Contents

Purpose and Users

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. Tabs may vary based upon the grant parameters.

Users

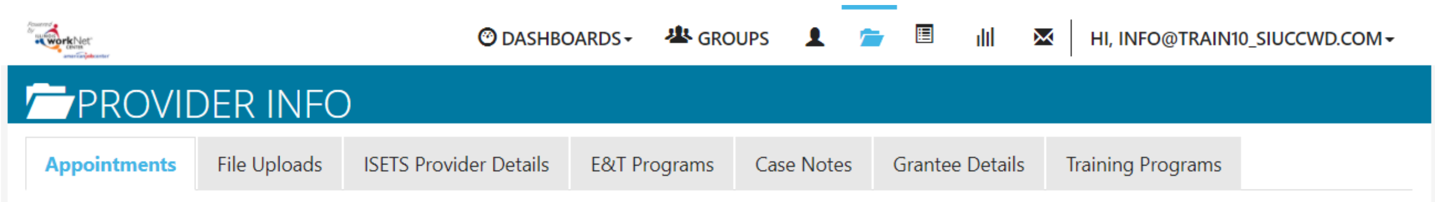
- User access is dependent upon the parameters of the grant. Check your grant details to see what you have access to view or edit.

Definitions

- Specific terms related to grant details.

TABS

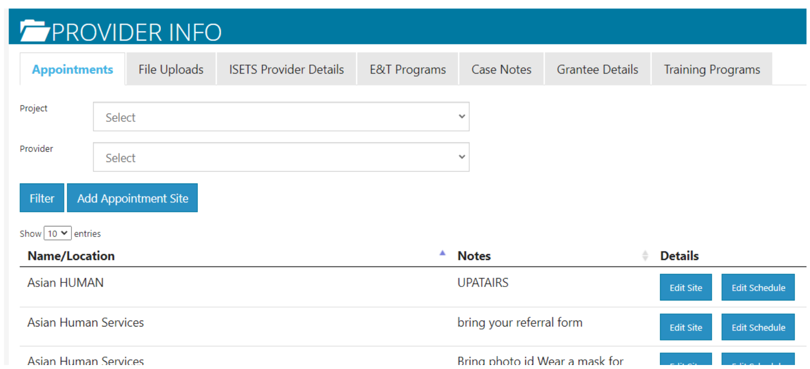
The grant determines which tabs are visible. Below are a selection that may show.



1. Go to www.illinoisworknet.com and log in to your account.
2. Go to My Dashboard and select Partner Tools.
3. Select Customer Support Center. (or your grant icon)
4. Select Provider Information. The partially open folder icon.

Appointments

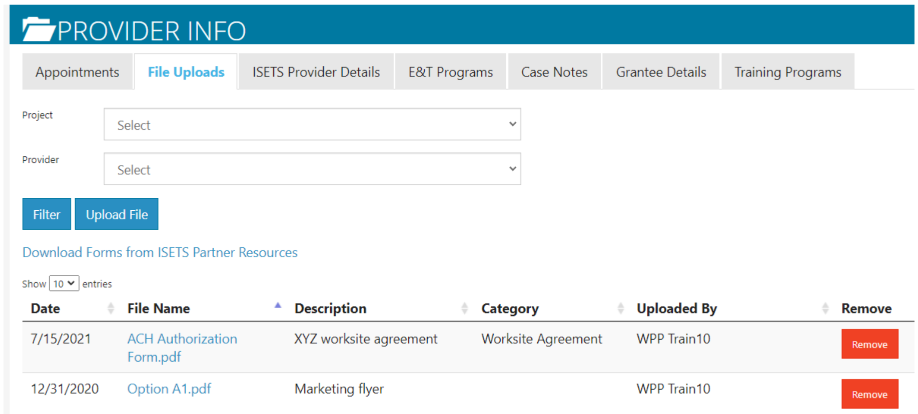
For agencies who require intake appointments, follow these instructions:



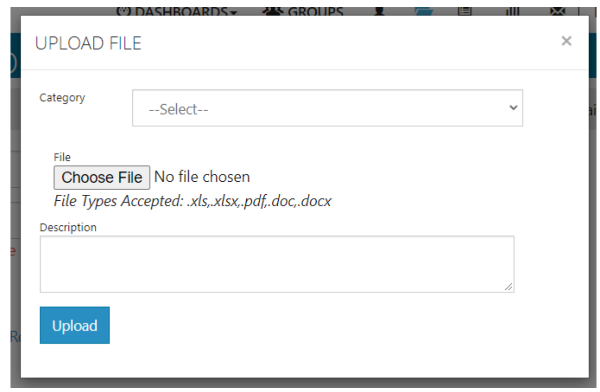
1. Select the Project and select Provider if you have access to more than one provider.
2. Filter to see locations for the project/agency.
3. Add Appointment Site if a new location is required.
   a. Name the location
   b. Add instructions for the location i.e., Bring an I.D., bring referral form
4. 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.

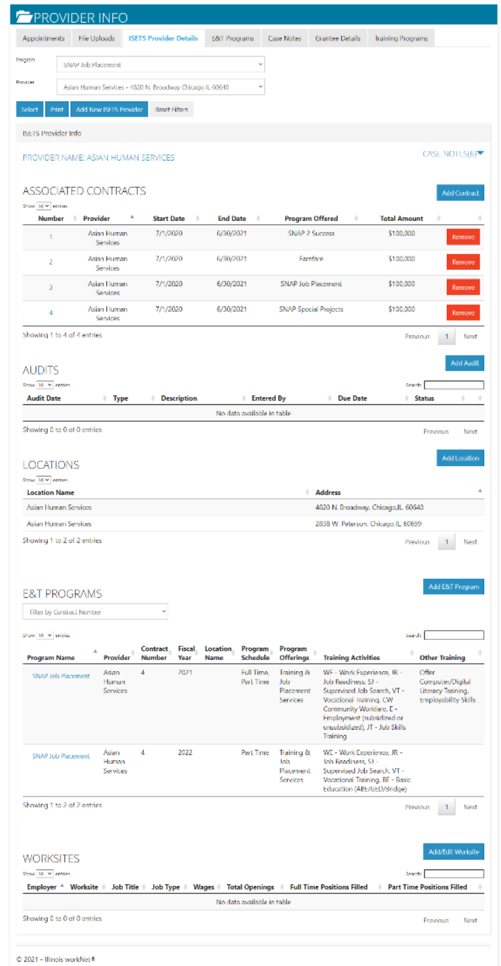


1. Select the Project and select Provider if you have access to more than one provider.
2. Click Upload File
3. Select type of upload category
4. Select a file to upload
5. Add a description of the file so that each file doesn't have to be opened.
6. Click the Upload button.



ISETS Provider Details

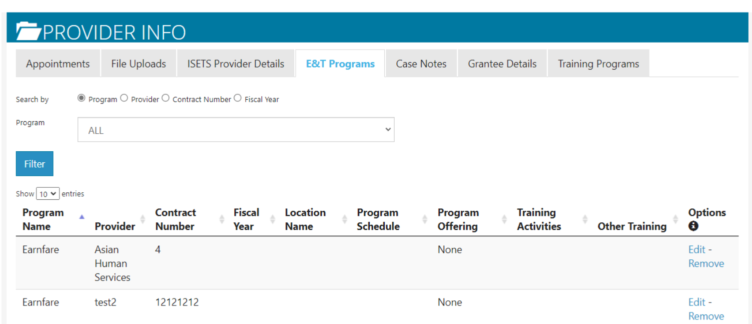
This tab represents grant specific information. Access is granted to partners participating in that grant. Access to edit information is granted by user type. Items in the tables can be filtered by clicking the column header.



1. Select the Project and select Provider if you have access to more than one provider.
2. Add New Provider allows a new grantee to be added to the system.
3. Associated Contracts - Contract information is updated is added or updated.
4. Audits
5. Locations – are based upon information added in the service finder.
6. E&T programs – information related to contracts and the programs offered by the provider.
7. Worksites are associated with where worksite placements are offered.
8. Services – those services associated with the provider and the specific program. Agencies may be able to add or delete based upon use.

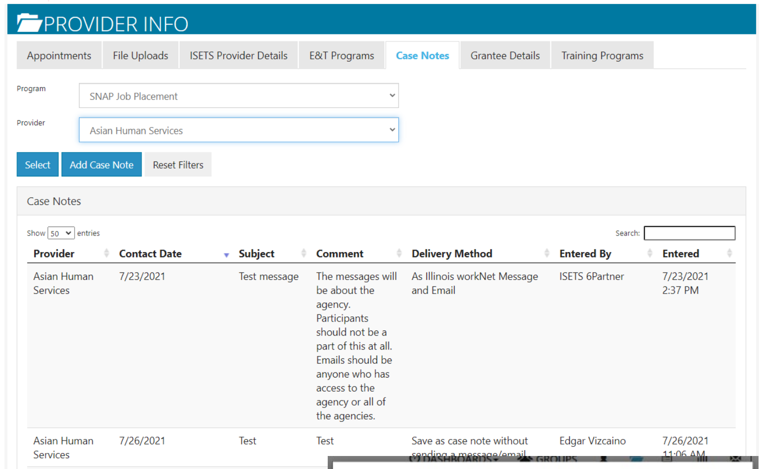
E&T Programs

This tab represents grant specific information. Access is granted to partners participating in that grant. Access to edit information is granted by user type. Items in the tables can be filtered by clicking the column header. Information can be searched by Program, Provider, Contract Number or Fiscal Year and then selecting a program. Based upon user access levels, information may be edited, or the item may be removed.

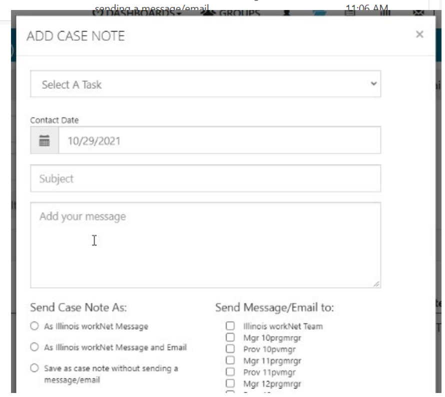


Case Notes

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

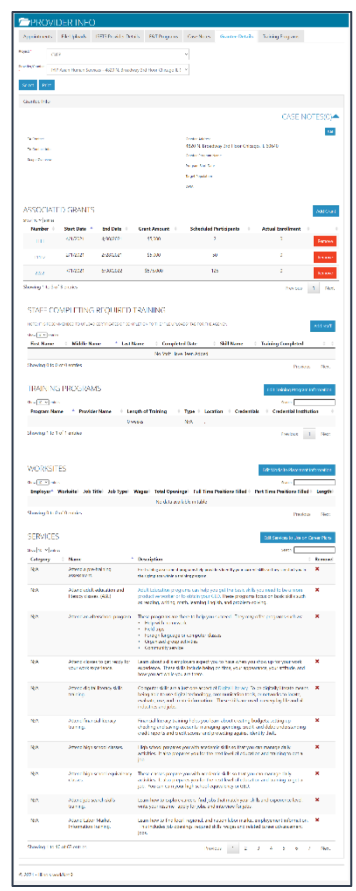


1. Select Program
2. Select Provider
3. Select Add Case Note
    a. Select a task about which the case note is being written.
    b. Type a subject
    c. Type a message
    d. Select how the case note is to be saved.
    e. If being sent as a message, select to whom the message is to be sent.
    f. Select Add Case Note at the bottom.
4. Filter at the top of any column to sort.



Grantee Details

This tab includes information about the following categories related to an agency and their grant. All columns in tables are filterable by clicking on the column header. Details may be viewed by clicking on items when represented by blue type.



Grantee Info – this includes details about the agency including demographic information. User status enables specific editing functions. Regular partners are able to edit address, program name, program start date, select target population, enter scope of agency overview

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

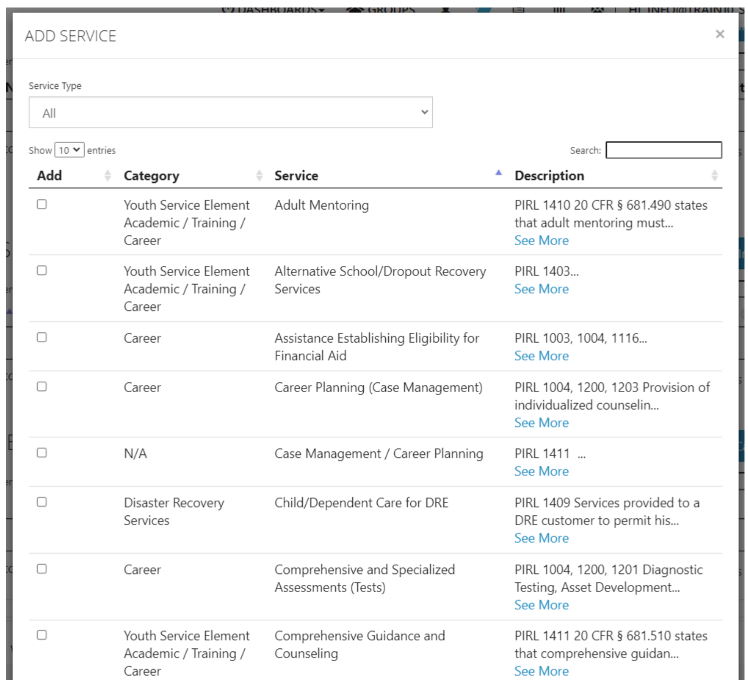
1. Enter first name

2. Enter Last name
3. Enter Completed Date
4. Check Training Skill completed
5. Click Save

Training Programs – these are training programs related to the grant. By clicking “Select Edit Training Program” the user is redirected to the Training Programs tab that will be reviewed next.

Worksites – are entered on the Worksite Placement section of the Customer Support Center. (bulleted list icon) If you click the button to Edit Worksite Placement Information, the user is redirected to that section of the CSC. General Illinois workNet user instructions can be found here: *https://www.illinoisworknet.com/DownloadPrint/Worksite%20Placement%20and%20Payroll%20Upload%20General.pdf*

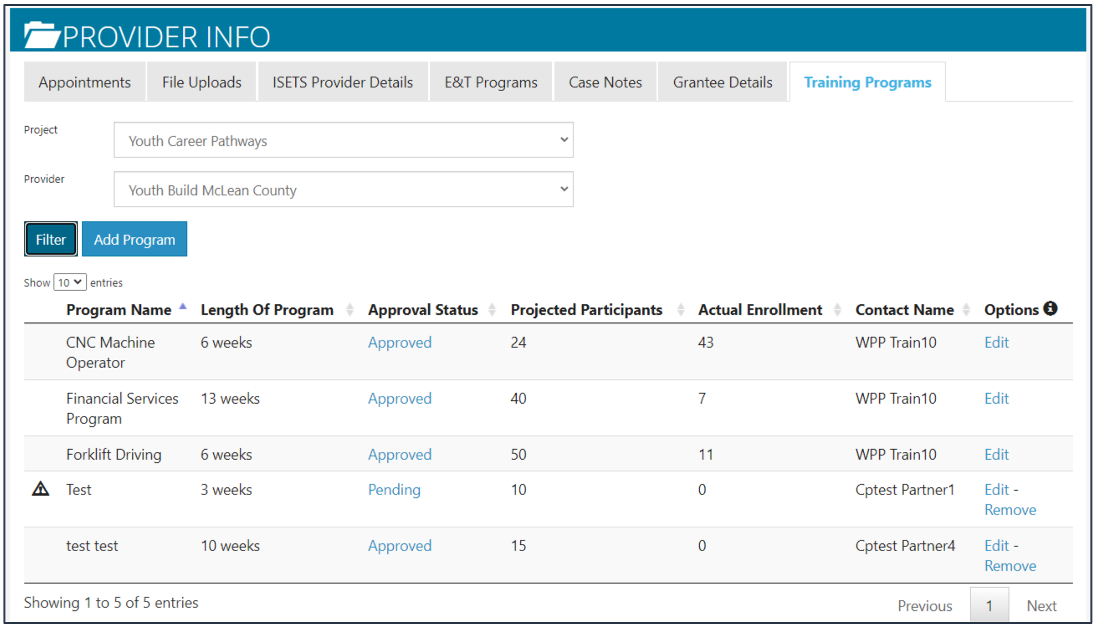
Services – these are services, steps, activities that may be added to a participant Career Plan, IEP, Case Management. If a grantor has specific steps that must be added to a participants plan, those steps need to be added in this section. All steps associated with a program are added to Illinois workNet.



1. Select Edit Services to Use on Career Plans – a modal window opens.
2. 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 of your selected services should be added to the table on the Grantee Details tab.

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

Training Programs



Program Name	Length Of Program	Approval Status	Projected Participants	Actual Enrollment	Contact Name	Options
CNC Machine Operator	6 weeks	Approved	24	43	WPP Train10	Edit
Financial Services Program	13 weeks	Approved	40	7	WPP Train10	Edit
Forklift Driving	6 weeks	Approved	50	11	WPP Train10	Edit
Test	3 weeks	Pending	10	0	Cptest Partner1	Edit - Remove
test test	10 weeks	Approved	15	0	Cptest Partner4	Edit - Remove

Programs that pay for training will 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. Add Program – there may be instructions for specific programs about requirements. Please review before proceeding.
    a. Complete required fields that may include:
        i. Program name
        ii. Program description
        iii. Program address
        iv. CIP or NAICS codes
        v. Industry pathway
        vi. Length of training
        vii. Planned enrollment information
        viii. Baseline requirements for participation in the program
        ix. Credentials earned – can select from credential registry or submit credential for approval.