

## **Access Building Future Customers**

- 1. Log into www.illinoisworknet.com.
- 2. Select My Dashboard then select Dashboard/Partner Tools.
- 3. Select Customer Support Center.
- 4. Select the Building Futures group.
- Select the Customer to view their Progress page. This will open in a new tab/window.

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👤 BUILDI	ING FU	TURES								
Customers										
Name										
Advanced Search	h									
Search Expor	t									Add Customer
Show 10 👻 entries										
Last Name 🔺	First Name 🕴	Provider 🕴	DCFS Office	Username	÷ Er	nail	+	Application Date	÷	Enroliment Status
Apple	Sidney	15	406 E. Monroe	SApple	sa	pple@noemail123.com		9/21/2017		Enrolled
Getty	Estelle	3	8 Galena Blvd	EGetty	Eg	etty@noemail.com		8/3/2017		Not Enrolled
Jackson	Fran	15	406 E. Monroe	FJackson	fja	ckson@123noemail.cor	m	9/21/2017		Enrolled

## **Create a Service Delivery Plan and Add Credentials**

Use the following information as a starting point to discuss and develop the customer's goals, then identify the steps to achieve those goals:

- Application.
- Employment 101 Plans and Assessments.
- Interest Survey Results.

COMPLETE EMPLOYMEN Complete Pre-assessment - Not C Complete Post-assessment - Not C Complete Post-assessment - Not C Complete Interest Survey - Not Cc	IT 101 omplete Complete omplete	Emplo	yme	nt 101 (	Guide	e Plans				
SERVICES PROVIDED								Search	A	dd Service
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ihow 10 v entries Service/Program Name Pro	s vider D	itart Date	•	End Date	÷	Status	Credential Earned	÷s	ource	Remove

Start entering the Individualized Services, Training, and Employment Plan into the customer's Progress page.

## 1. Add Services.

- a. Select Add Service.
- b. Complete the required fields\* in the modal window.
  - Add any service to this section; if not started, enter Start/End Date and Notes to create a plan.
  - ii. Any Non-WIOA funded service can be added to the plan with any status.
  - iii. Self-Services can be added to the plan with any status.
- Add/update WIOA funded Staff-Assisted Service Credentials that have been initiated or completed/earned.

8.	ADD SERVICE		× -
9:	Service and Status		•
96	Service Type *	Youth Academic Learning Service	
ıt	Is this service paid for with WIOA Funds? *	Yes	
	Service *	Tutoring - Study Skills Training Instruction	
	Program Name		
L	CIP Code		
L	Description		
L	Status *	Not Started (Scheduled)	
L	Start Date *	10/09/2017	20
L	Due Date	<b>#</b>	b.
	Weekly Hours *	5	
	Notes		si

- a. Providers with access to IWDS can add services directly into IWDS.
  - i. The services will be synced with Illinois workNet to populate on this page.

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- ii. If the service and start date match the IWDS data, Illinois workNet will be updated with IWDS information.
- iii. If it can't make a match on the service and start date, the IWDS service will be added to the Progress Page. This may cause a duplicate of the service "not started" in Illinois workNet. If a duplicate service is entered, services with a Non-IWDS source can be deleted. Services from IWDS cannot be deleted.
- b. Providers without access to IWDS can submit a request for the LWIA staff to add Services and Credentials into IWDS.
  - i. Select the link to update the existing "planned" services, update the service and submit the request.
    - 1. A midday notice will be sent to the LWIA staff requesting the service in IWDS. They will receive a summary that includes all requests for their assigned customers. In order for LWIA staff to receive the notification, they need to be identified as a primary contact.
  - ii. LWIA staff will update the service in IWDS.
  - iii. That night, the IWDS services will be synced with Illinois workNet and populate on this page.
    - 1. If the service and the start date match the data entered into IWDS, the Illinois workNet service will be updated with IWDS information.
    - 2. If it can't make a match on service and start date, the IWDS service will be added to the Progress Page. This may cause a duplicate of the service "not started" in Illinois workNet. If a duplicate service is entered, services with a Non-IWDS sources can be deleted. Services from IWDS cannot be deleted.

Services								_
Add Service						Searc	h:	
Service/Program 🍦	Provider	Start Date	End Date	\$ Status	Credentia Earned	al 🔶	Source	Remove
Tutoring - Study Skills Training Instruction	N/A	9/14/2017	Not Complete	Started/Open	N/A		IWDS	
Showing 1 to 1 of 1 entr	ies					Previo	us 1	Next