# Fully Case Managed Customers for Apprenticeship Illinois

## Log-in

1. Go to https://illinoisworknet.com/appilpartners
2. Click the link Go to IWIS – (Formerly Customer Support Center) to access Apprenticeship Illinois Dashboard and Partner Tools.
3. Log-in using your Illinois workNet account.
4. Select Apprenticeship Illinois.

## Step 1 - Add customers into Illinois workNet

1. Go to Customer list and select Add Customer
2. Enter required fields. This
   a. Name
   b. Date of Birth
   c. Email
   d. Social Security Number (SSN)
   e. ZIP Code
3. This will search for an existing account or create an Illinois workNet account for the participant. If the customer does not have an existing Illinois workNet account, an account will be created. Share the username and password with the customer.

*Detail Instructions: Add Customer*

## Step 2 - Complete the application with the customer.

1. Go to the Intake Review tab.
2. Complete the application with the customer or send them a link to complete the application
   a. Agree to terms of use
   b. Goals & Current Situation
   c. Education
   d. Work history
   e. Demographic & Contact Info
3. Submit

*Detail Instructions: Completing the Customer*

## Step 3 – Complete customer eligibility.

1. Complete Eligibility review.
2. Collect eligibility documentation. The detailed instructions include a list of acceptable eligibility documents.
3. Sign eligibility form. This document is required for monitoring.
4. Select Enrollment Status
5. Select Grant number
6. Save

*Detail Instructions: Complete Eligibility Review*

## Step 4 – Complete a Career Plan (Individual Employment Plan - IEP)

1. Add goals
2. Enter services
3. Update as needed
4. Document service information that does not duplicate the WIOA services they are currently receiving.
    a. Start/completion status
    b. Start/end dates
    c. SOC Code
    d. RAPIDS ID
    e. Provider information
    f. Hours per week
5. Document outcomes
    a. Credentials
    b. Measurable skills gains
    c. Employment
    d. Program completion status
    e. Success stories
6. Use Dashboard to view customer progress

*Detail Instructions: Create Career Plan*
*Detail Instructions: Outcomes Tab*

## Step 5 – Submit quarterly reports.

1. Click the Workplans/Reports tab at the top of the group landing page.
2. Verify the workplan is correct.
3. Verify numbers synced from the system are accurate.
4. Submit

## Step 6 – Exit a case managed customer

1. Access customer Career Plan
2. Complete or delete any activities/services
3. Access customer Outcomes tab
    a. Document Measureable Skills Gains
    b. Document Credentials Earned
4. Access Exit section of Outcomes
    a. Note School Status
    b. Note Exit Reason and Date

*Detail Instructions: Create Career Plan*
*Detail Instructions: Outcomes Tab*