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

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The Illinois workNet® Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.

AGENDA
SUCCESS STORIES

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

THROUGH ILLINOIS WORKNET
WWW.ILLINOISWORKNET.COM/SUCCESS

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
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.

Success Stories
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 STORY RESOURCES

THROUGH ILLINOIS WORKNET
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.

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.
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.

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.
ILLINOIS WORKNET SUCCESS STORY: ACCESS

STEP 3
• From the Success Stories page, select Submit a Success Story.

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.
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.

STEP 6

Type in your customer’s:

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

  OR

- **Name** – First & Last

  Then click Search
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.

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**.
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.

ILLINOIS WORKNET SUCCESS STORY: FORM FIELDS

TRADE ADJUSTMENT ASSISTANCE & DISLOCCCATED WORKERS

 PARTICIPANT INFO
*~FIRST NAME **~ZIP PLUS 4
~LAST NAME **~ADDRESS
~DATE OF BIRTH **~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 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

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 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

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 10

• **Give** your customer’s story a **Title**

• **Add** in the **Body** of your Customer’s Story

• **Upload** a Picture of your Customer.

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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

1/27/2020

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.

ISSUES

QUESTIONS?

THANKS FOR VIEWING!

Illinois workNet Success Stories
Where you can find and share success your workforce development success!