

Youth Apprenticeship and Career Pathways TA Webinar November 28, 2017 - Troubleshooting Handout

Topic	Troubleshooting Questions To Ask Yourself	Related Instructions
<p>Application Need to have an IwN application to sync with IWDS</p> <p>Suitability Review eligibility documentation (Quick reference guide is available in the section)</p>	<p>Do you have customers who have received services, but they have not been documented in IwN or in IWDS due to data lag?</p> <ul style="list-style-type: none"> • Have you and the customer completed the online IwN application with the correct SSN so it can be synced in IWDS? • Have you met with the client to gather the documentation to support their WIOA Youth Eligibility? • Have you identified the LWIA staff who will work with the client to complete their application in IWDS? • Has the suitability review been completed in IwN and a program been selected? • Has your customer met with the LWIA staff who will complete their IWDS application? <p>Do you have customers who have received services, and their application is completed in IwN with the correct SSN, and has been sync'd into IWDS; but the WIOA application has not been completed and certified in IWDS.</p> <ul style="list-style-type: none"> • Identify each of your current customers who are in IWDS with no Career Planner • Who is your contact at the LWIA that you are supposed to be partnering with? <ul style="list-style-type: none"> ○ Work with your management and your partner who is providing IWDS support ○ If there are issues where technical assistance is needed from DCEO, contact Jim Potts at james.potts@illinois.gov 	<p>Process Steps and System Identification Overview (PDF) (Visual Process Flow)</p> <p>Application and Suitability Page Instructions for Partners (PDF)</p> <p>Suitability Application Instructions for Customers (PDF)</p>
<p>Progress Page Identify contacts for the customer</p> <p>Create a plan by identifying services in Illinois workNet. Customers can view this plan.</p>	<p>Do you have customers who have received services, and their application is completed in IwN with the correct SSN, and the record has sync'd into IWDS; but the WIOA application contact date in IWDS is after the date the customer began receiving services?</p> <ul style="list-style-type: none"> • Identify each of your current customers who are in IWDS with the incorrect contact date: • What date should the contact date be in IWDS? (The contact date in IWDS must be on or before the date the customers services began) <ul style="list-style-type: none"> ○ If the contact date in IWDS needs modified to a previous date so the record can be documented correctly in IWDS, contact Jim Potts at james.potts@illinois.gov ○ Once the contact date is updated move forward with completing the application, certifying the application. <p>Selecting the appropriate services</p> <ul style="list-style-type: none"> • See services handout provided by Youth Apprenticeship/Pathway Grant Manager Tammy Stone with various services and descriptions • Has the Individual Service Strategy (plan) been completed and identified the various services/activities the client will need to successfully complete the program? 	<p>Process Steps and System Identification Overview (PDF) (Visual Process Flow)</p> <p>Document Customer Plans and Progress (PDF)</p> <p>Worksite Placement and Payroll Upload (PDF)</p>