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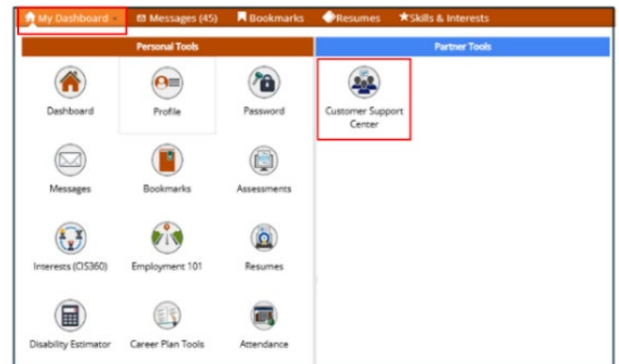
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Overview

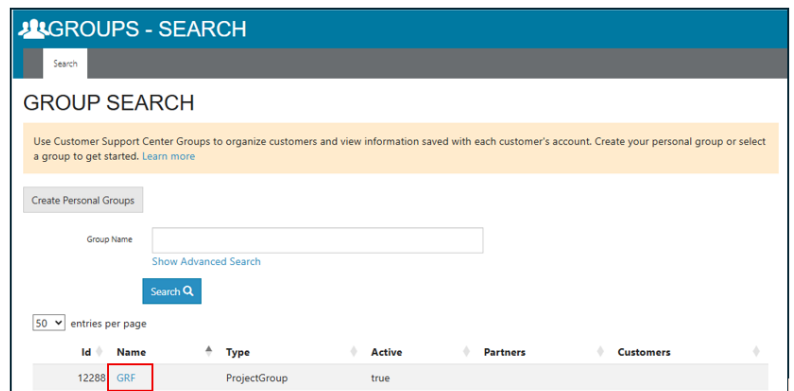
When closing out a customer in the GRF system, the Outcomes and Service Level sections must be completed. This ensures the final status of the customer is properly documented and accurately reflected on the dashboard and in reporting.

Access Customer Group

1. Log in to www.illinoisworknet.com
2. Select **My Dashboard**.
3. Select **Customer Support Center** in the Partner Tools.



4. Select **GRF** on the Group Search.





5. Select the **customer's last name** on the Customer Information tab to begin the close-out process.

GRF PROGRAM REPORTING SYSTEM

Back to Customer List

Customer Information | Capacity Building | Work Plan & Reports | Planned vs. Actual GRF | Glossary

Search By

Program Year: PY 25: 07/01/25 - 06/30/26

Name:

Lwia: LWIA 7

Grantee: GRF - Training for LWIA 7

Office: SERC (AJC in North Riverside) - subgroup of LWIA 7

Service Level: Select

Search | Export | Reset Filters | Upload Customer Information | Add Customer

50 entries per page

Service Level	Program Year	LWIA #	Last Name	First Name	Grantee	Last Updated
Enrolled	PY 25: 07/01/25 - 06/30/26	7	Appleton	Bailey	SERC (AJC in North Riverside) - subgroup of LWIA 7	04/17/2026

Closing Out a Customer

When closing out a customer, be sure to complete both the **Outcomes** and **Services** sections to ensure accurate records.

Step 1: Select the Outcomes(s) in the Outcomes Section

1. On the Customer's Progress tab, click the **View/Edit** button next to the Outcomes section.

PROGRESS CASE NOTES(0)

Profile: Bailey Appleton View/Edit

Email: BPL23@gmail.com

DOB: 04/01/1999

Service Level: Enrolled

Participant Summary Tools

Case Notes

Profile: Grantee: SERC (AJC in North Riverside) - subgroup of LWIA 7

Grant Number: 112233

Age: 25-54

Education at Intake: High school diploma

Gender: Female

Demographics: Black/African American

Characteristics: Considered to have a disability, Immigrant and Refugee Adult Learners, Unemployed/Underemployed

Potential Barriers: Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers, Low Income

Authorized to Work: Yes

Service Level: **Good**

Recruited Date: Date Not Entered

Referred Date: Date Not Entered

Enrolled Date: 04/01/2026

Closed Date: Date Not Entered

Services: Work Based On the Job Training 04/02/2026 **Good**

Outcomes: Outcomes Not Entered **Attention**



2. Enter the **End Date**

3. **Did not complete the program/activity**

If the participant **did not complete the program**, check the box.

4. **Outcomes**

Check the box(es) next to the outcomes that apply to the customer:

- Employed full-time after program/activity completion
- Obtained a credential
- Participated in career exploration activities
- Completed skill development training
- Retained in employment
- Increased Wages
- Promoted within their field
- Completed the program/activity

Note: **More than 1 credential can be selected** in this box.

5. **Customer Satisfaction Survey**

If the customer has completed the survey, check the box next to, **Completed customer satisfaction survey for the program/activity.**

- **Select a rating** - The survey uses a rating scale from 1 (lowest) to 5 (highest).
- **Notes** – This box is provided for any notes or comments the participant provided for their rating.

6. Click **Save**

7. After the Save button is clicked, a reminder message will pop up: *Please remember to enter a Closed Date in the Service Level section when closing out a customer.*

8. Click **OK**

9. The Outcomes section will now show a **Green (Good) flag**.



Step 2: Enter a Closed Date in the Service Level section

1. After saving the Outcomes, click the **View/Edit** button next to the Service Level section.

View/Edit

Service Level:
Recruited Date: Date Not Entered

Referred Date: Date Not Entered

Enrolled Date: 03/01/2026

Closed Date: Date Not Entered

Good

2. Select the dropdown menu next to Level. Scroll down and click **Closed**.

EDIT SERVICE LEVEL

10 entries per page

Service Level	Date	Remove
Enrolled	03/01/2026	Remove

Showing 1 to 1 of 1 entry

Level: Select

Date: Select

Closed

Close

3. Enter the closed **date** and then click **save**.

EDIT SERVICE LEVEL

10 entries per page

Service Level	Date	Remove
Enrolled	03/01/2026	Remove

Showing 1 to 1 of 1 entry

Level: Closed

Date: 04/20/2026

Save

Close

4. After the Save button is clicked, a message will pop up:

Service Level Added.

Click **OK**

Service Level Added

OK

Service Level: Closed

Date: 04/20/2026

Remove

Showing 1 to 1 of 1 entry

Save

Close



5. Review the customer's **Progress** tab to verify that both updates display.

PROGRESS CASE NOTES(0)

Profile: Thomas McCrawford
Email: T-MC@noemail.com
DOB: 09/01/2003
Service Level: Closed
 See All

Participant Summary Tools
 Case Notes

View/Edit **Profile:**
Grantee: SERC (AJC in North Riverside) - subgroup of LWA 7
Grant Number: 112233
Age: 16-24
Education at Intake: High school diploma
Gender: Female
Demographics: Asian
Characteristics: Older Worker
Potential Barriers: Youth who are in or have aged out of the foster care system
Authorized to Work: Yes

View/Edit **Service Level:** Good
Recruited Date: Date Not Entered
Referred Date: Date Not Entered
Enrolled Date: 03/01/2026
Closed Date: 04/20/2026

View/Edit **Services:** Good
 Pre-Apprenticeship Training 04/01/2026

View/Edit **Outcomes:** Good
 End Date: 04/20/2026
 Did not complete program/activity

Planned vs. Actual Dashboard

After both the Service Level and Outcomes sections are updated, the customer updates will show in a couple of different areas:

- On the **Individuals** tab, the customer will show in the **Participants Closed** number(s).

PLANNED VS ACTUAL GRF

Assessment | Planned vs. Actual GRF

Back to Customer List

Customer Information | Capacity Building | Work Plan & Reports | **Planned vs. Actual GRF**

Individuals | Capacity Building

Grantee *
 GRF - Training for LWA 7

LWIA Regions
 LWA 7

Timeframe *
 All

Office
 SERC (AJC in North Riverside) - subgroup of

Region
 LWA

Filter | Reset Filters | Export

Activities and Outcomes	Last Completed Quarter	# Planned	# Actual
Service Levels			
Participants Carried Over	0	2	0
Participants Recruited	0	2	0
Participants Enrolled	2	2	1
Participants Referred	0	2	0
Participants Closed	0	2	1