Case Management) - 1D</a>	Successful Completion	<a href="#">Student Two</a>

Page 1 of 1



# Closing Follow-Up Services

- Once the original “Follow-Up” Service is brought up, populate the “End Date” and update the “Current Status” to “Successful Completion”
- The end date should match the last case note about Follow-Up

## Edit Required Activity Information

[Joe Buck-1D](#) [Application Summary](#)

SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

Created By: Student Two  
Date Created: 03/11/2023  
Last Updated By: Student Two  
Last Updated: 03/11/2023  
Title: 1D  
Service Level: Career Services  
Activity: Follow-up Services  
\*Grant: 21681020-Land of Lincoln Workforce Alliance ▾  
Provider: [Testing20-20 Illinois workNet Center](#)  
Start Date: 03/11/2022  
End Date: 3/11/2023  
\*Current Status: Successful Completion ▾  
\*Supports Bridge: Open  
Program?: Successful Completion  
Comments: UnSuccessful Completion

Additional Info

Save Cancel



# Closing Follow-Up Services

- For this example participant, the Follow-Up Service that was opened back on 3/11/2022 will end on 3/11/2023
- The “Current Status” is switched from “Open” to “Successful Completion” and then click on “Save”

## Edit Required Activity Information

[Joe Buck-1D](#) [Application Summary](#)

SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

Created By: Student Two  
Date Created: 03/11/2023  
Last Updated By: Student Two  
Last Updated: 03/11/2023  
Title: 1D  
Service Level: Career Services  
Activity: Follow-up Services  
\* Grant: 21681020-Land of Lincoln Workforce Alliance ▾  
Provider: [Testing20-20 Illinois workNet Center](#)  
Start Date: 03/11/2022  
End Date: 3/11/2023 ←  
\* Current Status: Successful Completion ←  
\* Supports Bridge Program?: No ▾  
Comments:

Additional Info

Save Cancel



# Closing Follow-Up Services

Lastly, a quick review of the services screen to verify that the “Follow-Up” Service is portrayed with the correct end date.

**Informational Message:**  
Update Successful

## Services

[Joe Buck-1D](#) [Application Summary](#)

SSN: 9146 App LWA:20 App Date:12/01/2021 Exit Date:03/11/2022

5 found Page 1 of 1

Start Date	End Date	Service Provided	Status	Created By
03/11/2022	03/11/2023	<a href="#">Follow-up Services - 1D</a>	Successful Completion	<a href="#">Student Two</a>
02/01/2022	02/01/2022	<a href="#">SS - Tools/Equipment - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/13/2021	03/01/2022	<a href="#">OJT - Private Sector - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/01/2021	03/10/2022	<a href="#">Development of an IEP - 1D</a>	Successful Completion	<a href="#">Student Two</a>
12/01/2021	03/11/2022	<a href="#">Career Planning (Case Management) - 1D</a>	Successful Completion	<a href="#">Student Two</a>

Page 1 of 1



# Career Connect: Closing Follow-Up

- Go back into services screen and take action to close the “Follow-Up” Service that was opened back on 1/24/2023
- This can be accomplished by clicking on the blue [Close](#) link

Currently managing: Costanza, George - Service Tracking: ON

Search:

PE ⓘ	EE ⓘ	Status	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
<input type="radio"/>	<input type="radio"/>	<span style="color: green;">O</span>	<a href="#">F11 - Other Follow Up Service_not classified (490)</a> National Able Network, Inc	<span style="color: purple;">W</span>	Dislocated Worker	N/A	01/28/2023	01/26/2024	<a href="#">Close</a>
<input type="radio"/>	<input type="radio"/>	<span style="color: orange;">C</span>	<a href="#">181 - Supportive Service - Transportation Assistance</a> National Able Network, Inc	<span style="color: purple;">W</span>	Dislocated Worker	N/A	01/27/2023	01/27/2023	<a href="#">01/27/2023</a> Successful Completion
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<span style="color: orange;">C</span>	<a href="#">202 - Career Planning (Case Management)- Same Day Service</a> National Able Network, Inc	<span style="color: purple;">W</span>	Dislocated Worker	N/A	01/27/2023	01/27/2023	<a href="#">01/27/2023</a> Successful Completion
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<span style="color: orange;">C</span>	<a href="#">210 - Referred to Employment/Placement Assistance (STAFF ASSISTED)-Same Day Service</a> National Able Network, Inc	<span style="color: purple;">W</span>	Dislocated Worker	N/A	01/19/2023	01/19/2023	<a href="#">01/19/2023</a> Successful Completion
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<span style="color: orange;">C</span>	<a href="#">205 - Develop IEP -Same Day Service</a> National Able Network, Inc	<span style="color: purple;">W</span>	Dislocated Worker	N/A	01/17/2023	01/17/2023	<a href="#">01/17/2023</a> Successful Completion
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<span style="color: orange;">C</span>	<a href="#">224 - Career Exploration-STAFF ASSISTED (Same Day Service)</a> National Able Network, Inc	<span style="color: purple;">W</span>	Dislocated Worker	N/A	01/12/2023	01/12/2023	<a href="#">01/12/2023</a> Successful Completion
<input checked="" type="radio"/>	<input checked="" type="radio"/>	<span style="color: orange;">C</span>	<a href="#">207 - Comprehensive &amp; Specialized Assessment-Same Day Service</a> National Able Network, Inc	<span style="color: purple;">W</span>	Dislocated Worker	N/A	01/12/2023	01/12/2023	<a href="#">01/12/2023</a> Successful Completion

Page 1 of 1 Rows: 25



# Career Connect: Closing Follow-Up

- Once the original “Follow-Up” Service is brought up, populate the “End Date” and update the “Current Status” to “Successful Completion”
- The end date should match the last case note about Follow-Up
- The “Current Status” is switched from “Open” to “Successful Completion” and then click on “Finish”

**General Information** | **Service Provider** | **Enrollment Cost** | **Financial Aid** | **Enrollment Budget** | **Budget Planning** | **Closure Information**

### Closure Information

**Enrollment Summary:**  
Enrollment ID: 654167  
Username: GCOSTANZA  
WIOA Application ID: 432628  
Activity Code: F11 - Other Follow Up Service, not classified (490)  
Activity Dates: 1/28/2023 - 1/26/2024

**Last Activity Date:**  Today

**Completion Code:**

**Case Notes:** [ [Add a new Case Note](#) | [Show Filter Criteria](#) ]

ID	Create Date	Subject	Action
No data found.			

<< Back | **Finish** | Delete





# Career Connect: Closing Follow-Up

Lastly, a quick review of the services screen to verify that the “Follow-up” Service is portrayed with the correct end date.

Currently managing: Costanza, George - Service Tracking: ON

Search:

PE	EE	Status	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
			<a href="#">F11 - Other Follow Up Service not classified (490)</a> National Able Network, Inc		Dislocated Worker	N/A	01/28/2023	01/26/2024	<a href="#">04/21/2023</a> Successful Completion
			<a href="#">181 - Supportive Service - Transportation Assistance</a> National Able Network, Inc		Dislocated Worker	N/A	01/27/2023	01/27/2023	<a href="#">01/27/2023</a> Successful Completion
			<a href="#">202 - Career Planning (Case Management)- Same Day Service</a> National Able Network, Inc		Dislocated Worker	N/A	01/27/2023	01/27/2023	<a href="#">01/27/2023</a> Successful Completion
			<a href="#">210 - Referred to Employment/Placement Assistance (STAFF ASSISTED)-Same Day Service</a> National Able Network, Inc		Dislocated Worker	N/A	01/19/2023	01/19/2023	<a href="#">01/19/2023</a> Successful Completion
			<a href="#">205 - Develop JEP -Same Day Service</a> National Able Network, Inc		Dislocated Worker	N/A	01/17/2023	01/17/2023	<a href="#">01/17/2023</a> Successful Completion
			<a href="#">224 - Career Exploration-STAFF ASSISTED (Same Day Service)</a> National Able Network, Inc		Dislocated Worker	N/A	01/12/2023	01/12/2023	<a href="#">01/12/2023</a> Successful Completion
			<a href="#">207 - Comprehensive &amp; Specialized Assessment-Same Day Service</a> National Able Network, Inc		Dislocated Worker	N/A	01/12/2023	01/12/2023	<a href="#">01/12/2023</a> Successful Completion

Page 1 of 1 Rows: 25



# IPATS & WIOA Performance

- Illinois Performance Accountability & Transparency System (IPATS) is an invaluable tool, along with IWDS
- Follow-Up Services can assist Career Planners in managing their case files and performance outcomes of their participants
  - This period of time is critical to accurately reporting positive outcomes
- IPATS Dashboard provides customer activity to more effectively
  - Track career and training services dates
  - Monitor case notes and two-way communication
  - Identify program exit dates
  - Assure accurate WIOA performance outcomes
- Regular reviews can inform the career planner when important dates and timelines are upcoming, or identify when performance-related information may not have been reported



# IPATS View of IWDS Entries

Customer Activity	
⚠ No Case Note in 30 Days ⓘ	2,721
* Last Active Service Greater than 60 days ago ⓘ	1,721
⚠ Last Active Service Greater than 90 days ago ⓘ	741
⚠ Last Active Service Greater than 110 days ago ⓘ	460
* Participants with Open Services for more than 6 Months ⓘ	2,982
⚠ Participants with Open Services for more than 18 Months ⓘ	690
Enrolled in Both LWIA & Statewide LWIA 90 ⓘ	116
Total ⓘ	9,453



# IPATS and Performance Tracking

## Performance "Training" Indicators: Measurable Skill Gains & Credential Attainment Rate

Total Training Participants ⓘ	21,178
Total Participants with Measurable Skill Gains Recorded ⓘ	16,842
Total Participants without Measurable Skill Gains Recorded ⓘ	4,336
* Total Participants with a Credential but without Measurable Skill Gains ⓘ	1,568
* 30 days left to earn Measurable Skill Gains ⓘ	0

# Questions or Comments

## Submittal of Questions or Comments

- Questions should be submitted through [WIOA Title IB Performance FAQ](#) page
- Select the appropriate Sub-Category (e.g. 7. Follow-Up Services)
- Keep them general, brief and applicable to twenty-two LWIA representatives
- Questions should not contain Participant names, addresses, or other PII

## Responses to Questions or Comments

- Submitter will receive direct email with response from a general information Illinois workNet email account (not from OET staff)
- Responses will be posted to [WIOA Title IB Performance FAQ](#) page





# OET Contacts



**Illinois**  
**Department of Commerce**  
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## WIOA Policy Questions

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## WIOA Performance Questions

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## WIOA IWDS/Systems Questions

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thank you