



Submitting your Customer Success Story

Submit and Search Customer & Employer **Success Stories** from various Workforce Development programs in Illinois.



February 2022

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AGENDA

SUCCESS STORIES

- Importance
- Success Story Resources
- Submitting your customer Success Story
- Q & A

SUCCESS STORY IMPORTANCE

THROUGH ILLINOIS WORKNET

WWW.ILLINOISWORKNET.COM/SUCCESS

ILLINOIS WORKNET SUCCESS STORY: IMPORTANCE

CUSTOMERS

- Customers can see what their peers are doing.
- Can connect to others facing similar situations.
- Shows customers how others have succeeded in the program.
- Provides Credibility.

PROGRAM

- Gives credibility to program and organizations running them.
- Gives others hope that the program can work for them too.
- Highlights aspects of the programs that work best.

ILLINOIS WORKNET SUCCESS STORY: IMPORTANCE

ANNUAL REPORTS

Illinois workNet success stories are used in the Workforce Development Annual Reports. Each year the stories are reviewed by commerce and various stories are added to the report.

Success Stories

I Have Been Able to Achieve the American Dream

Uri Saenz, who was born in Chihuahua, Mexico and raised in Chicago, came to National Able Network with the mission to get his career back on track. Although only in his 20's Uri had already accomplished plenty – from graduating college with a bachelor's degree in Marketing and Economics to working in marketing research to owning his own business to purchasing his very own ranch in Mexico. Uri is a well-rounded individual with an array of passions, so when coming to National Able Network he sought some guidance on entering a new field and finding employment within that field – he achieved that, and so much more.

Most recently before becoming a National Able Network client, Uri owned and operated a luxury automotive and detailing company. His business was so successful that a local competitor offered to purchase the company. Although Uri did not consider it at first, circumstances in his personal life changed, and Uri decided he wanted a fresh start. He went through with the sale, returned to Mexico, and spent time on his ranch. Almost a year and a half later, while walking through the mountainside, Uri felt it was the right time to dive all-in and pursue his career dream of being in the Information Technology (IT) field.

Upon his return to Chicago, Uri attempted to find employment, although it was difficult, especially because of the gap on his resume,



URIEL SAENZ



Location:
Melrose Park, IL

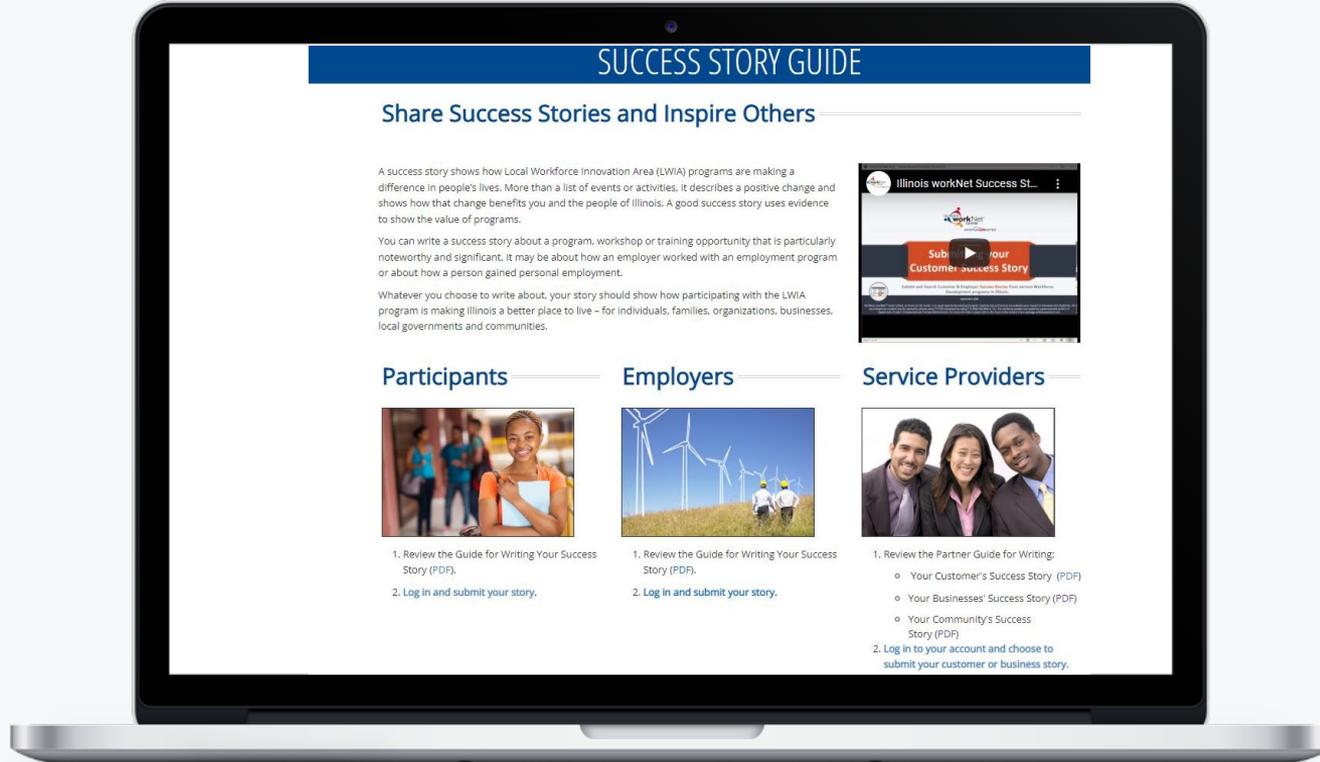
SUCCESS STORY RESOURCES

THROUGH ILLINOIS WORKNET

WWW.ILLINOISWORKNET.COM/SUCCESS

ILLINOIS WORKNET SUCCESS STORY GUIDE

www.illinoisworknet.com/success



TIPS FOR WRITING A SUCCESS STORY

A success story shows how a program made a difference in your customer's life. A success story is more than a list of events or activities. The story demonstrates a positive change and describes how that change benefits them and the people of Illinois. A good success story uses evidence to show value of the program.

Answer the following questions to develop the body of your story:

- ✓ Where was the participant when they started the program and what was their background or challenge?
- ✓ What services, programs, or activities was the individual involved in as they prepared for employment?
- ✓ What WIOA and other partners were included in the employment plan?

- ✓ What was the outcome of those services, programs, or activities? (i.e., Did they earn any credentials? What did they learn or experience in the program? What positive changes occurred?)
- ✓ What are the details of the employment the participant received?

PARTNER GUIDE FOR WRITING AN INDIVIDUAL'S SUCCESS STORY

Use this guide to learn about:

- What Makes an Effective Success Story
- Telling your Customer's Success
- Final Touches
- What Makes a Good Picture
- Step by Step Instructions for Adding your Customer's Success Story.

Success Story



Partner's Guide for Writing an Individuals Success Story

Career Planners and other staff under WIOA should reach out to their individual participants and ask them to submit their success story online. In cases where the customer would rather have their story written or submitted by a case manager, WIOA staff can submit stories as long as they receive written permission from the customer and keep a copy of the permission in the customer's file.

Tell us about your customer and how the program helped them reach their career, training and employment goals. The tips below will ensure their story is the best it can be!

What Makes an Effective Success Story?

- Mention specific experiences and activities that made their experience successful
- Use active vs. passive voice
- Avoid editorializing about the customer
- Include an engaging clear photo

Tell Their Success:

- Enter a personalized, meaningful title
- Tell us a brief description of the customers' background and how the program helped them achieve their goals
 - What did the program help them achieve?
 - Updating their resume, search for a job, got a job in their career pathway, build skills, on-the-job training, or credentials
 - Was it helpful for them to receive other services while they were in this program?
 - Did they receive SNAP, TANF, Unemployment, disability services, or others?
 - What were their outcomes or results of the program? What positive change happened as a result of the program?
 - Provide details of their new job or career plans
 - They got a new job in their desired field
 - They enrolled in training to reach their career goal

Final Touches:

- Proofread the story
- Include a photo of your customer
 - It can be them on the job, at training, or a good headshot
 - Try and avoid selfies

Step 1

- Review this Guide for Tips for Writing Your Customer's Success Story

Step 2

- Go To www.illinoisworknet.com/Success and Select Submit your Story Under Service Providers

Step 3

- Select Search to lookup your customer by name or username

Step 4

- Complete the Success Story Form, Upload the Image, and Submit your Customer's Story



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PARTNER GUIDE FOR WRITING AN EMPLOYER'S SUCCESS STORY

Use this guide to learn about:

- What Makes an Effective Success Story
- Telling your Employer's Success
- Final Touches
- What Makes a Good Picture
- Step by Step Instructions for Adding your Employer's Success Story.

Success Story



Partner's Guide for Writing An Employer Success Story

Business Service Teams and other staff under WIOA should reach out to the employers they serve and ask them to submit their success story online. In cases where the employer would rather have their story written or submitted by the business service team, staff can submit stories as long as they receive written permission from the employer and keep a copy of the permission.

Creating and submitting their success story is easy, important and benefits everyone involved. Tell us about their business and how working with a program has helped their business change or grow and how it has helped their workforce. The tips below will ensure their story is the best it can be!

What Makes an Effective Success Story?

- Mention specific experiences and activities that made the experience successful
- Use active vs. passive voice
- Avoid editorializing about the business
- Include an engaging clear photo

Tell Your Success:

- Enter a personalized, meaningful title
- Tell us a brief description of the business background and how the program has impacted it
 - What did the program help them achieve?
 - Growing their workforce, expanding their market share, training and retaining new or existing employees
 - What were the outcomes or results of the businesses participation with the program? What positive change happened as a result of the program?
 - What are their next steps to continue the momentum from the program?
 - Continue working on the same or a similar project to maintain and grow their workforce
 - Work to continue to expand their market share and stability of their business

Final Touches:

- Proofread the story
- Include the business' logo or a picture of the business or staff in action.



Good Picture



Good Picture

PARTNER GUIDE FOR WRITING A COMMUNITY'S SUCCESS STORY

Use this guide to learn about:

- What Makes an Effective Success Story
- Telling your Community's Success
- Final Touches
- What Makes a Good Picture
- Step by Step Instructions for Adding your Community's Success Story.

Success Story



Guide for Writing Your Success Story - Community

Creating and submitting your success story is easy, important and benefits everyone involved. Tell us about your experience in working with an apprenticeship program and how it has helped your community change or grow and how it has helped your workforce. Use the tips below to make sure your story is the best it can be!

What Makes an Effective Success Story?

- Written from the perspective of the apprentice, business, or apprenticeship program
- Mention specific experiences and activities that made the experience successful
- Include an engaging clear photo

Tell Your Success:

- Enter a personalized, meaningful title
- Tell us a brief description of your community and how the apprenticeship program has impacted it
 - What did the program help you achieve?
 - Growing your workforce, expanding your market share, training and retaining new or existing employees
 - What were the outcomes or results for your community with the apprenticeship program? What positive change happened as a result of the program?
 - What are your next steps to continue the momentum from the program?
 - Continue working on the same or a similar project to maintain and grow your workforce
 - Work to continue to expand your market share and business stability
- Include a link to your program's website so others can learn more.

Final Touches:

- Be sure to proofread your success story
- Include a logo or a picture of your community or apprenticeship program staff in action.

Step 1

- Review this Guide for Tips for Writing Your Success Story

Step 2

- Go To www.illinoisworknet.com/Success, Select Submit your Story, Use the dropdown menu to select "Community"

Step 3

- Complete the Success Story Form, Upload your Image, and Submit your Story



SUBMITTING YOUR CUSTOMERS SUCCESS STORY

THROUGH ILLINOIS WORKNET

WWW.ILLINOISWORKNET.COM/SUCCESS

ILLINOIS WORKNET SUCCESS STORY: ACCESS

STEP 1

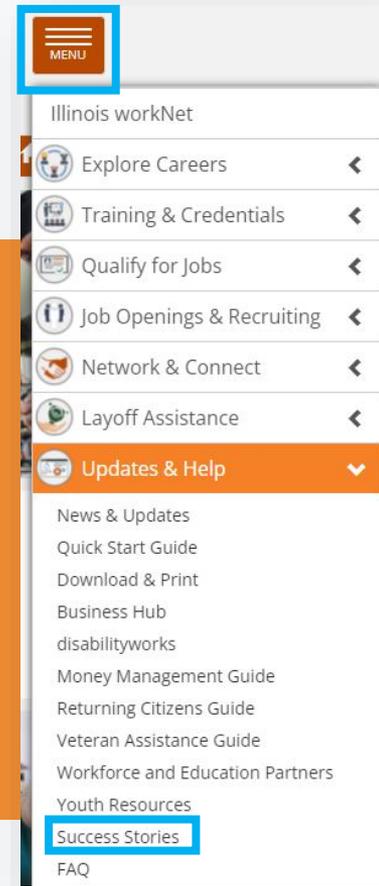
- Go to www.illinoisworknet.com
- Log into your Illinois workNet account



ILLINOIS WORKNET SUCCESS STORY: ACCESS

STEP 2

- Open the **Menu**
- Select **Updates & Help**
- Then select **Success Stories**



ILLINOIS WORKNET SUCCESS STORY: PUBLIC PAGE

Find and read success stories that have been submitted for various workforce development programs in the state of Illinois.

Find Local Successes

Participant Type: Select
Program Type: Select
Program Detail Type: Select
Geographic Search By: Select

View More Filters +

Search Clear Filters

Overcoming Barriers and Collecting Achievements
A success story from the ...

Emilio's Success Story
Emiliano Alvarez is a grad...

From Factory to Government
In January 2020, LCS Comm...

From Last to First
Kenneth (Kenny) Junderwent ...

UCAN's Ms. Irene Mulbuh
Ms. Mulbuh, an adult yout...

Hard Work Pays Off!
Joseph Bishop has been en...

Success Stories

SEARCHING SUCCESS STORIES

01

PARTICIPANT TYPE

Use the participant filter to find success stories for individuals, employers, and communities.

02

PROGRAM TYPE

Use the Program Type filter to find success stories for specific workforce development programs. (i.e., WIOA Adult)

03

PROGRAM DETAIL TYPE

Use the Program Detail Type filter to find success stories for specific program details. (i.e., Training)

04

VIEW MORE FILTERS

Click View More Filters to get access to additional filter options to use when searching success stories.



ILLINOIS WORKNET SUCCESS STORY: ACCESS

STEP 3

- From the Success Stories page, select **Submit a Success Story**.

The screenshot shows the Illinois WorkNet website interface. At the top, there is a navigation bar with a menu icon, the logo for the Illinois WorkNet Center (part of the American Job Center), and icons for Search, Español, Partners, and Share. Below this is a secondary navigation bar with links for My Dashboard, Messages (157), Bookmarks, Resumes, and Skills & Interests. The main content area has a red header with the text "SUCCESS STORIES". Below the header is a section titled "What are Success Stories?" with a sub-header "What are Success Stories?". The text explains that Success Stories from WIOA and related programs are testimonials of the value of State of Illinois programs. It mentions that Success Stories are organized around congressional districts and reveal the importance and broad success that programs provide to local workforce development. A highlighted success story video is shown, titled "Angel's Story", which depicts a woman driving a car. Below the video, there is a "More from this Playlist" section with two smaller video thumbnails: "Angel's Story" and "If you put forth your effort... WorkNet Da! pay you be with the skill Care with RyanKMyW". At the bottom left of the content area, there is a blue button labeled "Submit a Success Story".

ILLINOIS WORKNET SUCCESS STORY: ACCESS

STEP 4

- From the Success Stories Guide page you will select the link located under the service provider section. **Log in to your account and choose to submit your customer, business, or community story.**

Success Stories

SUCCESS STORY GUIDE

Share Success Stories and Inspire Others

A success story shows how Local Workforce Innovation Area (LWIA) programs are making a difference in people's lives. More than a list of events or activities, it describes a positive change and shows how that change benefits you and the people of Illinois. A good success story uses evidence to show the value of programs.

You can write a success story about a program, workshop or training opportunity that is particularly noteworthy and significant. It may be about how an employer worked with an employment program or about how a person gained personal employment.

Whatever you choose to write about, your story should show how participating with the LWIA program is making Illinois a better place to live – for individuals, families, organizations, businesses, local governments and communities.



Participants



1. Review the Guide for Writing Your Success Story (PDF).
2. [Log in and submit your story.](#)

Employers



1. Review the Guide for Writing Your Success Story (PDF).
2. [Log in and submit your story.](#)

Service Providers



1. Review the Partner Guide for Writing:
 - o Your Customer's Success Story (PDF)
 - o Your Businesses' Success Story (PDF)
 - o Your Community's Success Story (PDF)
2. [Log in to your account and choose to submit your customer or business story.](#)

ILLINOIS WORKNET SUCCESS STORY: FINDING YOUR CUSTOMER

STEP 5

- If adding a customer story click **Search** under Customer.
- If adding an employer story click **Get Started** under Employer.
- If adding a community story, click **Get Started** under Community Story.

The screenshot shows the WIOA WORKS ILLINOIS website interface. At the top, there is a navigation bar with a 'MENU' icon, the WIOA WORKS ILLINOIS logo, and links for 'Search', 'Español', 'Partners', and 'Share'. Below the navigation bar is a secondary bar with links for 'My Dashboard', 'Messages (0)', 'Bookmarks', 'Resumes', and 'Skills & Interests'. The main content area is titled 'SUBMIT A CUSTOMER SUCCESS STORY' and contains three columns:

- Customer Story:** A form with the text 'I am submitting a success story for a customer.' and a blue 'Search' button.
- Employer Story:** A form with the text 'I am submitting a success story for an employer.' and a blue 'Get Started' button.
- Community Story:** A form with the text 'I am submitting a success story for a community project.' and a blue 'Get Started' button.

ILLINOIS WORKNET SUCCESS STORY: FINDING YOUR CUSTOMER

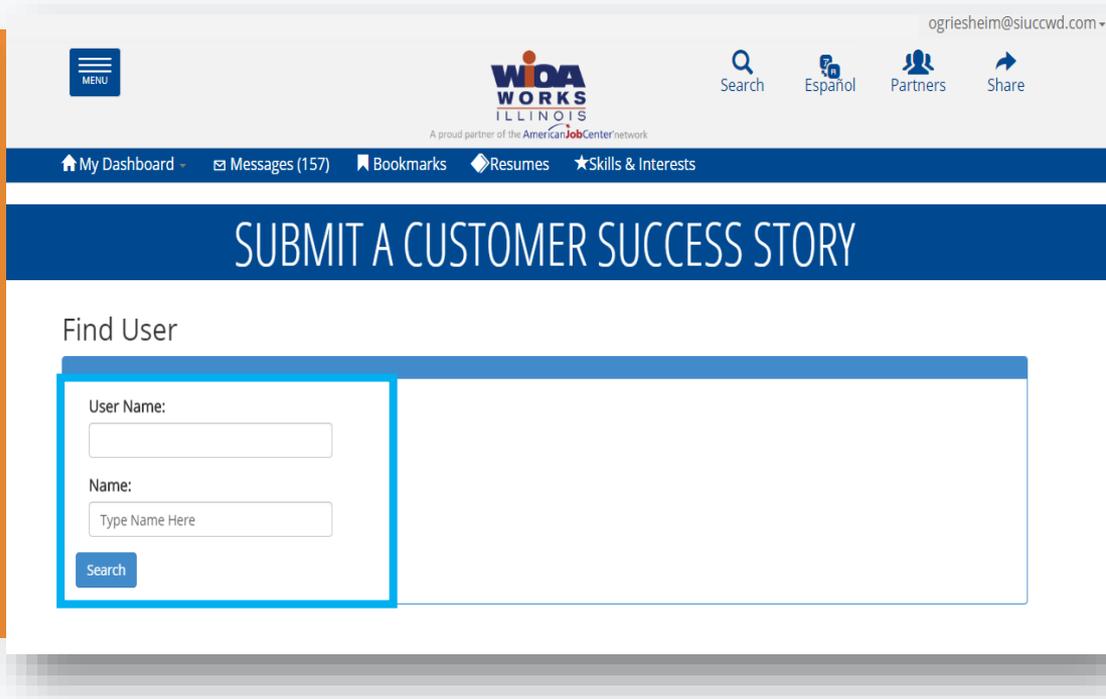
STEP 6

Type in your customer's:

- **Username** – This will be their Illinois workNet account username.

OR

- **Name** – First & Last
- Then click **Search**



The screenshot shows the WIOA WORKS ILLINOIS website interface. At the top right, there is a user profile icon with the email address 'ogriesheim@siuccwd.com'. Below this is a navigation bar with a 'MENU' button, the WIOA WORKS ILLINOIS logo, and icons for Search, Español, Partners, and Share. A secondary navigation bar contains links for 'My Dashboard', 'Messages (157)', 'Bookmarks', 'Resumes', and 'Skills & Interests'. The main content area features a large blue banner that reads 'SUBMIT A CUSTOMER SUCCESS STORY'. Below the banner is a 'Find User' section with a form containing two input fields: 'User Name:' and 'Name: Type Name Here'. A blue 'Search' button is positioned below the 'Name' field.

ILLINOIS WORKNET SUCCESS STORY: FINDING YOUR CUSTOMER

STEP 7

- A list of customers matching the information you entered will appear. Click **Select** next to the individual you would like to submit the story for.

The screenshot shows the WIDA Works Illinois website interface. At the top, there is a navigation bar with a menu icon, the WIDA Works Illinois logo, and utility links for Search, Español, Partners, and Share. Below this is a dark blue navigation bar with links for My Dashboard, Messages (157), Bookmarks, Resumes, and Skills & Interests. The main heading is 'SUBMIT A CUSTOMER SUCCESS STORY'. Underneath is a 'Find User' section with input fields for 'User Name' and 'Name', and a 'Search' button. Below the search form is a table with columns: First Name, Last Name, User Name, Email, Date of birth, and Action. The 'Action' column contains a 'Select' button, which is highlighted with a red box. The table shows one entry with a redacted name and email ending in '@gmail.com'. At the bottom of the table, it says 'Showing 1 to 1 of 1 entries' and includes navigation arrows for 'Previous' and 'Next'.

ILLINOIS WORKNET SUCCESS STORY: ADDING YOUR CUSTOMER'S STORY

STEP 8

- You will be directed to the Success Story Entry Page. The Participant Info will auto-populate. To auto-populate the story information you **MUST** first **select** the **Program Type**.

Share Your Experience

Participant Type*
Participant ▼

If any of the information displaying is not correct please update your Illinois workNet profile in your Dashboard or contact info@illinoisworkNet.com, include the updated information in your email.

Participant Info

First Name*
Test

Last Name*
User

Address Line 1*
123 Main Street

Address Line 2

City*
Minier

State*
Illinois ▼

Zip Code*
61759

Zip Code Plus 4*
0824

Story Info

Program Type* ⓘ
Select ▼

Service Provider Name* ⓘ
Select a Program Type first

Address Line 1*

Address Line 2

City*

State*
Select ▼

Zip Code*

Zip Code Plus 4*

Current Pathway/Industry* ⓘ
Select ▼

Credentials Earned ⓘ

ILLINOIS WORKNET SUCCESS STORY: ADDING YOUR CUSTOMER'S STORY

STEP 9

- Review the auto-populated field to ensure the info is correct.
 - If you find incorrect info, email info@illinoisworknet.com
- Complete any **blank fields**. All required fields must be completed.

Story Info

Program Type* ⓘ TAA	Service Provider Name* ⓘ Career Link	Address Line 1* 123 Court St Sunset Plaza	Address Line 2
City* Pekin	State* Illinois	Zip Code* 61554	Zip Code Plus 4* 0824

Program Details

Individual Employment Plan
Occupational Skills Training Travel in Training
RTAA Registrant

Pre-participation Info ⓘ

Former Employer Mitsubishi	Former Pathway/Industry Manufacturing	Former education status Col. Freshman	Trade Certification Number 12345
Funds Source United Workforce Develop	Layoff Date 11/30/2015	Amount of previous wages \$/hr 15.00	

Post-participation Info ⓘ

Current Employment Status Entered Employment	Current Employer Bank of America	Job Title Customer Service Representative	Current Pathway/Industry* ⓘ Finance
Current education status Associate Degree	Credentials Earned ⓘ Associates Degree Applied Scienc	Date Attained 12/22/2017	Amount of new wages \$/hr 20.00

ILLINOIS WORKNET SUCCESS STORY: FORM FIELDS

TRADE ADJUSTMENT ASSISTANCE & DISLOCATED WORKERS

PARTICIPANT INFO

*~FIRST NAME *~ZIP PLUS 4
*~LAST NAME *~DATE OF BIRTH
*~ADDRESS *~GENDER
*~CITY SUBMITTER TITLE
*~STATE ~SUBMITTER PHONE NUMBER
*~ZIP ~SUBMITTER EMAIL

PRE-PARTICIPATION INFO

~FORMER EMPLOYER ~FUNDING SOURCE
~FORMER PATHWAY/INDUSTRY ~LAYOFF DATE
~FORMER EDUCATION ~AMOUNT OF PREVIOUS WAGES
~TRADE CERTIFICATION NUMBER (TAA ONLY)

STORY INFO

*~PROGRAM TYPE
*~SERVICE PROVIDER NAME
*~ADDRESS
*~CITY
*~STATE
*~ZIP
*~ZIP PLUS 4
*~PROGRAM DETAILS

POST PARTICIPATION INFO

~CURRENT EMPLOYMENT STATUS
~CURRENT EMPLOYER
~JOB TITLE
~CURRENT PATHWAY/INDUSTRY
~CURRENT EDUCATION
*~CREDENTIAL EARNED/DATE ATTAINED
~AMOUNT OF NEW WAGES

Key

* = Required

~ = Auto-populate

Underline = Shows to Public

ILLINOIS WORKNET SUCCESS STORY: FORM FIELDS

WIOA ADULT, WIOA YOUTH, SPECIAL PROGRAMS (I.E. CYEP)

PARTICIPANT INFO

*~FIRST NAME

*~LAST NAME

*~ADDRESS

*~CITY

*~STATE

*~ZIP

*~ZIP PLUS 4

SUBMITTER TITLE

~SUBMITTER PHONE NUMBER

~SUBMITTER EMAIL

Key

* = Required

~ = Auto-populate

Underline = Shows to Public

STORY INFO

*~PROGRAM TYPE

*~SERVICE PROVIDER NAME

*~ADDRESS

*~CITY

*~STATE

*~ZIP

*~ZIP PLUS 4

*~CURRENT PATHWAY/INDUSTRY

*~PROGRAM DETAILS

*~CREDENTIAL EARNED/DATE ATTAINED

ILLINOIS WORKNET SUCCESS STORY: FORM FIELDS

APPRENTICESHIP IL, INCUMBENT WORKER, DWG, LAID OFF WORKERS

PARTICIPANT INFO

*~FIRST NAME

*~LAST NAME

*~ADDRESS

*~CITY

*~STATE

*~ZIP

*~ZIP PLUS 4

SUBMITTER TITLE

SUBMITTER PHONE NUMBER

SUBMITTER EMAIL

Key

* = Required

~ = Auto-populate

Underline = Shows to Public

STORY INFO

*PROGRAM TYPE

*SERVICE PROVIDER NAME

*ADDRESS

*CITY

*STATE

*ZIP

*ZIP PLUS 4

*CURRENT PATHWAY/INDUSTRY

*PROGRAM DETAILS

*CREDENTIAL EARNED/DATE ATTAINED

ILLINOIS WORKNET SUCCESS STORY: **ADDING YOUR CUSTOMER'S STORY**

STEP 11

- Agree to the **Terms & Conditions**
 - Obtain a signed copy of your customer's photo and story release and keep it in their file.
- Click **Save Story**

Terms of Use Agreement

WIOA Works encourages website users and customers to share testimonials about their positive experience with the Illinois workNet system in receiving training and/or help with getting a job. In some cases, user comments will be displayed on this website, or otherwise used publicly as part of Illinois workNet and/or WIOA Works publications, including those materials authorized by the Illinois Workforce Innovation Board or the Illinois Department of Commerce and Economic Opportunity. Illinois workNet/WIOA Works reserves the right to approve or decline submissions for website placement or other public use.

The submitter, user, or customer is fully responsible for the content and correctness of details submitted. In addition, this release authorizes the U.S. Department of Labor (including any of its officers, employees and agents), within its absolute discretion, to release, disseminate, or use in any manner it sees fit the submitted story and photograph and any information contained therein, as a likeness of me (or my child,) for same use. I hereby waive any claim arising out of such release, dissemination or use.

[All testimonials are subject to the website Moderation Policy.](#)

Accept
Agreement*



Save Story

ILLINOIS WORKNET SUCCESS STORY: APPROVAL PROCESS

After Saving your customer success story you will be directed to a preview of the story you submitted.

It will take up to 5 business days for your story to be reviewed and approved.

If there are questions you will be contacted via the submitter phone number or email you provided.

Ralph's WIOA/TRADE Success Story

Your Success Story has been submitted, it will be reviewed with 5 business days. After it has been reviewed and accepted it will be made available to the public. Please contact info@illinoisworknet.com with any questions.



Ralph Timan

Organization: Career Link
Participant Type: Participant
Program Type: TAA
Pathway: Finance
Credentials Earned: Associates Degree Applied Science Electronics System Technology

As a former employee at Mitsubishi Motors, I was shocked by the plant's closing announcement in July 2015. I knew that training opportunities would be available, however I wondered if that was the right path for me at the age of 52. In Fall 2015, prior to the plant's closing date, I enrolled in two classes at Heartland Community College; to see if I could handle the rigorous course work and if it would engage my interest. The two courses I enrolled in was English 101 Critical Reading and Writing and Business 145 Employment Success Strategies. My rationale for selecting these classes was that one was a required General Education course and the other would help me get my resume in order.

During my semester, I was surprised to find out that I really enjoyed the courses. As a result, as soon as I was eligible, I signed up to participate in the TRA program. During that time, I also researched the job market and chose to study Electronic Systems Technology. The short period of time between the plant closing date of November 30, 2015 and the first day of classes in January 2016, made the application process especially challenging. Kelly Schampire of Career Link was a key contact during this time.

The next couple of years were challenging to say the least. I knew I had chosen a good field based on my experience with my very first class, Electronics 101 with instructor Chris Miller, I became excited about the possibilities going forward. While I was attending classes to build my skills, I also kept an eye on the job market to see if any jobs of interest were out there because I really wanted to get back to work. Aside from the college courses, the other

QUESTIONS?



THANKS FOR VIEWING!

Illinois workNet Success Stories

Where you can find and share success your workforce development success!

Contact us:

 www.illinoisworknet.com

 info@illinoisworknet.com

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 facebook.com/Illinois.worknet

 [@ILworkNet](https://twitter.com/ILworkNet)

 [Illinois workNet](https://www.linkedin.com/company/illinois-worknet)