



Table of Contents

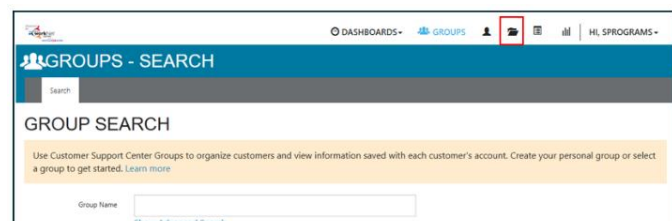
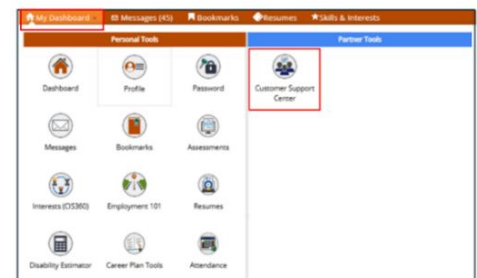
Purpose	1
Accessing Provider Information	1
Tabs	1
Appointments	2
File Uploads.....	2
Grantee Details.....	3
Grantee Info	3
Associated Grants.....	3
Staff Completing Required Training	3
Training Programs	4
Worksites.....	4
Services	5
Training Programs.....	6

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

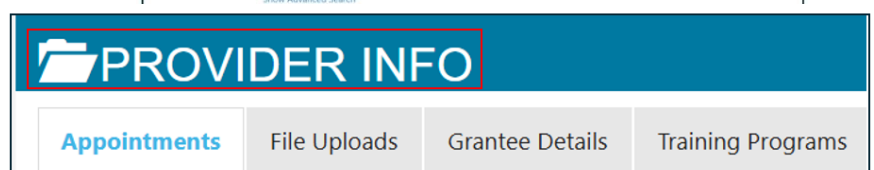
1. Log in to www.illinoisworknet.com.
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center**.
5. On the Group Search page, select the **Provider Information** (partially open folder icon) tab.



Tabs

The **Provider Info** tab is made up of:

- Appointments
- File Uploads
- Grantee Details
- Training Programs





Appointments

For agencies who 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 the location
 - Add instructions for the location i.e., Bring an I.D., bring the referral form
4. **Edit Site** – make any changes to the Appointment Site information
5. **Edit Schedule** – add scheduled appointments.
 - a. Add Appointment –
 - i. Pick a day on the calendar,
 - ii. Toggle the time, (hours are automatically given one hour)
 - iii. Edit the end time,
 - iv. Select the number of openings.
 - v. 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 type of upload category
4. Select a file to upload



5. Add a description of the file so that each file doesn't have to be opened.
6. Click the **Upload** button.

Reminder there is a 10MB limit to file size for upload.

UPLOAD FILE

Category

--Select--

File

Choose File

No file chosen

File Types Accepted: .xls,.xlsx,.pdf,.doc,.docx

Description

Upload

Grantee Details

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

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

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

PROVIDER INFO

Appointments

File Uploads

Grantee Details

Training Programs

Project *

Apprenticeship Illinois

Provider/Grantee *

Apprenticeship Illinois - ABC Location

Select

Print

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

- The Edit button allows for changes to be made.
- The Add Case Note button allows for a case note to be added pertaining to the Grantee Details.

Grantee Info

CASE NOTES(0)

Add Case Note

Close

Provider/Grantee Name

Apprenticeship Illinois - ABC Location

TA Contact Info

IwN Sub Program(s)

Scope Overview

Accepting Applications

Yes

Grantee Address

123 Test Lane Testville, IL 62704

Grantee Program Name

Program Start Date

Target Population

LWIA

Edit

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**

ASSOCIATED GRANTS

Add Grant

10 entries per page

Number	Start Date	End Date	Grant Amount	Scheduled Participants	Actual Enrollment	Sub-Program(s) /Categories	Action
24-11200	7/1/2024	6/30/2025	\$150,000				Remove

Showing 1 to 1 of 1 entry

ADD NEW GRANT

Grant Number*

Start Date

End Date

Grant Amount \$

Close

Save

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.

STAFF COMPLETING REQUIRED TRAINING

Add Staff

NOTE: IT IS RECOMMENDED TO UPLOAD CERTIFICATES OF COMPLETION TO THE "FILE UPLOADS" TAB FOR THE AGENCY.

10 entries per page

First Name	Middle Name	Last Name	Completed Date	Skill Name	Training Completed
No Staff Have Been Added					

Showing 0 to 0 of 0 entries

ADD STAFF AND ADMINISTRATOR TRAINING COMPLETED

First Name*

Middle Name

Last Name*

Completed Date*

Any skills can be manually entered

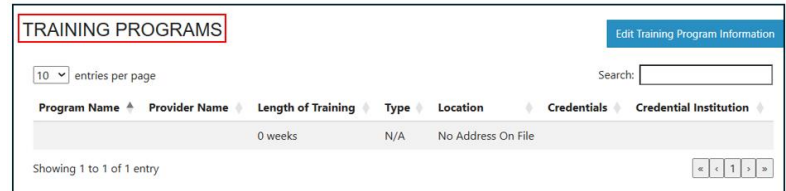
Training Skill*

Casey Life Skills



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 that will be reviewed in an upcoming section.



TRAINING PROGRAMS

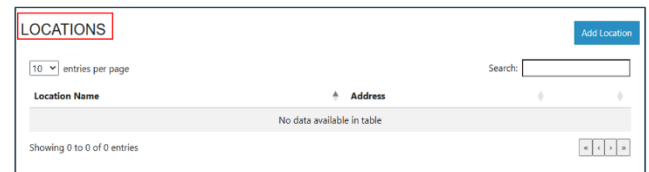
10 entries per page

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 locations of the training programs. New locations can be created.



LOCATIONS

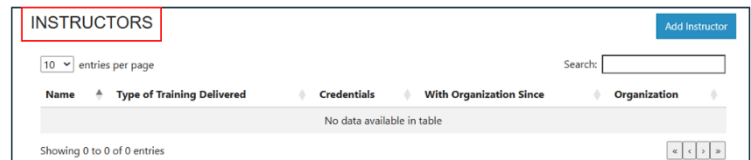
10 entries per page

Search:

Location Name	Address
No data available in table	

Showing 0 to 0 of 0 entries

Instructors - These are instructors of the training programs.



INSTRUCTORS

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.

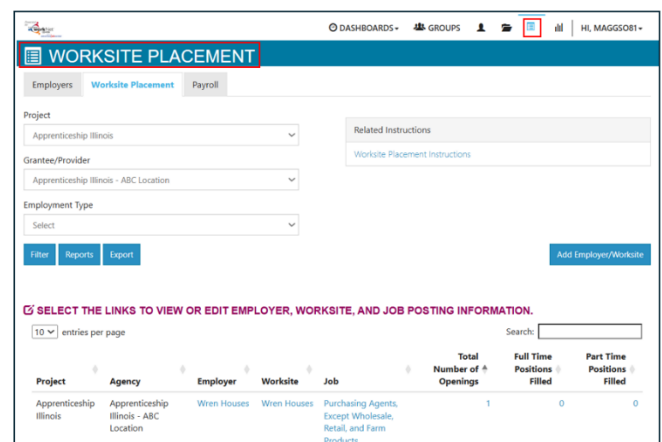


WORKSITES

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

Related Instructions: Worksite Placement Instructions

Filter Reports Export Add Employers/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.

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.

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	

ADD SERVICE

Service Type

All

Search:

Description

Program

<input type="checkbox"/>	Training	Assistance Establishing Eligibility for Financial Aid	PIRL 1003, 1004, 1116 ... See More
<input type="checkbox"/>	Training	Career Planning (Case Management)	PIRL 1004, 1200, 1203 Provision of individualized counsel... See More

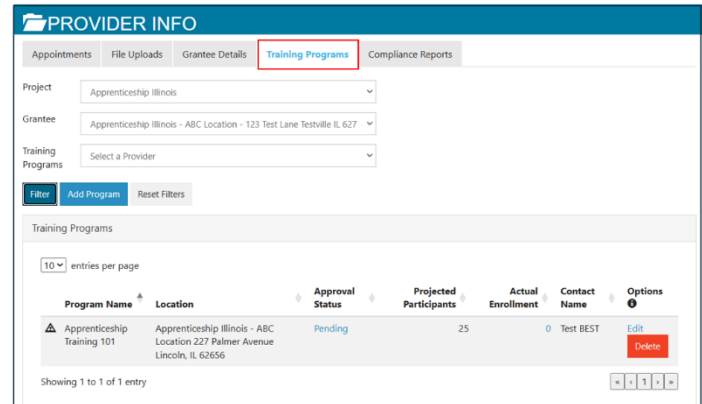
Some grants prepare a list of services associated with the project. Ensure that all those services are available for staff to select when working on a participant's career plan.



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. There are 3 tabs that 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**



PROVIDER INFO

Appointments | File Uploads | Grantee Details | **Training Programs** | Compliance Reports

Project: Apprenticeship Illinois

Grantee: Apprenticeship Illinois - ABC Location - 123 Test Lane Testville IL 627

Training Programs: Select a Provider

Filter | Add Program | Reset Filters

Training Programs

10 entries per page

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

Showing 1 to 1 of 1 entry

