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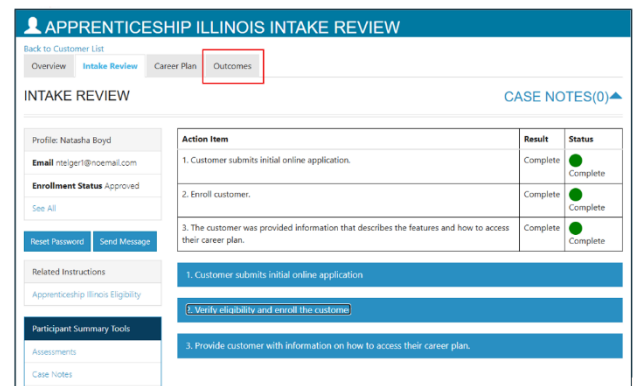
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Purpose

After the customer has completed the program, it is important to close them out both for reporting and to remove them from your case management roster.

Step 1 - Outcomes Tab

1. On the customer profile, select the **Outcomes** tab.



APPRENTICESHIP ILLINOIS INTAKE REVIEW

Back to Customer List

Overview Intake Review Career Plan **Outcomes**

INTAKE REVIEW CASE NOTES(0)▲

Profile: Nataasha Boyd
Email: nteiger1@noemail.com
Enrollment Status: Approved
See All
Reset Password Send Message

Related Instructions
Apprenticeship Illinois Eligibility

Participant Summary Tools
Assessments
Case Notes

Action Item	Result	Status
1. Customer submits initial online application.	Complete	Complete
2. Enroll customer.	Complete	Complete
3. The customer was provided information that describes the features and how to access their career plan.	Complete	Complete

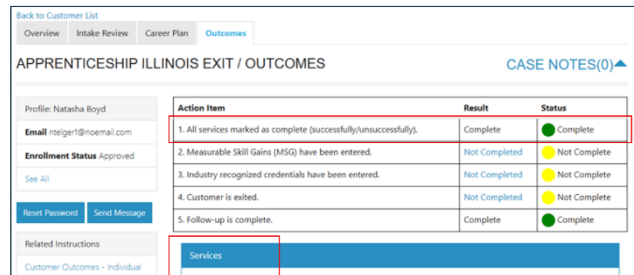
1. Customer submits initial online application

2. Verify eligibility and enroll the customer

3. Provide customer with information on how to access their career plan.

2. Select **Services** to expand the section. Review the **steps/services in the purple box** to determine the status.

- All services must be marked as *Successfully Completed* or *Unsuccessfully Completed* to exit the apprentice.
- Delete any services/steps that were not started by clicking the **red x icon**.



APPRENTICESHIP ILLINOIS EXIT / OUTCOMES

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Overview Intake Review Career Plan **Outcomes**

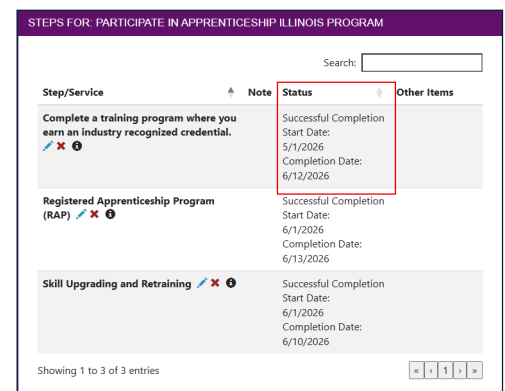
APPRENTICESHIP ILLINOIS EXIT / OUTCOMES CASE NOTES(0)▲

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Email: nteiger1@noemail.com
Enrollment Status: Approved
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Related Instructions
Customer Outcomes - Individual

Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Complete	Complete
2. Measurable Skill Gains (MSG) have been entered.	Not Completed	Not Complete
3. Industry recognized credentials have been entered.	Not Completed	Not Complete
4. Customer is exited.	Not Completed	Not Complete
5. Follow-up is complete.	Complete	Complete

Services



STEPS FOR: PARTICIPATE IN APPRENTICESHIP ILLINOIS PROGRAM

Search:

Step/Service	Note	Status	Other Items
Complete a training program where you earn an industry recognized credential.		Successful Completion Start Date: 5/1/2026 Completion Date: 6/12/2026	
Registered Apprenticeship Program (RAP)		Successful Completion Start Date: 6/1/2026 Completion Date: 6/13/2026	
Skill Upgrading and Retraining		Successful Completion Start Date: 6/1/2026 Completion Date: 6/10/2026	

Showing 1 to 3 of 3 entries



3. Select **Goals** to expand the section. Review the goals and update the Status if necessary.

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Overview Intake Review Career Plan Outcomes

APPRENTICESHIP ILLINOIS EXIT / OUTCOMES CASE NOTES(0)▲

Profile: Natasha Boyd

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Related Instructions

Customer Outcomes - Individual Level Information (PDF)

Participant Summary Tools

Assessments

Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Complete	Complete
2. Measurable Skill Gains (MSG) have been entered.	Not Completed	Not Complete
3. Industry recognized credentials have been entered.	Not Completed	Not Complete
4. Customer is exited.	Not Completed	Not Complete
5. Follow-up is complete.	Complete	Complete

Services

Goals

Goals

Add Goal Statement

Goal Statement	Category	Short/Long Term	Plan Services	Status
Participate in Apprenticeship Illinois Program	Career Plan	Long Term Goal	View	Complete Edit

Showing 1 to 1 of 1 entry

« < 1 > »

4. Select **Measurable Skill Gains** to expand the section. Review Measurable Skill Gains and add one or more if earned but not present.

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Overview Intake Review Career Plan Outcomes

APPRENTICESHIP ILLINOIS EXIT / OUTCOMES CASE NOTES(0)▲

Profile: Natasha Boyd

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Related Instructions

Customer Outcomes - Individual Level Information (PDF)

Participant Summary Tools

Assessments

Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Complete	Complete
2. Measurable Skill Gains (MSG) have been entered.	At least 1 MSG entered.	Complete
3. Industry recognized credentials have been entered.	Not Completed	Not Complete
4. Customer is exited.	Not Completed	Not Complete
5. Follow-up is complete.	Complete	Complete

Services

Goals

Measurable Skill Gains

Measurable Skill Gains

Skill Type: Select

Program Year: Select

Filter Start Date:

Filter End Date:

Filter Add Measurable Skill Gains

10 entries per page Search:

Skill Type	Date Attained	Comment	Program Year	Source
Training Milestone	6/1/2026	Attained MSG	2026	workNet

Showing 1 to 1 of 1 entry

« < 1 > »



5. Select **Earned Credentials** to expand the section. Review the Credentials and add one or more if earned but not present.

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APPRENTICESHIP ILLINOIS EXIT / OUTCOMES CASE NOTES(0)▲

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Related Instructions
Customer Outcomes - Individual Level Information (PDF)

Participant Summary Tools
Assessments
Case Notes

Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Complete	Complete
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4. Customer is exited.	Not Completed	Not Complete
5. Follow-up is complete.	Complete	Complete

Services

Goals

Measurable Skill Gains

Earned Credentials

Earned Credentials

Add Credential

10 entries per page Search:

Name	Credential Type	Credential Source	Date Attained	Institution	Source
Basic Work Skills	Certificate	Copy of Certificate	6/10/2026	Academy of Learning	workNet

Showing 1 to 1 of 1 entry

6. Select **Success Stories** to expand the section. Review the entries and add one if applicable.

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Overview Intake Review Career Plan Outcomes

APPRENTICESHIP ILLINOIS EXIT / OUTCOMES CASE NOTES(0)▲

Profile: Natasha Boyd
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Related Instructions
Customer Outcomes - Individual Level Information (PDF)

Participant Summary Tools
Assessments
Case Notes
Resumes
Uploads

Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Complete	Complete
2. Measurable Skill Gains (MSG) have been entered.	At least 1 MSG entered.	Complete
3. Industry recognized credentials have been entered.	At least 1 credential entered.	Complete
4. Customer is exited.	Not Completed	Not Complete
5. Follow-up is complete.	Complete	Complete

Services

Goals

Measurable Skill Gains

Earned Credentials

Success Stories

Success Stories

Add Success Story

10 entries per page Search:

Title	Program Type	Service Provider	Career Pathway	Date Created	Status
No data available in table					

Showing 0 to 0 of 0 entries



7. Select **Employment** to expand the section. When the apprentice gains employment post-enrollment, add the employment to this section.

Profile: Natasha Boyd Email: ntaiger1@noemail.com Enrollment Status: Approved See All Reset Password Send Message Related Instructions Customer Outcomes - Individual Level Information (PDF) Participant Summary Tools Assessments Case Notes Resumes Uploads Worksites	<table border="1"> <thead> <tr> <th>Action Item</th> <th>Result</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>1. All services marked as complete (successfully/unsuccessfully).</td> <td>Complete</td> <td>Complete</td> </tr> <tr> <td>2. Measurable Skill Gains (MSG) have been entered.</td> <td>At least 1 MSG entered.</td> <td>Complete</td> </tr> <tr> <td>3. Industry recognized credentials have been entered.</td> <td>At least 1 credential entered.</td> <td>Complete</td> </tr> <tr> <td>4. Customer is exited.</td> <td>Not Completed</td> <td>Not Complete</td> </tr> <tr> <td>5. Follow-up is complete.</td> <td>Complete</td> <td>Complete</td> </tr> </tbody> </table> Services Goals Measurable Skill Gains Earned Credentials Success Stories Exit Employment	Action Item	Result	Status	1. All services marked as complete (successfully/unsuccessfully).	Complete	Complete	2. Measurable Skill Gains (MSG) have been entered.	At least 1 MSG entered.	Complete	3. Industry recognized credentials have been entered.	At least 1 credential entered.	Complete	4. Customer is exited.	Not Completed	Not Complete	5. Follow-up is complete.	Complete	Complete
Action Item	Result	Status																	
1. All services marked as complete (successfully/unsuccessfully).	Complete	Complete																	
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4. Customer is exited.	Not Completed	Not Complete																	
5. Follow-up is complete.	Complete	Complete																	

Employment

For customers who enter employment, collect a copy of their pay stub to verify employment. A paper copy should be kept in the customer's paper file, and a digital copy should be uploaded via the customer's Uploads Tool.

Number of Active Employments since Enrollment Date of 5/1/2026: 0

Number of Active Employments related to application or Incumbent Status: 0

Employments shown here are either new employments starting after Enrollment or the participant is identified as an Incumbent Worker and those employments are also listed.

Add Employment

10 entries per page Search:

Name	Start Date	End Date	Job Title	Incumbent Employment
No data available in table				

Showing 0 to 0 of 0 entries

Step 2 – Exit Customers

1. On the outcomes tab, select the **Exit** section.
2. **Exit a customer** if boxes are checked:
 - All services are marked as complete – successful or unsuccessful.
 - Measurable Skill Gains have been entered.
 - Industry Recognized Credentials are entered into the system.
3. Select a **School Status**
4. Select an **Exit Reason**
5. Select an Exit Date
6. Click **Save Exit Status**

APPRENTICESHIP ILLINOIS EXIT / OUTCOMES CASE NOTES(0)

Profile: Natasha Boyd
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Enrollment Status: Approved
See All

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Related Instructions
Customer Outcomes - Individual Level Information (PDF)

Participant Summary Tools
Assessments
Case Notes
Resumes
Uploads
Workbooks

Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Complete	Complete
2. Measurable Skill Gains (MSG) have been entered.	At least 1 MSG entered.	Complete
3. Industry recognized credentials have been entered.	At least 1 credential entered.	Complete
4. Customer is exited.	Not Completed	Not Complete
5. Follow-up is complete.	Complete	Complete

Services
Goals
Measurable Skill Gains
Earned Credentials
Success Stories
Exit

Exit

To exit a customer all services must have a complete status (successful/unsuccessful). To ensure you are exiting a customer with positive performance outcomes all boxes must be checked.

- ☒ All services to have a complete status.
- ☒ Measurable Skill Gains have been entered.
- ☒ All Industry Recognized Credentials are entered into the system.

Credentials must be the Industry Recognized Credential to count for Performance. Make sure you have all your supporting documentation in the customer's file.

Once you save the "Save Exit Status" you will not be able to add services.

School Status *
Select an education level

Exit Reason *
Select an exit reason

Exit Date *

Save Exit Status

7. The **Customer is exited** line in the Action box at the top should now display a green status.

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Overview Intake Review Career Plan **Outcomes**

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Action Item	Result	Status
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4. Customer is exited.	Complete	Complete
5. Follow-up is complete.	Complete	Complete