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Purpose

The Outcomes tab tracks items that an apprentice has scheduled to do or has accomplished. The outcomes tab can be used to:

- Check the status of action items for the apprentice
- Review and/or add:
 - o Services
 - o Goals
 - o Measurable Skill Gains
 - o Earned Credentials
 - o Success Stories
 - o Employment
 - o Exit
 - o Follow-up



Customer Outcomes Tab June 2025 v5

🕲 DASHBOARDS - 🦀 GROUPS 💄 🖀 🔠 🛍 HI, SPROGRAMS-

Access Outcomes Tab

- 1. Log in to Https://www.illinoisworknet.com
- 2. Select My Dashboard.
- 3. Select Apprentice Support Center from the Partner Tools.
- 4. On the Group Search page, select Apprenticeship Illinois.



GROUP SEAR						
Use Customer Support Cente a group to get started. Learn		customers and view info	rmation saved with e	each customer's accoun	t. Create your perso	hal group or select
Group Name Sho	v Advanced Search					
Star						
50 👻 entries per page						

and an

AGROUPS - SEARCH

Customers	Navigator Tools Workplan & Reports	
lame	Todd	Related Instructions
wN		Agency Instructions
Number		Customer Instructions
Grantee	Apprenticeship Illinois - ABC Location 👻	
Participant Type	Al v	
Advanced S	earch upload Other Individuals Impacted Add Success Story	Add Customer

5. Select the apprentice's last name to access their information.

6. Select the Outcomes tab.





Exit/Outcomes Tab

The Outcomes tab has the following sections:

- Action item summary
- Services
- Goals
- Measurable Skill Gains
- Earned Credentials
- Success Stories
- Exit
- Employment
- Follow-up
- Post Exit Outcomes

Overview Intake Review Care	eer Plan Outcomes		
PPRENTICESHIP ILL	INOIS EXIT / OUTCOMES	CASE	NOTES(0)
Profile: Sophia Adams	Action Item	Result	Status
Email sadams@123noemail.com	1. All services marked as complete (successfully/unsuccessfully).	Not Completed	Not Complete
nrollment Status Approved	2. Measurable Skill Gains (MSG) have been entered.	Not Completed	Not Complete
ice All	3. Industry recognized credentials have been entered.	At least 1 credential entered.	Complete
	4. Customer is exited.	Not Completed	Not Complete
eset Password Send Message	5. Follow-up is complete.	Complete	Complete
evel Information (PDF) Participant Summary Tools	Goals		
Assessments	Measurable Skill Gains		
ase Notes	Earned Credentials		
esumes			
ploads	Success Stories		
Vorksites	Exit		
	Employment		
	Follow-up		

Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Not Completed	Not Complete
2. Measureable 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.	Not Completed	Not Complete

Summary

The summary provides a graphic depiction of where the apprentice stands on each of the performance measures. The results column tracks if items have been entered or achieved. The status column tracks whether the item has been completed. Status Colors:

- Yellow indicates the item is not completed.
- Green indicates the item is complete.

Services

This section tracks the services entered for the apprentice. Services can be added to the career plan or in this section. Services should be assigned to goals.

To add a service from the Outcomes tab:

- Select Add Step/Service.
- Click Add by the desired service.
- Click the pencil icon to edit the step.
- Complete the information for the service in the Career Plan. (Check Career Plan directions for more information).

ervice Start Date 5	ervice End Date		Service Status Select	v
Filter	AL OR SYNC STE	PS	Search:	
Step/Service	* Note	Status	Oth	er Items
Complete a pre-apprenticeship pro that leads to registered apprentice program. X		Not Set		
Get skills and experience with com service. X	munity	Not Set		
Prepare a job search plan. 💉 🗙		Not Set		
showing 1 to 3 of 3 entries			Previous	1 Next



Goals

Goals are items that the apprentice would like to achieve. They can be added from the Goals section of the Career Plan or in this section.

To add a goal from this section:

- Click Add Goal Statement.
- Complete the information on the goal window that opens.
 - Add a simple goal statement.
 - Select a goal category:
 - Support Services
 - Career Plan
 - Education/Training Plan
 - Independent Living
 - Select Short-Term or Long-Term Goal.
 - Select Status:
 - Not Started Preferred
 - On Track
 - Off Track
 - Complete
 - o Click Add Goal.

Goals are added to the list of goals. Services may be added by clicking Add. The goal may be amended by clicking Edit.

Measurable Skill Gains

This section tracks skill gain with specific measurements.

Select one of five types of skills gain:

- Educational Functional Level (EFL)
- Secondary Transcript/Report Card
- Postsecondary Transcript/Report Card
- Training Milestone
- Skills Progression/Diploma/Certificate/Degree

Customer Outcomes Tab
June 2025 v5

Category	Short/Long 🕴	Plan Services	♦ Status ♦ ♦
Career Plan	Long Term Goal	View	Not Edit Started
ADD NEW GOAL		×	« < 1 > »
Category * Select One Short/Long Term *		~	
Select One Status * Select One		~	
	Career Plan ADD NEW GOAL Gad Datmet* Categor* Select One Sectors Im* Se	Category Term Career Plan Long Term Goal ADD NEW GOAL Gad Statement* Category Select One Select One Sate *	Category Term Services Career Plan Long Term Goal View ADD NEW GOAL × Gad Batment* Select One > Select One > Select One > Select One >

Skill Type		Program Year	
Select	~	Select	
Filter Start Date		Filter End Date	
	1		
Filter Add Measurable Skill Gains 10 • entries per page		Search:	
	Comm		\$

Customer Outcomes Tab June 2025 v5





- Based upon documented test scores added in the Assessments section of the Apprentice profile, i.e. TABE 11/12 with one full grade level increase.
- An additional measure would be those Apprentices who enter Post-Secondary education or training after exit in the same program year whose school status was "Not attending school; H.S. Graduate".

Secondary Transcript/Report Card

- Applies to apprentices without a high school diploma or equivalency at program entry.
- Apprentices' transcript or report card for secondary education for one semester showing that the apprentice is demonstrating satisfactory achievement in all classes. The semester must be within the program year (PY).
- The report card/transcript must not show that the apprentice dropped out of school, was removed from the institution, or any other condition that indicated removal on academic or conduct grounds.
- Any reasonable verification of a transcript or report card will meet the requirement for documentation such as an unofficial transcript or online report card.
 - Answer the questions.
 - Upload the associated document.
 - Enter Date Attained.
 - Add a Comment.
 - Click Save.

Postsecondary Transcript/Report Card

• Applies to participants enrolled in post-secondary education.

Select S	Skill Type *
Education	onal Functional Level (EFL)
O Second.	ary Transcript/Report Card
O Postseo	ondary Transcript/Report Card
O Training	y Milestone
O Skills Pr	rogression/Diploma/Certificate/Degree
	There are two ways an individual can achieve an Education Function Level (EFL) gain for Measurable Skills Gain EFL gain is automatically calculated in the system.
	a) Test Scores: Customer, who is recieving instruction below the Post-Secondary Level, must have a documented achievement of at least one full EFL gain. EFLs are automatically calculated by the test scores recorded in the system.
	View/Add Basic Skills Assessment Results
	b.) EFL Gain by Entry into Post-Secondary Education: For any exited customer (enrolled in a qualifying training/education) whose school status at exit is, "Not attending school, H.S. Graduate", who enters Post- Secondary education or training after exit (and in the same program year) they will receive a skill gain for "EFL for Post-Secondary Education."
	View/Update Exit Follow Up Status

	/pe *
C Educational Fu	nctional Level (EFL)
Secondary Tran	script/Report Card
O Postsecondary	Transcript/Report Card
O Training Milest	one
Skills Progressi	ion/Diploma/Centificate/Degree
	1. This customer is pursuing their GED/Diploma/certificate and enrolled in secondary education:*
	O Yes
	O Ne
	2. This customer is in the system with the following Highest Level of Education:*
	Col. Freshman 🗸
	3. Upload Transcript or Report Card for secondary education for one semester showing that the customer is demonstrating satisfactory achievement in all classes. The semester must be within the program wayer (Py) ¹ that shows a participant is meeting the State units academic standards. The documentation must include whether the participant is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled full or part-time.* Of the second statement is enrolled statement is enrolled statement.* Of the second statement is enrolled statement.* Of the second statement is enrolled sta
	Date Attained *
	Comment *



- Full-time Students must achieve minimum of 12 credits within one semester.
- Part-time students must achieve a minimum of 12 credits completed (in accordance with the institution's standards) in two consecutive semesters within the same 12-month period. If the first semester begins in one PY and the second semester ends in the next PY, the MSG would be achieved in the PY in which the second semester ends.
- Documentation: Transcript or Report Card that shows a participant is meeting the State unit's academic standards. The documentation must include whether the participant is enrolled full-or part-time.
- The report card/transcript must not show that the participant dropped out of school, was removed from the institution, or any other condition that indicated removal on academic or conduct grounds.

ADD MEASURAB	LE SKILL GAIN	>	C,
Select Skill Type *			
Educational Functional Le	vel (EFL)		
C Secondary Transcript/Rep	ort Card		
Postsecondary Transcript/	Report Card		
Training Milestone			
Skills Progression/Diplom	a/Certificate/Degree		
	 This customer is pursuing their GED/Diploma/certificate and enrolled education:* 	in post-secondary	
	Full time and achieved at least 12 credits within one semester.		
	Part-time and achieved at least 12 credits in two consecutive semesters within the same 12	-month period.	
	2. This customer is in the system with the following Highest Level of Ed	ucation:"	
	Col. Freshman		
	 Upload Transcript or Report Card that shows a participant is meeting standards. The documentation must include whether the participant is 		
	Date Attained *		
	Comment =		
		_	
		Save Close	

- Any reasonable verification of a transcript or report card will meet the requirement for documentation such as an unofficial transcript or online report card.
 - Answer the questions.
 - Upload the associated document.
 - Enter Date Attained.
 - Add a Comment.
 - Click Save.

Training Milestone

- "Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training." (e.g., training reports showing completed milestones, increases in pay resulting from new skills or increased performance.)
- There are various types of achievements that count towards a Training Milestone gain. Programs should determine appropriate documentation and methods that count towards training milestones.
 - Upload the associated document.
 - Enter Date Attained.
 - Add a Comment.
 - Click Save.

Educational Functional L Secondary Transcript/Reg Postsecondary Transcript Training Milestone Skills Progression/Diplon	nort Card Report Card			
Postsecondary Transcript Training Milestone	Report Card			
Training Milestone				
	a/Certificate/Degree			
Skills Progression/Diplom	a/Certificate/Degree			
		ng provider who is provi Illinois workNet, trainin		e evaluation or
			li.	



Skills Progression/Diploma/Certificate/Degree

- "Successful passage of an exam that is required for an occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams."
- Documentation for this gain may include, for example, passage of an exam in a Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of an element on an industry or occupational competency-based assessment, or other completion test necessary to obtain a credential.
- Skills Progression/Diploma is selected for achievement of a high-school diploma or GED, an industry recognized credential or certificate or an Associate or Bachelor's Degree.
 - Answer the questions.
 - Upload the associated document.
 - Enter Date Attained.
 - Add a Comment.
 - Click Save.

Earned Credentials

This section tracks the achievements, qualifications or credentials earned by the apprentice. They can be added in the career plan on the associated step/service or in this section. To add a credential from this section:

- Click Add Credential. User is redirected to the Apprentice career plan.
- Select the activity for which the credential was earned.
- Enter the title of the credential.
- Enter the institution where the credential was earned.
- Enter date the credential was earned.
- Select the credential type.
- Select the credential source.
- Select Yes or No if the Apprentice has experience in the credential field.
- Click Save.
- The credential is automatically added to the Outcomes section for credentials.

Select Skill Type *	ADD MEAS	URABLE SKILL GAIN	
Secondary Transcript/Report Card Postsecondary Transcript/Report Card Training Milestone Salits Progression/Olpioma/Centificate,/Degree Salits Progression/Olpioma/Centificate,/Degree I. Has this customer successfully passed an exam or benchmarks to receive a high-school diplom or GED, an industry recognized credential or certificate, or an Associates or Bachelors Degree?* Substance No Lupload documentation: this gain may include, for example, passage of an exam in Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of a element on an industry or occupational competency-based assessment or other completion test necessary to obtain a credential.* Date Attained *	Select Skill Ty	pe *	
Postsecondary Transcript/Report Card Training Milestone Stills Progression/Diploma/Centfcate/Dagree I. Has this customer successfully passed an exam or benchmarks to receive a high-school diplom or GED, an industry recognized credential or certificate, or an Associates or Bachelors Degree?*	O Educational Fun	ctional Level (EFL)	
Taking Milestone Sults Progression/Diploma/Certificate/Degree Letter Accenter and the second and	O Secondary Trans	.cript/Report Card	
Suits Progression/Objoinal/Certificate/Degree Has this customer successfully passed an exam or benchmarks to receive a high-school diplom or GED, an industry recognized credential or certificate, or an Associates or Bachelors Degree?* Yes No Upload documentation: this gain may include, for example, passage of an exam in Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of a element on an industry or occupational competency-based assessment or other completion test necessary to obtain a credential. * Date Attained * Date Attained * 	O Postsecondary 1	ranscript/Report Card	
 Has this customer successfully passed an exam or benchmarks to receive a high-school diplom or GED, an industry recognized credential or certificate, or an Associates or Bachelors Degree?* Yms No 2. Upload documentation: this gain may include, for example, passage of an exam in Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of a element on an industry or occupational competency-based assessment or other completion test necessary to obtain a credential. * Date Attained * 	O Training Milesto	ne	
or GED, an industry recognized credential or certificate, or an Associates or Bachelors Degree?* Ves No 2. Upload documentation: this gain may include, for example, passage of an exam in Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of a element on an industry or occupational competency-based assessment or other completion test necessary to obtain a credential. * Date Attained *	Skills Progressic	n/Diploma/Certificate/Degree	
6		or GED, an industry recognized credential or certificate, or an Associates or Bachelors Degree?* Ves No LUpload documentation: this gain may include, for example, passage of an exam in Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment o element on an industry or occupational competency-based assessment or other completion ter necessary to obtain a credential.* Date Attained *	i fan

Earned Credentials Add Credential			
10 entries per page Credential Name Type	Credential Source	Search: Date Attained Institution Source	
Showing 0 to 0 of 0 entries	ENTER NEW CRE	DENTIAL	×
showing o to o or o churcs	Title *	GED	
	Institution *	Regional Office of Education	
	Date Earned *	6/11/2020	
	Credential Type *	H.S. Diploma/Equivalency/G.E.D.	
	Credential Source*	Copy of Diploma 🗸	
	Do you have work experie field that you	inco in the O Yes @ No pained in?	
e credential field.			Save Close





Success Stories

This section displays the Success stories submitted by or about the apprentice. When the link to add a Succes the user is directed to the WIOA Success Stor stories added will appear in the list and can b ordering the column headers.

-

Share Succe

Participants

nitted by or about ess Story is clicked, ry Guide. Success pe sorted by	Success Stories Add Success Story 10 • entries per page Title † Program Type ♦ Set	Search:
Sign Lip Sign Lip Sign Lip Sign Lip	Q Español Partners Share	
SUCCESS STORY GU	IDE	
ess Stories and Inspire Others		
Local Workforce Innovation Area (LWA) programs are making a More than a list of events or activities; it describes a positive change are nefts you and the people of Illinois. A good success story uses evideno and.		
ry about a program, workshop or training opportunity that is particular, it may be about how an employer worked with an employment progra red personal employment.		
tte about, your story should show how participating with the LWA Lbetter place to live – for individuals, families, organizations, businesse imunities.	The second secon	
Employers	Service Providers	
	200	

Exit

This section tracks the pieces required to exit an apprentice. All boxes must be checked before the apprentice may be exited. They will automatically check items included in the apprentice's profile.

- All services should have complete status.
- Measurable Skill Gains have been • entered.
- All Industry Recognized Credentials are entered into the system.
- Further Exit information is coming. •

To exit an apprentice who leaves the program early.

- Check the box. •
- Enter the date when they left. •
- Select an Exit Reason from the dropdown. •
- Click Save Exit Status. •
- Complete a case note about why they left the program without completing it. •

exiting a customer with positive performance outcomes all I All services to have a complete status. Measurable Skill Gains have been entered. All Industry Recognized Credentials are entered into the Credentials must be the Industry Recognized Credential to of Make sure you have all your supporting documentation in t Once you save the "Save Exit Status" you will not be able to	system. count for Performance. ihe customer's file.
School Status *	
Select an education level	~
	Exit Date *





Customer Outcomes Tab June 2025 v5

Employment

This section tracks apprentice employment after exiting the program. Or, it tracks employment of an incumbent worker who retains employment during training. (This is added from information on the application.) It is entered in the Outcomes tab. Positions added will appear in the list and can be sorted by ordering the column headers.

- Click Add Employment
- Select if position is current.
- Enter Employer name.
- Enter start date.
- Enter address details.
- Enter job duties.
- Enter hours per week.
- Answer Yes or No if the apprentice has experience in the credential field.
- Click Save.



An you carrently	Yes		
employed by this employer?			
entroles.	No		
Employer Name *			
Start Date *	H		
Jub Title *			
So: Code for Position			
•	Lookup SOC Code		
Street Address 1			
Street Address 2			
Employer City *			
Employer State *	Select	~	
Employer ZP Code *			
Hourly Wage Raid *			
Job Daties*			
Haurs Per Week *	0		
Does this job meet your needs? Why or			
Why not?			

Follow-up

This section tracks the follow-up communications the Intermediary should have with the apprentice at any time.

- Select Add Follow-Up Case Note
- Complete the parts of the Case Note
- Select how it will be saved and to whom it will be sent.





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