



General Revenue Funds for State Supplemental Grants (GRF) December 2025 TA Meeting

AGENDA

- Known System Issues chart on the Helpdesk
- Current Known System Issues
- Recent System Updates
- Reporting
- Closing out customers/Participants Carried Over
- Question & Answer

Known System Issues

A list of known system issues is available in the chart on the right side of the Help Desk portal.

Click **Help Request** at the top right of Illinois workNet to view the chart. Be sure to check the chart prior to submitting a new Help Request.

- The **Program** column shows a list of programs with current known system issues. Look for, *General Revenue Funds (GRF)*.
- The **Known Issue** column shows a list of current system issues.
- The **Projected Release Date** column will show the estimated release date.

The screenshot displays the Illinois workNet Help Desk portal. At the top right, a user menu shows 'HI, GTESTER2' and a dropdown menu with options: 'MY PARTNER DASHBOARD', 'HELP REQUEST' (highlighted with a red box), 'ILLINOIS WORKNET', 'IWN MESSAGES', and 'LOG OFF'. Below the menu, a banner reads 'Welcome to the Help Desk powered by [unintelligible]' with a search bar. The main content area includes a disclaimer, instructions for submitting a help request, and a 'Frequently Asked Question' section. On the right, a table lists known system issues.

Program	Known Issue	Projected Release Date
	1. New customers being entered into GRF are not showing up in the customer list.	
	2. New or existing customers are not showing up in the bulk upload exports.	Items 1-5
	3. LWIA 7 - Grantee and Offices are not filtering correctly.	December 18
General Revenue Funds (GRF)	4. Some LWIA's are showing as 0 on the Work Plans &	Item 6 - TBD

Current Known System Issues

1. New customers being entered into GRF are not showing up in the customer list.
2. New or existing customers are not showing up in the bulk upload exports.
3. LWIA 7 – Grantee and Offices are not filtering correctly.
4. Some LWIA's are showing as 0 on the Work Plan & Reports.
5. Narrative Report has the wrong link for success stories.
6. All Outreach Events are showing for all LWIA's.

Program	Known Issue	Projected Release Date
General Revenue Funds (GRF)	<ol style="list-style-type: none">1. New customers being entered into GRF are not showing up in the customer list.2. New or existing customers are not showing up in the bulk upload exports.3. LWIA 7 - Grantee and Offices are not filtering correctly.4. Some LWIA's are showing as 0 on the Work Plans & Reports.5. Narrative Report has the wrong link for Success Stories.6. All Outreach Events are showing for all LWIA's	Items 1-5 - December 18 Item 6 - TBD

Recent System Updates

Recent system updates and updates being released to Production this Thursday evening include:

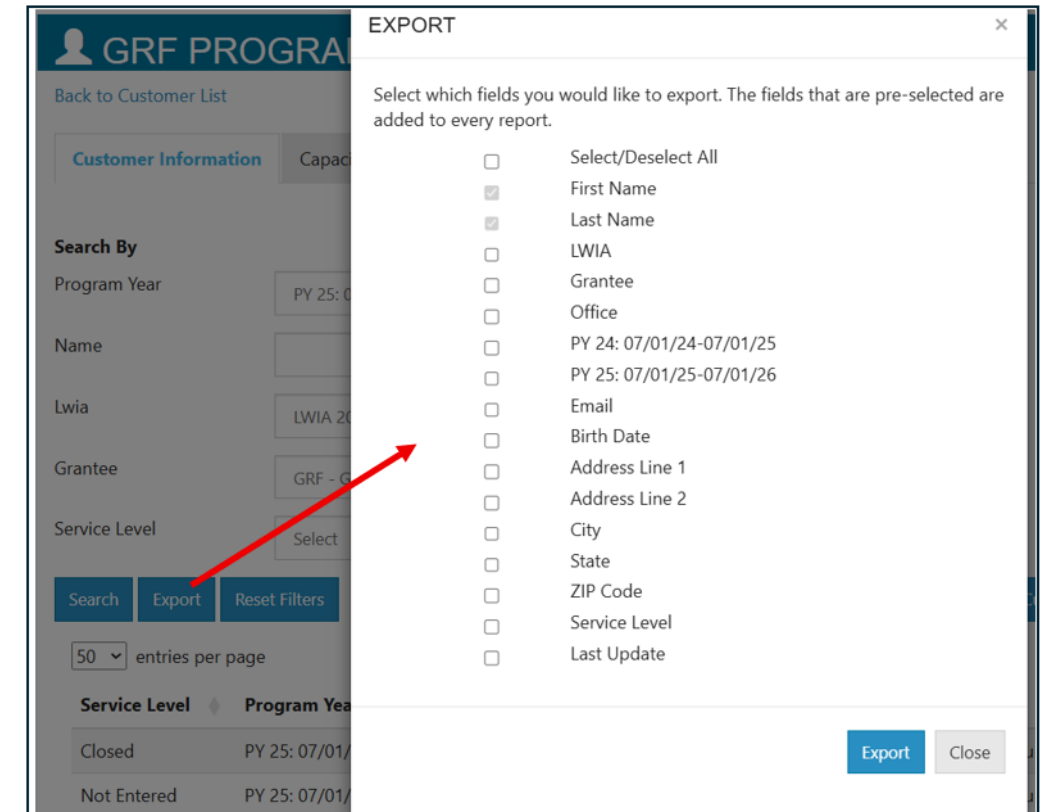
- Resolved bug for having to enter data for the month of October to submit narrative
- NEW! Glossary tab (to the right of the Planned vs Actual GRF tab)
- NEW! Export button is being added to the Customer tab.



1 / 6 | - 100% + | [Icons]

Section 1: Program Activities and Outcome Plan Numbers: Projects Serving Individuals

Service Levels	Definition
Participants Carried Over	The number of customers who did not have a Closed status in the prior grant award.
Participants Recruited	The number of customers who were Recruited to the program.
Participants Enrolled	The number of customers who were Enrolled in the program.
Participants Referred	The number of customers who were Referred to the program.
Participants Closed	The number of customers who were Closed out of the program.



Reporting

The following sections in GRF have an export that can be used for reporting:

- Customer Information tab (Coming soon)
- Bulk Upload files
- Capacity Building – Outreach Events
- Capacity Building – Projects
- Capacity Building – Notes
- Work Plan
- Narrative Reports
- Dashboard – Individuals tab
- Dashboard – Capacity Building tab

- ❖ Are there any other places that need an export?
- ❖ Are there any additional fields/columns that are needed for an export?

Closing Out Customers/Participants Carried Over

- Be sure to close out customers that are no longer receiving services for PY24.
- Be sure to check your Participants Carried Over numbers on the Dashboard for PY 25.
- If you are seeing any issues with your dashboard numbers, please be sure to submit a Help Request to report it.

PLANNED VS ACTUAL GRF

AssessmentPlanned vs. Actual GRF

[Back to Customer List](#)

Customer InformationCapacity BuildingWork Plan & ReportsPlanned vs. Actual GRF

IndividualsCapacity Building

Grantee *
GRF - Green Future Collective

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

LWIA Regions
LWIA 20

Timeframe *
Program Year and Quarter

Quarter *
All

Region
LWIA

Filter

Reset Filters

Export

Activities and Outcomes	Last Completed Quarter	# Planned	# Actual
Service Levels			
Participants Carried Over	0	0	39
Participants Recruited	1	0	10
Participants Enrolled	10	0	37
Participants Referred	2	0	4
Participants Closed	2	0	4

Questions

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Answers

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