

Process Steps for Using the Youth Apprenticeship/Career Pathway Partner Tools	Staff Who Completes Task			System Used	
	Statewide Staff	Provider (LWIA or Non-LWIA)	Only LWIA Provider	Illinois workNet System (IwN)	IWDS
<b>Get Started</b>					
<ul style="list-style-type: none"> <li>Give staff access to tools.</li> </ul>	X			X	
<ul style="list-style-type: none"> <li>Enter Training Program information.</li> </ul>		X		X	
<b>Add Customers to the System</b>					
<ul style="list-style-type: none"> <li>Identify/recruit apprenticeship customers and have them (or help them) <b>complete online Suitability Application</b> (Customer Application Instructions Handout is available). The application is used to enter the customer as an inquirer in IWDS.</li> </ul>		X		X	
<ul style="list-style-type: none"> <li>Use <b>Dashboards</b> and <b>Reports</b> to monitor customer progress.</li> </ul>		X		X	
<ul style="list-style-type: none"> <li>Use the <b>Case Notes</b> tool to enter case notes into IWDS/Illinois workNet as well as a communication tool to send emails and Illinois workNet messages.</li> <li>View/Filter/Export Customer <b>Case Notes</b>.</li> </ul>		X		X	
<b>Customers Become WIOA Applicants/Registrants</b>					
<ul style="list-style-type: none"> <li>Review the customer's Suitability Page. <b>Identify the recommended training program and update the recommendation status.</b></li> </ul>		X		X	
<ul style="list-style-type: none"> <li>Providers verify WIOA eligibility by identifying and collecting the required documentation.</li> </ul>		X		N/A	N/A
<ul style="list-style-type: none"> <li>Providers without access to IWDS: <b>Schedule appointment</b> for participant to meet with LWIA to certify application.               <ul style="list-style-type: none"> <li>LWIA staff sets the open appointment times using the Schedule tool.</li> <li>Customers are instructed to take appropriate documentation to LWIA staff appointment.</li> </ul> </li> </ul>		X		X	
<ul style="list-style-type: none"> <li>LWIA career planner verifies WIOA eligibility and <b>certifies application</b> in IWDS.</li> </ul>			X		X
<b>Training and Services</b>					
<ul style="list-style-type: none"> <li>Document Basic Skill Assessment Results</li> </ul>		X			X
<ul style="list-style-type: none"> <li>Document/View Other <b>Assessment</b> Results</li> </ul>		X		X	
<ul style="list-style-type: none"> <li><b>Identify Staff Contacts</b> for the customer on the customer's Progress Page. Providers who do not have access to IWDS need to identify an LWIA staff person as one of the contacts.</li> </ul>		X		X	

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<ul style="list-style-type: none"> <li>Review the Progress Page Goals and Barriers sections. <b>Create Individualized Services and Training Plan (ISTEP)</b> in the services section, with plan dates and a Not Started Status.</li> </ul>		X		X	
<ul style="list-style-type: none"> <li>Providers without access to IWDS, update Self-Services as Started/Complete (and populate IWDS).</li> </ul>		X		X	
<ul style="list-style-type: none"> <li>Providers without access to IWDS, <b>update WIOA-funded Staff-Assisted Services as Started/Complete</b>. Update required fields and other fields when applicable. This will send a request to the LWIA staff identified as one of the contacts.</li> </ul>		X		X	
<ul style="list-style-type: none"> <li><b>Update WIOA-funded Staff Assisted Services</b> as Started/Complete and import into IwN.</li> </ul>			X		X
<ul style="list-style-type: none"> <li>View/sort customer's saved <b>Optimal Resume</b> items.</li> </ul>		X		X	
<ul style="list-style-type: none"> <li><b>Enter Worksite Placement information.</b></li> </ul>		X		X	
<ul style="list-style-type: none"> <li><b>Request adding Credentials</b> associated with a WIOA-funded Staff-Assisted Services. Send notification to LWIA career planner.</li> </ul>		X		X	
<ul style="list-style-type: none"> <li><b>Enter Credentials earned</b> as a result of WIOA-funded Staff-Assisted Services and import into IwN.</li> </ul>			X		X
<ul style="list-style-type: none"> <li>View/Filter/Export Customer <b>Services/Outcomes.</b></li> </ul>		X		X	
<b>Program Completion/Exit</b>					
<ul style="list-style-type: none"> <li><b>LWIA career planner updates exit status</b> for WIOA applicants/registrants. Sync will update customer IWDS status in Illinois workNet.</li> </ul>			X		X