



Submitting your Customer Success Story



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

June 2019

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AGENDA SUCCESS STORIES

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

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ILLINOIS WORKNET SUCCESS STORY: **UPDATES**



01

**INCLUDING TRADE
ADJUSTMENT ASSISTANCE**



02

**AUTO-POPULATING CUSTOMER
INFORMATION**

Some programs will not auto-populate because customer info is not stored in a system. These programs include: Apprenticeship Plus, Incumbent Worker, Laid Off Worker, and the National Emergency Grant (NEG).

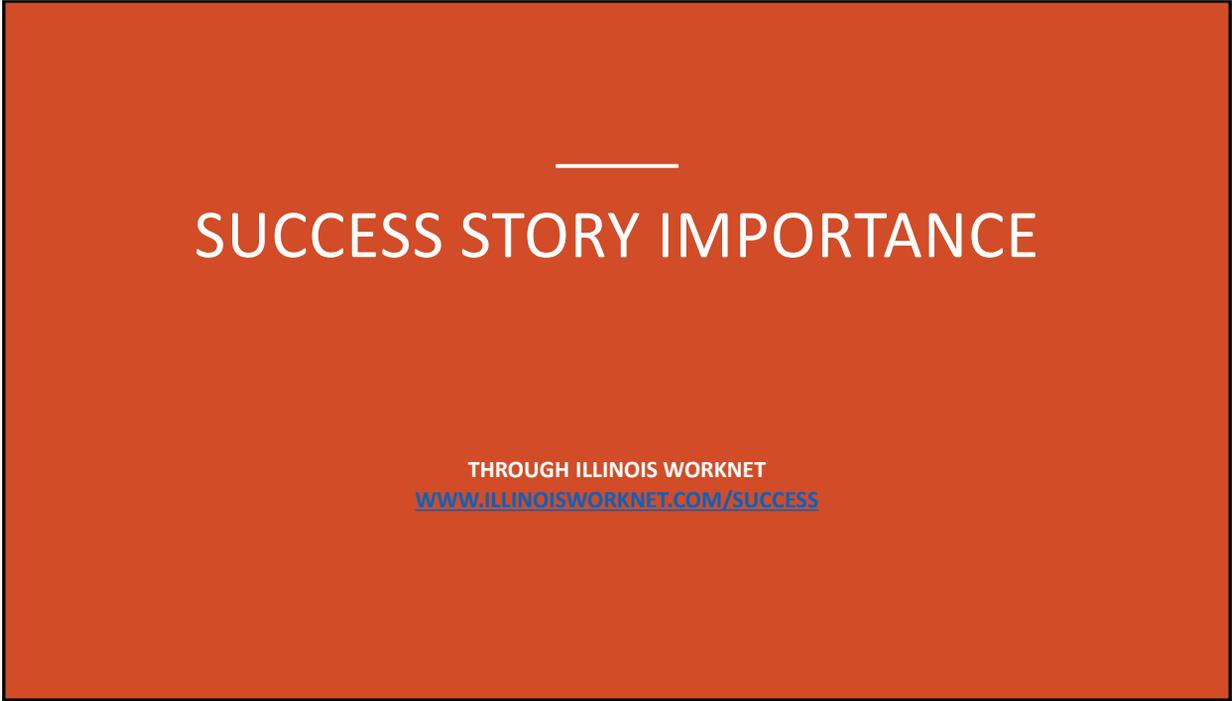


03

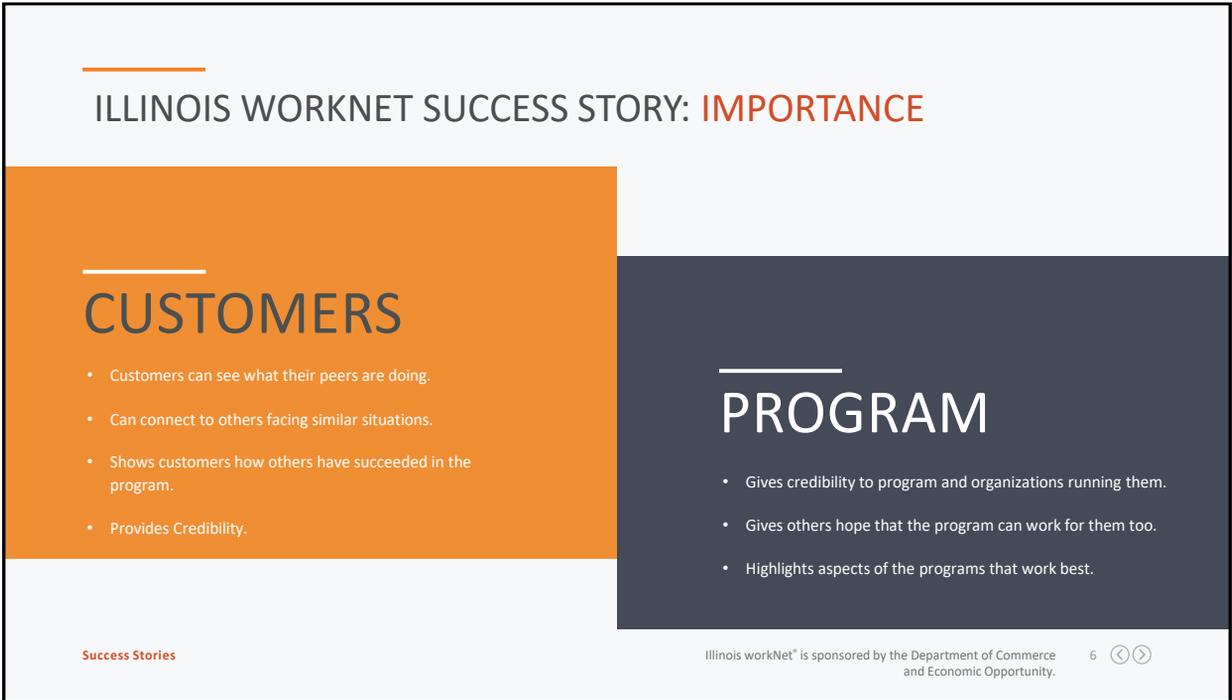
**CREATING SPECIFIC URLS
FOR EACH SUCCESS STORY**

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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,

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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



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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?

Success Stories

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Partner's Guide for Writing an Individuals Success Story
November 2017

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.

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 customer's background and how the program helped them achieve their goals
 - What did the program help them achieve?
 - Updating their resume, search for a job, get 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

Step 2

Step 3

Step 4

- Review This Guide for Tips for Writing Your Customer's Success Story
- Go To www.illinoisworknet.com/Success and Select Submit your Story Under Service Providers
- Select Search to lookup your customer by name or username
- Complete the Success Story Form, Upload the Image, and Submit your Customer's Story



Good Picture



Try and avoid pictures like this

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Partner's Guide for Writing An Employer Success Story
November 2017

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.

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 business 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.

Step 1

Step 2

Step 3

Step 4

- Review This Guide for Tips for Writing an Employer's Success Story
- Go To www.illinoisworknet.com/Success and Select Submit your Story Under Service Providers
- Select Get Started to enter your employer success story
- Complete the Success Story Form, Upload the Image, and Submit the employer's story



Good Picture



Good Picture

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SUBMITTING YOUR CUSTOMERS SUCCESS STORY

THROUGH ILLINOIS WORKNET
WWW.ILLINOISWORKNET.COM/SUCCESS

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ILLINOIS WORKNET SUCCESS STORY: ACCESS

STEP 1

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

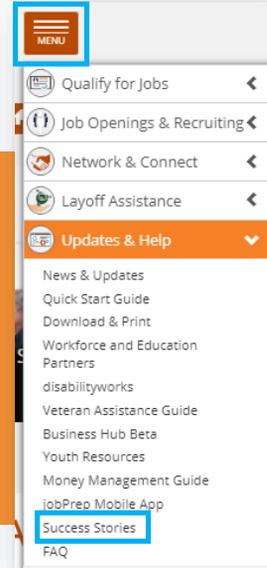
Success Stories

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ILLINOIS WORKNET SUCCESS STORY: ACCESS

STEP 2

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



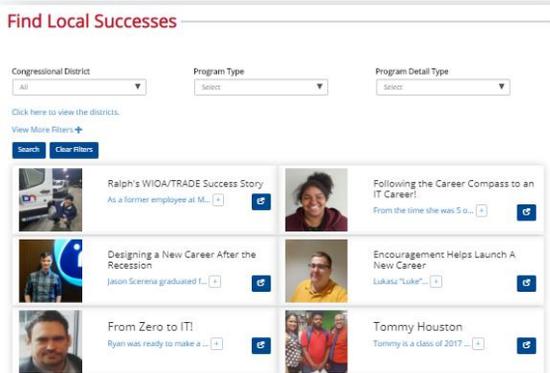
Success Stories

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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.



Success Stories

SEARCHING SUCCESS STORIES

- 01 CONGRESSIONAL DISTRICT**
Use the congressional district filter to find success stories for a specific congressional district.
- 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.

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ILLINOIS WORKNET SUCCESS STORY: ACCESS

STEP 3

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

Success Stories from WIOA and related programs are an amazing collection of testimonies to the value of State of Illinois programs and their positive impact on our communities. Success Stories are organized around congressional districts. They reveal the importance and broad success that programs provide to local workforce development throughout the state. Read a few and you'll believe!

Watch our highlighted success story video to the right! Learn more about Angel's journey through the EPIC program. After successfully completing EPIC training Angel found employment in a field she loves. The EPIC pilot program is made possible through funding by the United States Department of Agriculture (USDA). Check out the success story playlist to also hear from two individuals who had the opportunity to work on developing the Illinois workNet JobPrep app through the i.c. stars program. The JobPrep app is made possible through a federal WIA-funded project sponsored by the Illinois Department of Commerce and Economic Opportunity, and partnerships with Illinois workNet, i.c. stars, and Solstice Mobile.

[Submit a Success Story](#)

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Success Stories

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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 business or business story.**

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 **Employers** **Service Providers**

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

1. Review the Partner Guide for Writing Your Customer's Success Story (PDF).
2. Log in to your account and choose to submit your customer or business story.

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Success Stories

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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.

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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

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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.

Success Stories

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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**.

Success Stories

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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@illinoisowkrnet.com
- Complete any blank fields. All required fields must be completed.

The screenshot shows a web form titled 'Story Info' with the following sections and fields:

- 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:**
 - Default Employment Plan
 - Occupational Skills Training
 - Travel in Training
 - TAA Register
- 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)

Success Stories

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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

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ILLINOIS WORKNET SUCCESS STORY: FORM FIELDS

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

PARTICIPANT INFO

*~FIRST NAME

*~LAST NAME

*~ADDRESS

*~CITY

*~STATE

*~ZIP

*~ZIP PLUS 4

SUBMITTER TITLE

~SUBMITTER PHONE NUMBER

~SUBMITTER EMAIL

Success Stories

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

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ILLINOIS WORKNET SUCCESS STORY: FORM FIELDS

APPRENTICESHIP PLUS, INCUMBENT WORKER, NEG, LAID OFF WORKERS

PARTICIPANT INFO

*~FIRST NAME

*~LAST NAME

*~ADDRESS

*~CITY

*~STATE

*~ZIP

*~ZIP PLUS 4

SUBMITTER TITLE

SUBMITTER PHONE NUMBER

SUBMITTER EMAIL

Success Stories

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

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ILLINOIS WORKNET SUCCESS STORY: ADDING YOUR CUSTOMER'S STORY

STEP 10

- Give your customer's story a **Title**
- Add in the **Body** of your Customer's Story
- Upload a **Picture** of your Customer.

Success Stories

Success Story Title*

Ralph's WIOA/TRADE Success Story

Success Story*

As a former employee at Mitsubishi Motors, I was shocked by the plant's closing announcement in July 2016. I knew that training opportunities would be available, however I wondered if that was the right path for me at the age of 62. In Fall 2016, prior to the plant's closing date, I enrolled in two classes at Highland 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 148 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, 2016 and the first day of classes in January 2016, made the application process especially challenging. Kelly Schramme of Career Link was a key contact during this time.

(5000 Characters Remaining)

Upload a Photo of Yourself to Appear with Your Success Story

You **must** add an image to your story by clicking the "Browse" button then selecting the file you want to upload. A large image will automatically be resized for display on the site. Image dimensions must be at least 612x612 pixels. Acceptable file formats are .jpg, .png, or .gif.

[View the success story infographic](#)

Photo*

Choose File No file chosen

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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**

Success Stories

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

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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.

Success Stories

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

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QUESTIONS?

THANKS FOR VIEWING!



Illinois workNet Success Stories

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

Contact us:

- www.illinoisworknet.com
- 217-786-3010
- info@illinoisworknet.com

Follow us on:

- facebook.com/illinoisworknet
- @LworkNet
- Illinois workNet

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