

Purpose:

To provide a tool case workers/career navigators can use to schedule the initial LWIA provider appointment.

Highlights:

- LWIA providers have the opportunity to communicate available initial appointment times.
- Customer has the opportunity to select a day and time that can work with their schedule while they are with the DCFS case worker.

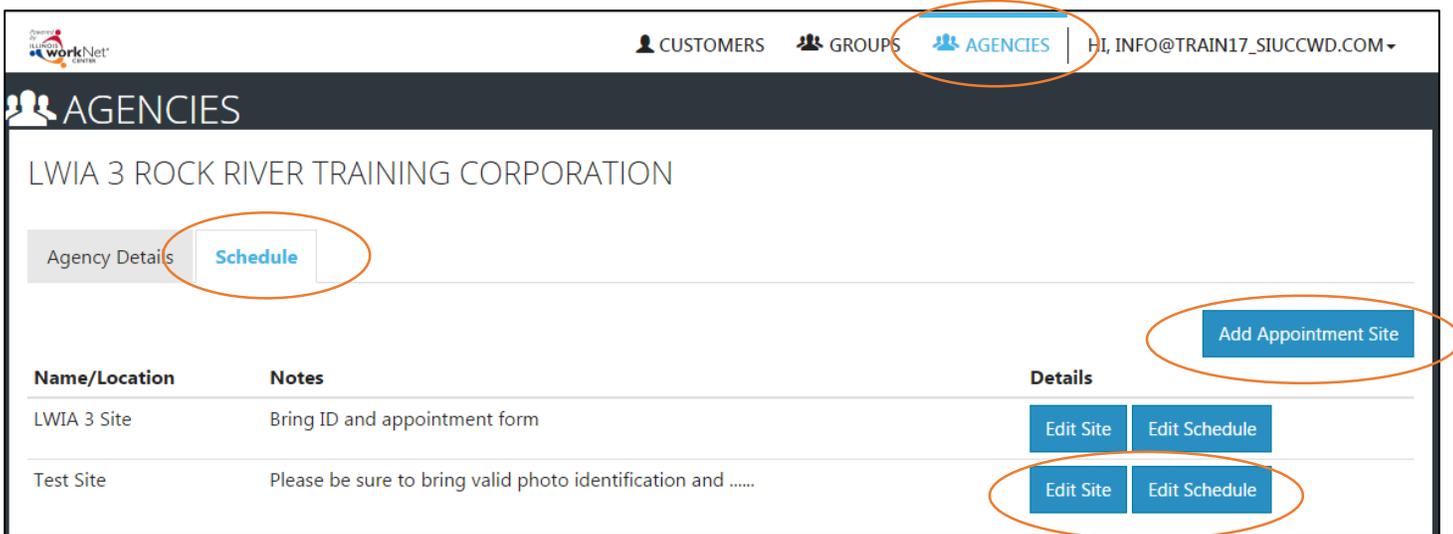
Who can use the calendar? Only DCFS and CBO staff that have been given access to the Building Futures program use the calendar for the initial provider appointment.

- **Statewide User Roles** - Statewide staff can access the calendars for all customer and training providers.
- **DCFS Case Worker Role** - Staff can access the calendars for all customers and providers in their region/office.
- **LWIA Career Planner Role** - Staff can view/edit the calendar for their agency.

LWIA Providers Enter Appointment Openings

How do you access the calendar schedule tool?

1. Go to www.illinoisworknet.com and **log in** to your account.
2. Go to **My Dashboard** and select **Dashboard/Partner Tools**.
3. Select **Customer Support Center** and the **Building Futures** group.
4. Select **Agencies**.
5. Select the **agency name** and select **Schedule** tab.



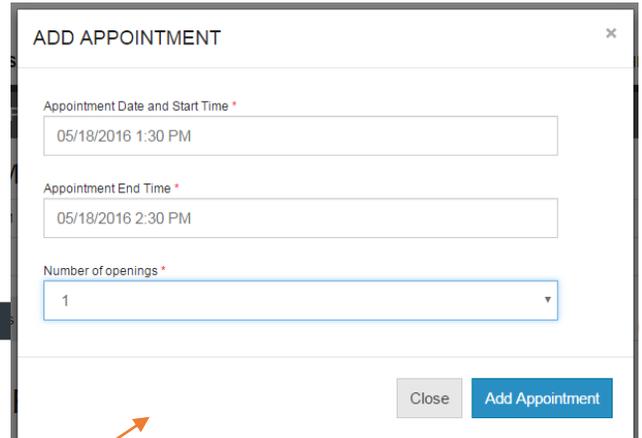
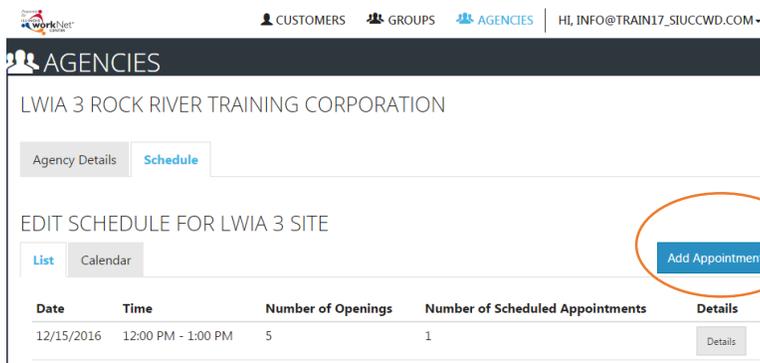
Add/Edit Appointment Site

6. Add appointment site. Each location can have one or multiple appointment sites. If there are multiple appointment sites, they can be set up by:
 - a. Location or
 - b. Staff member

7. Select **Add Appointment Site**
 - a. Enter the Name/Location
 - b. Enter Description. Include address of the appointment and any other notes that would be helpful (e.g., parking instructions, etc.)

Set Appointment Dates/Times

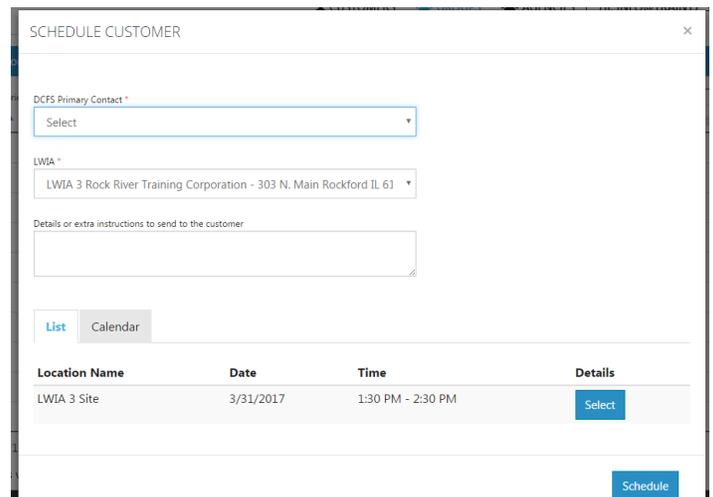
8. Select **Edit Schedule**.
9. Select **Add Appointment**.
10. Enter **Start/End Date and Time**.
11. Select the **number of people** that can sign up for that time slot and **Add Appointment**.



Appointments slots are available in both a list view and calendar view.

DCFS Staff Use the Schedule to Schedule Initial LWIA Provider Appointment

1. DCFS staff select the DCFS primary contact and then select the LWIA. The LWIA schedule appears on the page. They can add extra instructions for the customer.
2. DCFS staff work with the customer to identify a time slot that will fit with their schedule, then **Select** and **Schedule** the appointment time. They can enter additional notes when setting the appointment if needed.
3. Once the appointment is set an email/message is sent to the CBO staff and customer with the appointment details.



This assigns the customer to the LWIA. Now LWIA staff can view the customers.

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