Purpose:

The Progress page provides a customer level of program progress. Program information includes: contact information, enrollment status, goals, barriers, services, credentials, employment information, and other supporting documents as needed.

It is synced with the Illinois Workforce Development System (IWDS) federal reporting system. IWDS populates the Progress page enrollment, employment, and syncs IWDS services/credentials identified in the plan.

This page is also a communication tool for providers who do not have access to IWDS. These providers enter and update services on the Progress page. Once the services have been initiated or updated, a request to update IWDS is sent to the LWIA staff/career planner and the customer's primary contact. The system syncs with IWDS, and planned services are updated each night.

Who Enters/Maintains Data

- Grantee/Provider staff (who have access to IWDS) enters contact information, reviews and updates the goals and barriers to develop a service delivery plan, as well as other supporting documents, when needed. Staff verifies the information for accuracy monthly.
- Grantee/Provider staff (who do not have access to IWDS) enters contact information, reviews and updates the goals and barriers to develop a service delivery plan, as well as other supporting documents when needed. Staff then submits a request for services and credentials to be entered into the IWDS by LWIA staff. Staff verified the information for accuracy monthly.
- LWIA staff (assisting providers who do not have access to IWDS) receive notifications for services and credential updates in IWDS. Staff has full access to the Progress page, but are not required to update the Progress page.

Access Customer Progress Page

1. Log into www.illinoisworknet.com.
2. Select My Dashboard.
3. Select Partner Tools.
4. Select Customer Groups/Customer Support Center.
5. Select Groups in the top menu.
6. Select Youth Apprenticeship & Career Pathways.
7. Select the customer's name to access their information.
8. Select the Progress tab.

> **Shortcut Tip:**
>
> Go to www.illinoisworknet.com/YACPpartners.
>
> Select the link for Youth Apprenticeship & Career Pathways Partner Tools.
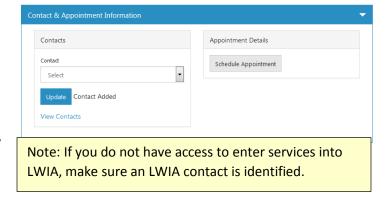
Add/Update Primary Contact

The customer's primary partner contacts are identified on this page. These contacts will receive notifications sent through the system regarding the customer.

1. Select Contact & Appointment Information.
2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools.
3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button.

Note: If you do not have access to enter services into LWIA, make sure an LWIA contact is identified.

Complete Progress Page Fields to Create the Individualized Service Strategy (ISS)

The Progress Page contains fields to collect Individualized Service Strategy (ISS) information such as: initial assessment information, enrollment information, goals, barriers, and planned services. IWDS refers to this as the ISS. In Illinois workNet, the ISS is often called ISTEP (Individualized Services, Training, and Employment Plan).

The ISS/ISTEP should be developed with the customer. The initial ISS/ISTEP is complete when the following sections have been updated:

- Contact Information
- Enrollment Information - The Customer must be an applicant or registrant.
- Goals
- Barriers
- Services – Identify services based on the customers goals and barriers. The status of the services can be Planned/Not Started.

Once the initial ISS/ISTEP is complete, select the Expand All & Print button. Print the document and place in the customers file or upload the document into the Progress Page Uploaded Document section. This documentation is required for monitoring.
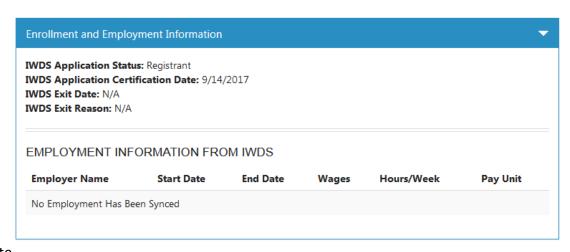
View Enrollment and Employment Information

Select Enrollment and Employment Information to view the IWDS application status and exit reason. WIOA funded staff assisted services cannot occur prior to the certification date. Make sure that planned services identified in the Services section, do not have a date prior to the certification date.

Enrollment and Employment Information ▼

IWDS Application Status: Registrant
IWDS Application Certification Date: 9/14/2017
IWDS Exit Date: N/A
IWDS Exit Reason: N/A

EMPLOYMENT INFORMATION FROM IWDS

Employer Name	Start Date	End Date	Wages	Hours/Week	Pay Unit
No Employment Has Been Synced					

Employment information that is entered into IWDS is synced in this area of the Progress page.

NOTE: If you are indicating "Gained Permanent Employment" as evidence of successful program completion, that information must be in IWDS.

View/Update Goals

Goal information, collected from the online application, populates in this section of the Progress page. The information includes subsections:

1. Review the recommended Training Program Name. The program recommendation should not need to be updated at this point. However, it can be updated in the Suitability page.
2. Review the Overview (read only) section.
   a. Career Interest Areas, Highest Level of Education, Credentials, and Employment History. This is only editable in the application, while the person is an inquirant.
   b. Employment 101 Guide Plans provides any work the customer has completed in Illinois workNet Employment 101. The customer is able to update the information in their Employment 101 Guide.
3. Discuss employment goals with the customer. This section is populated with information from the application. This information is a starting point to discuss and develop the customer's goals and identify steps to achieve those goals. Providers can update these goals as needed.
   a. Select the Edit button.

Goals ▼

Training Program Name	Length of Training	Distance
Machine	3 weeks	4.95 miles

OVERVIEW

Career Interest Areas: Health Science, Manufacturing, Transportation, Distribution, and Logistics
Highest Level of Education: H.S. Senior - Did not Attain H.S. Diploma
Credentials: None
Employment History: None
Employment 101 Guide Plans

Immediate Employment Goal   [Update] [Edit]
☑ Full Time
☐ Part Time
☐ Temporary Time
Time Available To Work
☑ Day

b. Update the goal information.
c. Select the Update Goals button to save changes.

View/Update Barriers

Barrier information collected in the online application populates the checkboxes in this section of the Progress page.

1. Review the checked list of barriers identified in the application.
2. Review and identify the subset of barriers (as needed). These are meant to be a prompt to further define the barrier. They were not included in the application since some customers are more willing to talk about their barriers rather than identify them on an application. They may be cautious of who will see the information or how it will be used. Make sure they know the information collected will be used to help identify resources to help them achieve their goals.
3. Select Update Barriers to save updates.

Enter Services, Provider Information and Earned Credentials

Use the information above as a starting point to discuss and develop the customer's goals and identify steps to achieve those goals.

1. Add Services.
    a. Select Add Service.
    b. Complete the required fields* in the modal window.
        i. 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.
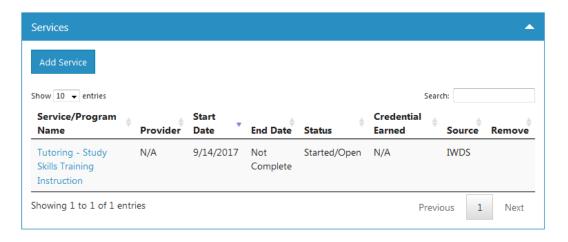2. Add/update WIOA funded staff-assisted Service Credentials that have been completed/earned.
    a. Providers with access to IWDS can add services directly into IWDS.
        i. The services will be synced with Illinois workNet and populate on this page.
        ii. If the service and the start date match the IWDS data, Illinois workNet will be updated with IWDS information.
        iii. 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, but the service is "not started" in Illinois

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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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 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 but the service is "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.
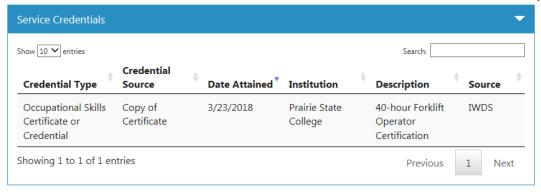
Services

Add Service

Show 10 ▾ entries   Search:

Service/Program Name	Provider	Start Date ▼	End Date	Status	Credential Earned	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 entries   Previous   1   Next

Service Credentials

If you do not have access to IWDS, you can enter credential information with the service that provided the credential. This update will submit a request to the LWIA contact to enter the credential information. Make sure that you have the supporting documentation in the customers file or upload the customer's credential into the Uploaded Documents section. This documentation is required for monitoring.

Credentials that are entered into the progress page as well as those synced with IWDS will display in the credential section. NOTE: If you are indicating "Earned Industry Recognized Credential or Postsecondary Credential" as evidence of successful program completion, that credential must be in IWDS. Credentials that are in IWDS have IWDS in the Source column.
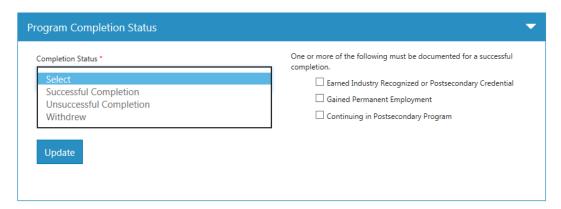
Service Credentials ▼

Show 10 ⌄ entries   Search: [   ]

Credential Type	Credential Source	Date Attained ▼	Institution	Description	Source
Occupational Skills Certificate or Credential	Copy of Certificate	3/23/2018	Prairie State College	40-hour Forklift Operator Certification	IWDS

Showing 1 to 1 of 1 entries   Previous | 1 | Next

Program Completion Status

Once a person is finished with the program, update their program completion status on the customer's Progress page. They can have one of the following completion statuses:

- Successful Completion = Must have completed the program. They must have one or more of the following documented in their progress page (or services/outcomes page):
  - Earned Industry Recognized or Postsecondary Credential
  - Gained Permanent Employment
  - Continuing in Postsecondary Program
- Unsuccessful Completion = Must have completed the program. They do NOT have one or more of the following documented in their progress page (or services/outcomes page):
  - Earned Industry Recognized or Postsecondary Credential
  - Gained Permanent Employment
  - Continuing in Postsecondary Program
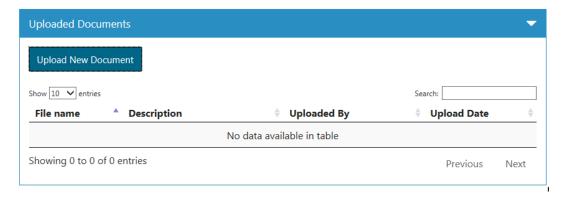- Withdrew = Did not complete the program.

Program Completion Status ▼

Completion Status *

| Select |
| Successful Completion |
| Unsuccessful Completion |
| Withdrew |

One or more of the following must be documented for a successful completion.

☐ Earned Industry Recognized or Postsecondary Credential

☐ Gained Permanent Employment
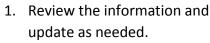
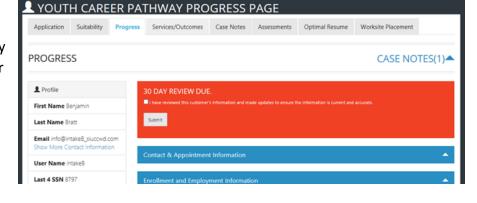☐ Continuing in Postsecondary Program

Update

Uploaded Documents

Use the Uploaded Documents section as a place to collect accomplishments or supporting documentation that would be needed for a monitoring visit. The following file formats can be uploaded: .pdf, .docx, .doc, and .xlsx. Do not upload any files that contain the customer's full social security number or other personal information that is not appropriate to share.

Progress Accuracy Verification (30 Day Review)

Providers are required to verify the customers information is up-to-date and accurate every 30-days. An alert is initially posted to the Progress page 30-days after the customer's application date. Use the Dashboard to easily find a list of customers who need to have their Progress page updated.

1. Review the information and update as needed.
2. Check the box to indicate you have reviewed and updated the information.