

Purpose:

The Completion/Follow-Up tab tracks completion status, completion/exit reasons, and follow-up information.

Who Enters/Maintains Data

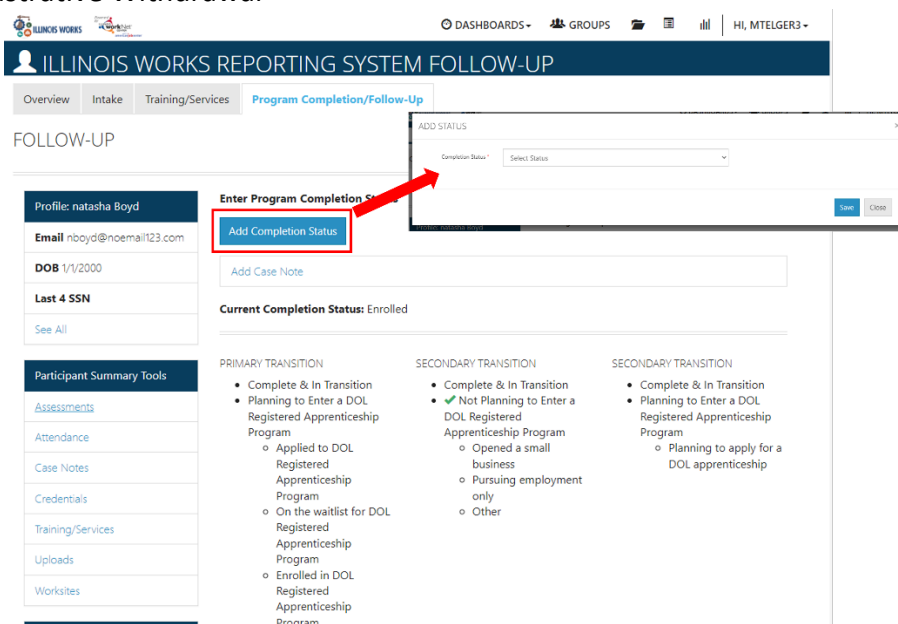
- **Grantees/Career Planners** – Complete and update their customer’s completion and post-program tracking information.

Access Customer Program Completion Page

1. Log into www.illinoisworknet.com.
2. Select **My Dashboard** and select **Customer Support Center/IWIS**.
3. Select **Groups** in the top menu and then select **IL Works**.
4. Select the **customer’s name** to access their information.
5. Select the **Program Completion/Follow-Up** tab.

Enter Completion Status

1. Click the **Add Completion Status** button.
2. In the window that pops up select the appropriate completion status from the dropdown menu and enter the information accordingly based on the question prompts and the customer’s status in the program. Note: These options include:
 - Complete
 - Complete & In Transition
 - Incomplete
 - Administrative Withdrawal



3. Once a selection has been made and saved, the Current Completion Status will appear with the ability to view the baseline, which will open a window with the selections made when updating the

completion status.

Enter Program Completion Status

Add Completion Status

Add Case Note

Current Completion Status: Complete & In Transition [View Baseline](#)

Follow Up Date: 6/8/2023

- 4. For customers who are in transition, you will be asked to upload Transition Documents, which appear below. Note: You will need to click the **Choose File** button to add your file and click the **Upload** button to add the document. (Add a statement here about if they are in transition they will be asked to complete question prompts)

Enter Program Completion Status

Add Completion Status

Add Case Note

Current Completion Status: Complete & In Transition [View Baseline](#)

Follow Up Date: 6/8/2023

PRIMARY TRANSITION <ul style="list-style-type: none">• <input checked="" type="checkbox"/> Complete & In Transition• <input checked="" type="checkbox"/> Planning to Enter a DOL Registered Apprenticeship Program<ul style="list-style-type: none">◦ Applied to DOL Registered Apprenticeship Program◦ On the waitlist for DOL Registered Apprenticeship Program◦ Enrolled in DOL Registered Apprenticeship Program	SECONDARY TRANSITION <ul style="list-style-type: none">• <input checked="" type="checkbox"/> Complete & In Transition• <input type="checkbox"/> Not Planning to Enter a DOL Registered Apprenticeship Program<ul style="list-style-type: none">◦ Opened a small business◦ Pursuing employment only◦ Other	SECONDARY TRANSITION <ul style="list-style-type: none">• <input checked="" type="checkbox"/> Complete & In Transition• <input checked="" type="checkbox"/> Planning to Enter a DOL Registered Apprenticeship Program<ul style="list-style-type: none">◦ <input checked="" type="checkbox"/> Planning to apply for a DOL apprenticeship
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Upload Secondary Transition Document

No file chosen

- 5. Active Tracking can be added below the Transition Documents area. Click the **Add Active Tracking** button and select the appropriate status from the dropdown menu and enter the information accordingly based on the question prompts and the customer’s status.

Program Completion/Follow-Up
March 2023

The image shows a software interface. At the top, a dialog box titled 'ADD STATUS' is open, featuring a dropdown menu for 'Completion Status' with 'Post Program Active Tracking' selected, and a 'Close' button. Below this, a red arrow points from the 'Add Active Tracking' button in the 'ACTIVE TRACKING' section to the dialog box. The 'ACTIVE TRACKING' section includes a table with columns for 'Quarter', 'Date Completed', and 'View Post Program Tracking', and a message stating 'No Activating Tracking Data'.

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