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## Overview

#### Purpose

The Groups tab in Illinois workNet allows users to track all case-managed customers assigned to a group. Customers may be added to the group by adding basic information and then completing the program application in Illinois workNet. Other Impacted Individuals are entered by a different method and location.

#### Who Enters/Maintains Data

All Illinois workNet partners with access to Youth Career Pathways can view group members, provide customers the link to the application by adding customers in advance to the group.

You may direct potential participants to the public Youth Career Pathways program page for more information. Link located here: <u>https://www.illinoisworknet.com/youthcareerpathways/Pages/default.aspx</u>

## Access Customer Group

- 1. Log in to <u>www.illinoisworknet.com</u>.
- 2. Select My Dashboard.
- 3. Select Partner Tools.
- 4. Select Customer Support Center.
- 5. Select Groups in the top menu.
- Select a group. Youth Career Pathways PY21

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Search									
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	mer Support Center Groups to orga get started. Learn more	nize customers a	nd view informatio	n saved with eac	h customer'	s account. C	reate your pers	sonal group or sele	ect
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	Group Name Show Advanced Sea	rch							
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ld 🕴	Name		≜ T <u>j</u>	ype	$\Rightarrow$	Active	Partners	Customers	÷
11276	Olive-Harvey City College		A	uthorization		true	0	0	
8318	2019 NOFO Grants Admin		A	uthorization		true	0	0	
8319	2019 NOFO Grants Admin2		A	uthorization		true	0	0	
11275	A Darn Good Site		A	uthorization		true	1	0	

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.





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- 7. Search for a customer by entering:
  - a. Name
  - b. Illinois workNet Identification number (six digits)
  - c. Intermediary agency if user has access to multiple agencies
  - d. Program name
  - e. Advanced Search items:
    - i. Application Status
    - ii. Eligibility Determination Date
    - iii. Enrollment Status
    - iv. Customer Type
    - v. Co-Enrolled in IWDS
    - vi. 1<sup>st</sup> Career Plan Agreement Date
    - vii. Services
    - viii. Completion Status
    - ix. Placement Status
    - x. MSG Earned
    - xi. Credential Earned
    - xii. 30-day Review
    - xiii. Integrated Resource Team Contact
- 8. If customer is found, click customer last name to open file.

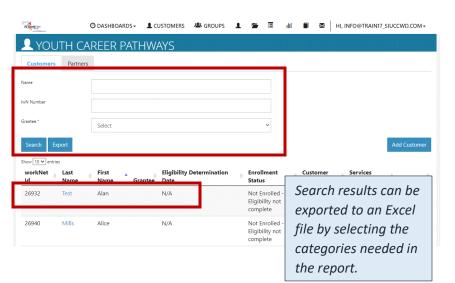
## Add Customers

Add case managed customers to the customer group by:

- Log in to Illinois workNet, select Customer Support Center from Partner Tools. Select Groups page. Select Youth Career Pathways group.
- 2. Click Add Customer button.
  - a. Enter:

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workNet (	Last Name	First A	Grantee	Date	Determination	\$	Enrollment Status	- 0	Customer Type	0	Services Started	\$	Placement
26932	Test	Alan		N/A			Not Enrolled - Eligibility not complete		Unknown		No		Not Placed
26940	Mills	Alice		N/A			Not Enrolled - Eligibility not complete		Unknown		No		Not Placed

Change 10 and proteins



workNet	Last	First A	Intermediary	Eligibility Determination	Enrollment Status	Customer Type	1st Career Plan Agreement	Placement
14908	Futures	Bilding	LWIA 15 Career Link	N/A	N/A	N/A	N/A	Placed
14935	Green	Dexter	LWIA 15 Career Link	N/A	N/A	N/A	N/A	Not Placed
14946	Dumpty	Humpty	LWIA 15 Career Link	N/A	N/A	N/A	N/A	Not Placed
14917	Black	Jack	LWIA 15	N/A	N/A	N/A	N/A	Placed

### Adding Customers to the Group





i. First Name

- ii. Last Name
- iii. Date of Birth
- iv. Email / Confirm
- v. Social Security Number (SSN) / Confirm
- vi. Zip Code
- b. Select Search for existing customer.
- c. Review results. Select an option:
  - i. Send customer link to the initial application.
  - ii. Complete initial application with customer.
  - iii. Add next customer.
- d. If Intermediary added more than one customer, to complete initial application with customer follow these steps:
  - i. Search customer from group.
  - ii. Select Last Name.
  - iii. From Intake Review tab (default landing), select 1. Customer submits initial online assessment.
  - iv. Select Complete Initial Application with Customer OR if the customer has not yet completed the application Send Customer Link to Initial Application to resend the link.

Selecting Complete Initial Application with Customer opens the Application. Follow the prompts and pages to complete all requested information. Submit the application.

After the customer completes the application, follow the directions for verifying eligibility.

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		Send customer link to th	e initial assessment		
		Complete initial assessm	ent with customer		
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