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### Purpose:

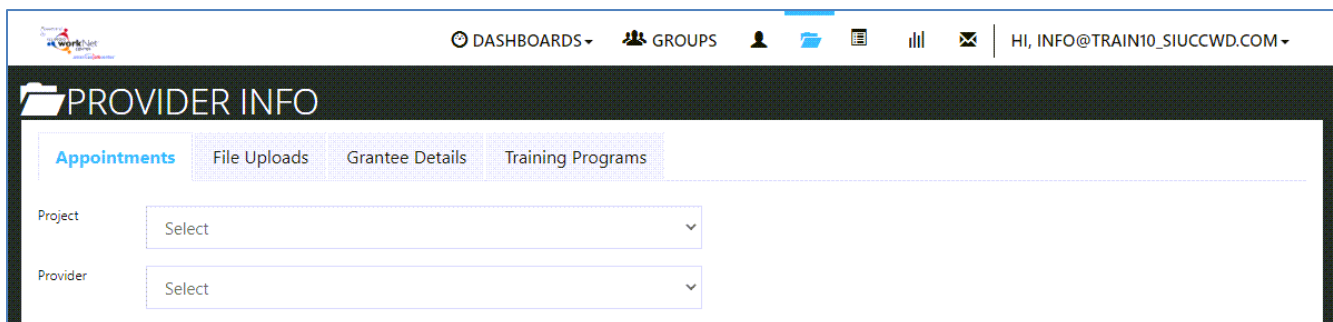
In Customer Groups, the agency has access to update and maintain Provider Information. The Grantee Details is a place to maintain current grant information, along with Training Program Information and Worksite Placement Information.

### Who Enters/Maintains Data

- **Grantee/Provider Staff** enters local demographic information, training program information, employers, worksite information, placements, and uploads payroll.
- **State Level Staff** enters initial grant number, start and end date, grant amount, technical assistance contact, and projected enrollment.

### Access Provider Info

1. Log into [www.illinoisworknet.com](http://www.illinoisworknet.com).
2. Select **My Dashboard** and select **Customer Support Center**.
3. Select **Provider Info** (hover over the folder icon it says Resources)
4. Select the specific project
5. Select the provider if access is granted to more than one agency.

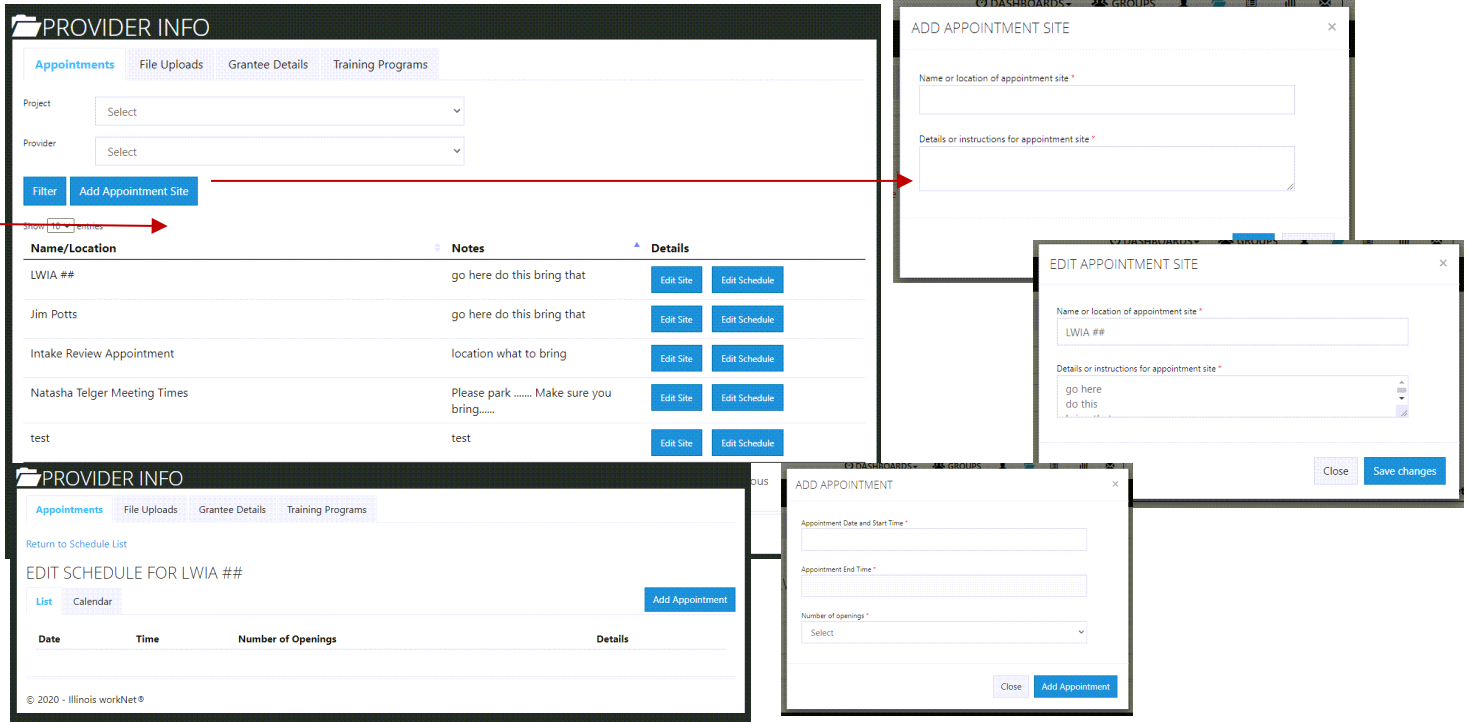


## Appointments

A program may use the Appointments feature to schedule appointments with a partner agency.

Agencies will:

1. **Add Appointment Site** locations including details required for the appointment.
2. **Edit Schedule** button - Add Appointment Schedule by selecting the button.
3. **Edit Site** – allows the agency to update information about the appointment location.

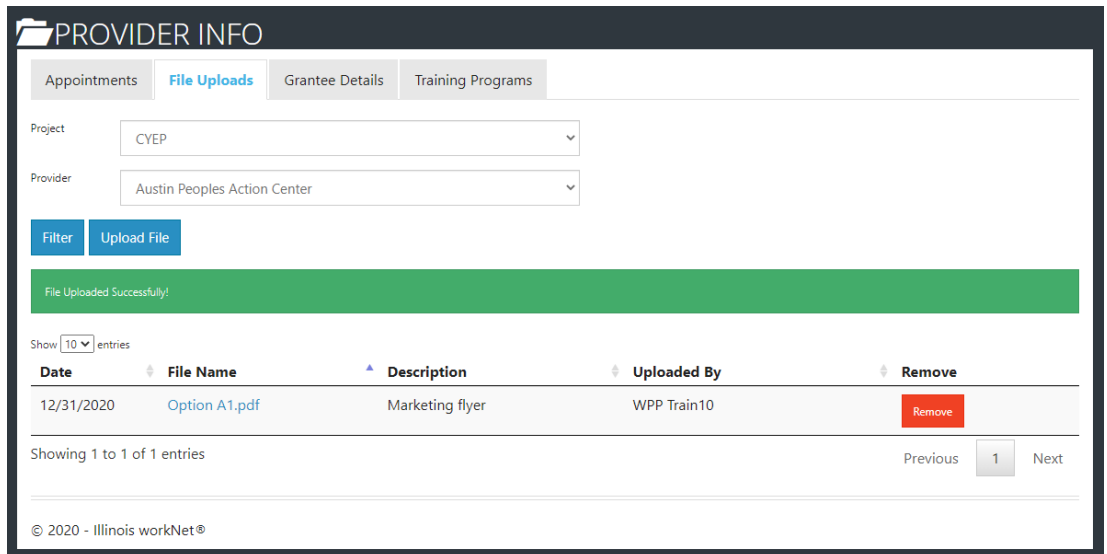


## File Uploads

A program may require an agency to upload certain documents, examples may include:

- Memorandum of Understanding (MOU) with training providers.
- Worksite Agreements with subsidized wage placement worksites.
- Certificates of Completion for staff training requirements.
- Grant documents

These documents can be uploaded in this section and should be labeled appropriately and include a description for easy access by state users.



## Grantee Details

Details for each grant tracked within Illinois workNet provide specific information.

- Pick the Project from the dropdown
- Pick the Provider/Grantee from the dropdown
- Click **Select**
- **Print** allows you to print everything on that page.

- Click **Edit** to change Grantee information
  - address,
  - program name,
  - target population,
  - LWIA (Local Workforce Innovation Area) and
  - Scope Overview
- Click **Save** when finished.

## Associated Grants

Agencies or State Level Staff can add grant information to the details page including the number of scheduled participants. The grant information pulls actual participants from the enrollment row on a program dashboard.

- Click the **Add Grant** button to add information as seen in the modal window.
- Click **Save** after information is added.
- Click the grant number to update information.
- Click **Remove** to remove the grant information.

Number	Start Date	End Date	Grant Amount	Scheduled Participants	Actual
123	12/1/2020	12/7/2020	\$1,000.00		
2020-1234	7/1/2020	6/30/2021	\$275,000.00	25	

ADD NEW GRANT

Grant Number\*

Start Date

End Date

Grant Amount

Grant Scheduled Participants

Close Save

## Staff Completing Required Training –

Agencies or grant administrators may require that a specific training be obtained by agency staff participating in a grant program. Agencies can add users who have completed training in this section.

- Click **Add Staff** to enter the information in the modal window.
- Click **Save** when completed.
- Click the **first name** to edit or update information.
- Click **Remove** to remove the staff person information.
- As new trainings are required, they will be added to the checklist.

*Upload certificates of completion to the File Uploads tab.*

NOTE: UPLOAD CERTIFICATES OF COMPLETION TO THE 'FILE UPLOADS' TAB FOR THE AGENCY.

First Name	Middle Name	Last Name	Completed Date	Skill Name	Training Completed
Myron		Hicks	12/1/2020	Casey Life Skill	Yes

ADD STAFF TRAINING COMPLETED

First Name\*

Middle Name

Last Name\*

Completed Date

Training Skill\*

Casey Life Skills

Close Save

## Training Programs –

If the grant with which the agency is working offers specific training programs, add or edit the information. Click **Edit Training Program Information** button. The screen redirects to the Training Program tab at the top of the Provider Info section.

- To edit information already in the list click **Edit – Remove** in the Options column.
- Click **Add Program** to add new program.
- Review the instructions if necessary. Complete the required fields (three total pages), at the end click **Finish**.

### TRAINING PROGRAMS

Show 10 entries
Search: 
[Edit Training Program Information](#)

Program Name	Provider Name	Length of Training	Type	Location	Credentials	Credential Institution
Construction	Test Provider	3 weeks	N/A	360 Wylie Drive, Suite 305 Normal, IL 61761	<ul style="list-style-type: none"> <li>Earns LEED Green Associate</li> <li>Earns LEED Green Associate</li> </ul>	<ul style="list-style-type: none"> <li>Green Business Certification Inc.</li> <li>Green Business Certification Inc.</li> </ul>
Food Service	Test	10 weeks	Career	861 Toronto Rd Springfield, IL		
Healthcare						

### PROVIDER INFO

Appointments
File Uploads
Grantee Details
Training Programs

Project:

Provider:

[Filter](#) [Add Program](#)

Show 10 entries

Program Name	Length Of Program	Approval Status	Projected Participants	Actual Enrollment	Contact Name	Options
Construction	3 weeks	Pending	45	2	WPP Train10	<a href="#">Edit</a>
Food Service	10 weeks	Pending	5	0	WPP Train10	<a href="#">Edit -</a>
Healthcare	5 weeks	Pending	20			
Hotel	20 weeks	Pending	17			
Machine	3 weeks	Pending	6			
Mfg Ren	36 weeks	Pending	40			
Radio	4 weeks	Pending	19			

Showing 1 to 7 of 7 entries

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#### ADD TRAINING PROGRAM INFORMATION

[Add Training Program](#) [Add Existing Program](#) [Add Institution/Credential](#)

**NEW INSTRUCTIONS HERE**

ADD TRAINING PROGRAM FOR YOUTH BUILD MCLEAN COUNTY

VIEW AVAILABLE TRAINING PROGRAMS AND PROVIDERS

What type of program do you want?

Registered apprenticeship  
 Non-registered apprenticeship  
 Non-apprenticeship  
 Short-term apprenticeship  
 Career pathway  
 Youth apprenticeship

**WIOA APPROVED TRAINING PROGRAM INFORMATION**

Use a WIOA Approved Training Program Toolkit  
 Training program is a standard WIOA Training Program search (see [WIOA Training Program Search](#))  
 Select the program using the WIOA Approved Program Search and continue to enter the remaining program information.  
 The program has been added to WIOA. This program will not be included in the WIOA approved training program search.  
 Submit training program for approval. This program is not required to be included in the WIOA approved training program search, but needs to be added to WIOA for the grant.

**PROGRAM INFORMATION**

Program Name:

Program Description:

Provider Name:

Street Address 1:

Street Address 2:

City:

State:

ZIP Code:

Training program ZIP Code:

Training program ZIP Code:

Training Program Code:

WIOA Code for the occupation:

Target Occupation:

WIOA Code for the occupation:

OS or URL:

**ENROLLMENT INFORMATION**

When is your program's session scheduled to start?

Program Enroll:

Minimum Age for the Occupation:

[Cancel](#) [Next Page](#)

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## Worksites

Worksite Placement Information is tracked in this section. Edits redirect to the Worksite

Placement section of the Customer Support Center. Check instructions on the program's partner resources page for updating worksite placement.

### WORKSITES

Show 10 entries
Search: 
[Edit Worksite Placement Information](#)

Employer	Worksite	Job Title	Job Type	Wages	Total Openings	Full Time Positions Filled	Part Time Positions Filled	Length
Dee's Dogs	Dee's Dogs	Dog Trainer	Permanent Employment	\$12.00	10	2	5	N/A
Do Art Differently	Do Art Differently	Light Truck or Delivery Services Drivers	Permanent Employment	\$12.50	10	2	5	N/A
Double E	Double E	Computer Programmers	Permanent Employment	\$15.00	10	5	4	N/A

## Services

These items are services provided to program participants from your grant. They are added in the participant's Career Plan. Services may be pre-populated based upon the parameters of the grant. Services may be added or deleted based upon whether the agency will use a service or will never provide a service.

- Click **Edit Services to Use on Career Plans** to view the list of services available from which to select for addition to the agency list.
- Click the red X to remove a service that will never be offered.
- Services can be filtered by type of service i.e., training, career.
- If the agency needs to add a service that is not represented, contact your Illinois workNet grant representative by email with the details.

Category	Name	Description	Remove
N/A	Attend a pre-training assessment.	Pre-training assessment programs help providers identify your current skills so they can start you in the right place within a training program.	X
N/A	Attend adult education and literacy classes. (ABE)	Adult Education programs can help you get the basic skills you need to be a more productive worker or to obtain your GED. These programs focus on basic skills such as reading, writing, math, learning English, and problem-solving.	X
N/A	Attend an afterschool program.	These programs are there to help you succeed. They may offer programs such as: <ul style="list-style-type: none"> <li>• Help with homework</li> <li>• Field trips</li> <li>• Foreign language or computer classes</li> <li>• Organized group activities</li> <li>• Community service</li> </ul>	X

## Case Notes

Send communication to Commerce about grantee updates and requests. This provides a history of the discussion as well as sends a message/email to selected recipients.

- Click **Add Case Note**
- Complete the fields in the modal window.
- Click **Add Case Note**
- Completed Case Notes show in a list.

Add	Category	Service	Description
<input type="checkbox"/>	Youth Service Element Academic / Training / Career	Anger management / conflict resolution	Participate in anger management / conflict resolution worksh... <a href="#">See More</a>
<input type="checkbox"/>	N/A	Attend a pre-training assessment.	Pre-training assessment programs help providers identify you... <a href="#">See More</a>
<input type="checkbox"/>	N/A	Attend adult education and literacy classes. (ABE)	Adult Education programs can help you get the basic skills y... <a href="#">See More</a>
<input type="checkbox"/>	N/A	Attend an afterschool program.	These programs are there to help you succeed. They may offe... <a href="#">See More</a>

**PROVIDER INFO**

Appointments | File Uploads | **Grantee Details** | Training Programs

Project: CYEP  
Provider/Grantee: Austin Peoples Action Center

**CASE NOTES(2)**  
Add Case Note | Close

**General**  
12/30/2020  
Sample Case Note  
This is a provider information case note.  
Save as case note without sending a message/email WPP Train

**ADD CASE NOTE**

Contact Date: 12/30/2020

Subject:

Add your message

Send Case Note As:  
 As Illinois workNet Message  
 As Illinois workNet Message and Email  
 Save as case note without sending a message/email

Send Message/Email to:  
 Illinois workNet Team

Add Case Note