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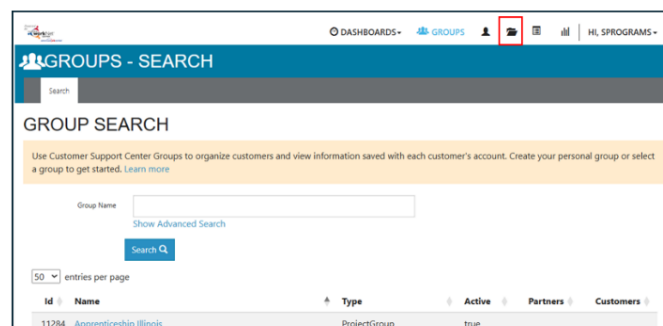
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Purpose

The Provider Information section of the Customer Support Center helps grantees add, track, and follow items related to the grant and the agency. This area does not deal with specific customers.

Accessing Provider Information

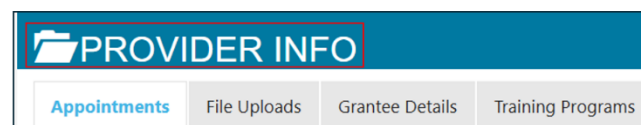
1. On the Group Search page, select the **Provider Information** (partially open folder icon) tab.



Tabs

The **Provider Info** section has the following tabs:

- Appointments
- File Uploads
- Grantee Details
- Training Programs





Appointments

For agencies that require intake appointments:

1. Select the **Project** and select **Provider** if you have access to more than one provider. (Otherwise, the information will prefill)
2. Filter to see locations for the project/agency.
3. Select **Add Appointment Site** if a new location is required.
 - Name of the location or appointment site
 - Details or instructions for the appointment site
4. **Edit Site** – make any changes to the Appointment Site information
5. **Edit Schedule** – add scheduled appointments.
 - Add Appointment
 - Pick a day on the calendar
 - Toggle the time
 - Edit the end time
 - Select the number of openings
 - Select **Add Appointment**

File Uploads

These are typically files that are associated with your agency, grant, or staff – NOT individual customers.

1. Select the **Project** and select **Provider** if you have access to more than one provider. (Otherwise, the information will prefill)
2. Click **Upload File**
3. Select the upload **Category**
4. **Choose the file** to upload
5. Add a **Description** of the file
6. Click **Upload**

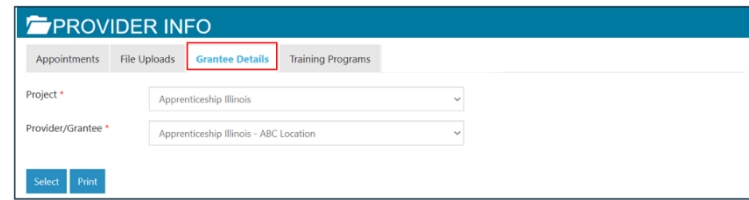


Grantee Details

This tab includes information about the following categories related to an agency and the grant.

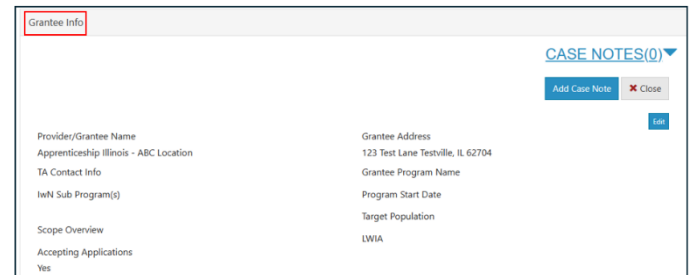
The **Grantee Details** tab consists of the following sections:

- Grantee Info
- Associated Grants
- Staff Completing Required Training
- Training Programs
- Worksites
- Services



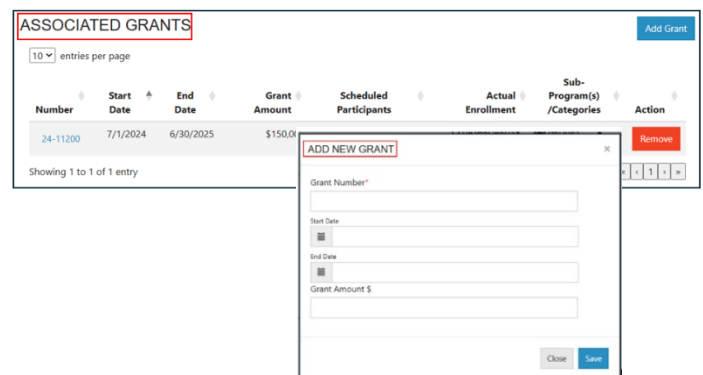
Grantee Info – This section includes details about the agency, including demographic information.

- The **Edit** button allows for changes to be made.
- Select the **down arrow next to Case Notes** to open the Case Note section.
 - The **Add Case Note** button allows for a case note to be added about the Grantee Details.
 - The **Close** button closes the Case Notes section.



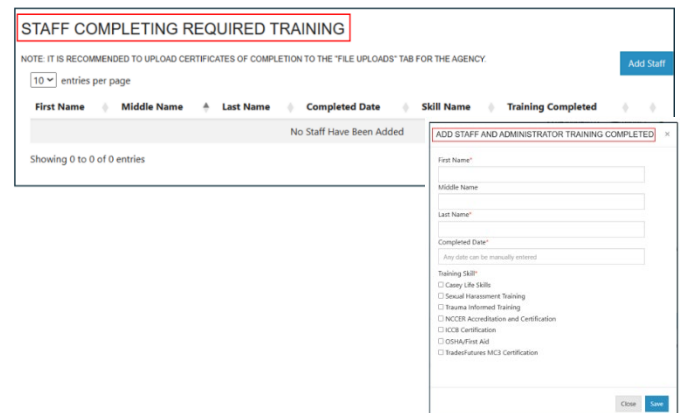
Associated Grants – This is information about the grants held by the provider.

1. Select **Add Grant**
2. Enter **Grant Number**
3. Select **Program**
4. Enter **Start Date**
5. Enter **End Date**
6. Enter **Grant Amount**



Staff Completing Required Training – This is a spot to record that training has been completed because some grants require that staff have specific training. If documentation is required, upload verification to the File Uploads.

1. Select **Add Staff**
2. Enter **First Name**
3. Enter **Last Name**
4. Enter **Completed Date**
5. Check **Training Skill** completed
6. Click **Save**





Training Programs – These are training programs related to the grant. Selecting **Edit Training Program Information** will redirect to the Training Programs tab, which will be reviewed in an upcoming section.

TRAINING PROGRAMS

Edit Training Program Information

10 entries per page

Search:

Program Name	Provider Name	Length of Training	Type	Location	Credentials	Credential Institution
		0 weeks	N/A	No Address On File		

Showing 1 to 1 of 1 entry

Locations – These are the training program locations. New locations can be created.

LOCATIONS

Add Location

10 entries per page

Search:

Location Name	Address
No data available in table	

Showing 0 to 0 of 0 entries

Instructors - These are the instructors of the training programs.

INSTRUCTORS

Add Instructor

10 entries per page

Search:

Name	Type of Training Delivered	Credentials	With Organization Since	Organization
No data available in table				

Showing 0 to 0 of 0 entries

Worksites – These are entered on the Worksite Placement tab (bulleted list icon) at the top section of the Customer Support Center.

- Select **Edit Worksite Placement Information** to edit the placement information.

WORKSITES

Edit Worksite Placement Information

10 entries per page

Search:

Employer	Worksite	Job Title	Job Type	Wages	Total Openings	Full Time Positions Filled	Part Time Positions Filled	Length
Bill's Bicycles	Bill's Bicycles	Manufacturing Production Technicians	Apprenticeship	\$21.00	10	0	0	104 weeks

WORKSITE PLACEMENT

Employers Worksite Placement Payroll

Project: Apprenticeship Illinois

Grantee/Provider: Apprenticeship Illinois - ABC Location

Employment Type: Select

Filter Reports Export

Add Employer/Worksite

SELECT THE LINKS TO VIEW OR EDIT EMPLOYER, WORKSITE, AND JOB POSTING INFORMATION.

10 entries per page

Search:

Project	Agency	Employer	Worksite	Job	Total Number of Openings	Full Time Positions Filled	Part Time Positions Filled
Apprenticeship Illinois	Apprenticeship Illinois - ABC Location	Wren Houses	Wren Houses	Purchasing Agents, Except Wholesale, Retail, and Farm Products	1	0	0



Services – These are services, steps, activities that may be added to a participant Career Plan, IEP, Case Management. If a grantor has specific activities that must be added to a participants plan, those activities need to be added in this section. All activities associated with a program are added to Illinois workNet.

SERVICES				
10 entries per page		Search:		
Category	Name	Description	Active Status	delete
Career	Development of an IEP	PIRL 1004, 1200, 1201, 1202 The Individual Employment Plan (IEP) is jointly developed by the participant and career planner. The plan is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives. The IEP is the basic instrument for the LWIAs to document the appropriateness of the decisions made about the combination of services for the participant, including referrals to other programs for specified activities.	Yes	

1. Select **Edit Services to Use on Career Plans**
2. On the **Add Service** modal, click the drop-down by Service Type to select a group of services from which to select OR type a keyword in the Search box.
3. Click the **See More** to read additional details.
4. Click **the box in front of the service** – your selections will hold until you click save at the bottom of the screen.
5. Click **Save** – all selected services should be added to the table on the Grantee Details tab.

ADD SERVICE

Service Type

All

All

Career Service

Disaster Recovery Services

Supportive Services

Training Service

Youth Service Element Academic / Training / Career

Description

1410 20 CFR § 681.490 states

adult mentoring mu...

See More

Program

1403 ...

See More

☐ Training Assistance Establishing Eligibility for Financial Aid

PIRL 1003, 1004, 1116 ...

See More

☐ Training Career Planning (Case Management)

PIRL 1004, 1200, 1203 Provision of individualized counsel...

See More

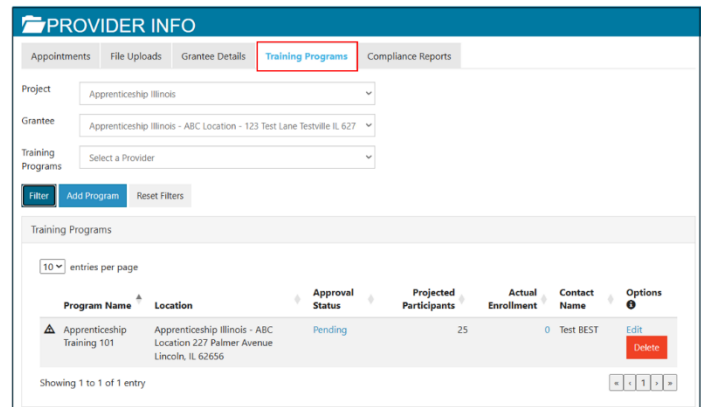
Some grants prepare a list of services associated with the project. Ensure that all those services are available for staff to select when working on a participant's career plan.



Training Programs

Programs that pay for training may require that those training programs be added into Illinois workNet.

1. Select **Project**
2. Select **Provider**
3. Filter
4. Select **Add Program** OR Edit existing program – Programs may require approval by the grantor before participants may be placed in the program.
5. 3 tabs need to be completed. Complete the required (*) fields.
 - **Add Program Information** – Select [View Instructions Here](#). There are instructions for specific programs about requirements. Please review before proceeding.
 - **Add Baseline Requirements**
 - **Add Associated Credentials**



Program Name	Location	Approval Status	Projected Participants	Actual Enrollment	Contact Name	Options
Apprenticeship Training 101	Apprenticeship Illinois - ABC Location 227 Palmer Avenue Lincoln, IL 62656	Pending	25	0	Test BEST	Edit Delete