



Illinois workNet Customer Support Center = Customer Centered Tools

October 24-25, 2017



Agenda

- Overview of the Customer Support Center
- Special Program Example Using CSC Tools
- Learn More





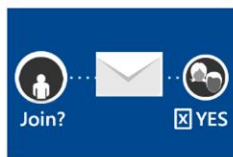
Customer Support Center (CSC)



The Illinois workNet Customer Support Center:

- Set of Tools
- Used by Teams who are Customer-focused
- Guides/engages Customers in Exploring, Planning, and Training to Help Them Meet Their Employment Goals

General/Invitation



Who can use this type of group?

This group is often referred to as a personal group or invitation group since customers and partners are added using an invitation process. Everyone who has an approved Illinois workNet partner account can have a personal/invitation group.

Implementation Examples:

- Instructors working with students.
- Career advisors working with customers.
- Career planners determining eligibility or working with enrolled customers.

IWDS Access



Who can use this type of group?

If you have access to customers in IWDS, you will be able to access Illinois workNet account information for those customers in your IWDS customer group.

Access to these customers is controlled by your current access level in IWDS.

Implementation Example:

WIOA career planners working with customers.

Special Features:

Special Programs



Who can use this type of group?

These groups require authorization to gain access. Access is provided to specified staff on a project-by-project basis.

Implementation Example:

Special programs such as Accelerated Training for Illinois Manufacturing where a specific group of partners need to have access to a specific groups of program applicants/participants.

Special Features:



Customer Support Center Menu of Tools

- ✓ Online Suitability Application
- ✓ Dashboards
- ✓ Invite Tools
- ✓ Scheduling Tools
- ✓ Training Profiles
- ✓ Intake Tools
- ✓ Case Notes/Messages/Notifications
- ✓ Complete/View Assessment Results
- ✓ Progress Page
- ✓ Individualized Services, Training, and Employment Plans (ISTEP)
- ✓ Worksite Placement
- ✓ View Saved Optimal Resume Items
- ✓ Integration of Required Forms
- ✓ Sync with IWDS Information
- ✓ Reports





Customer Support Center Example

Special Program: Youth Apprenticeship and Career Pathways Program Tools



Providers:

- Enter Training Program Information



Customers:

- Complete Online Suitability Application
- System Matches Customers To Potential Training Programs
- System Sends Application Information to IWDS and Syncs with Illinois workNet



Providers:

- Review Suitability
- Identify and Collect Required WIOA Eligibility Documentation



Providers:

- Schedule Customer to Meet with LWIA Staff to Certify IWDS Application



Communication Tool For All:

- Progress Page
- Case Notes
- Assessment Results
- Service/Career/Training Plans (ISTEP)
- IWDS Synced Services, Credentials, Case Notes, Customer Information
- Dashboard/Reports



Training Program Tool



Providers:

- Enter Training Program Information
 - Program Overview
 - Related Industry, Occupation, and Credentials
 - Baseline Requirements
 - Training Delivery
- Maintained by Providers
- Used with the Online Application for Program Suitability
- Displayed in Partner Tools and Customer Views

VIEW PROGRAM



Program Name: Machine
Description: Participants will learn how to use machines, manufacture, team work, etc.
Industry: Manufacturing
Address: 785 S Main St Chatham, IL 62629
Primary Contact: WPP Train10
Projected Number of Participants: 6
NAICS Code to identify an industry for this business: 1013
SOC Code for the occupation of this program: 173029 - Manufacturing Production Technicians
Training Program CIP Code: 19.0902



Schedule Tool



Providers:

- Schedule Customer to Meet with LWIA Staff to Certify IWDS Application

Location Name	Date	Time	Select
Natasha Telger Meeting Times	10/25/2017	9:30 AM	Set Appointment
Natasha Telger Meeting Times	10/20/2017	9:30 AM	Set Appointment
Natasha Telger Meeting Times	11/15/2017	9:30 AM	Set Appointment

Contact & Appointment Information

Contacts: [Update](#) [View Contacts](#)

Appointment Details

Location/Name: Natasha Telger Meeting Times

Notes: Please park ... Make sure you bring...

Date: 11/15/2017

Time: 9:30 AM - 10:30 AM

[Remove](#)



Progress Page



Communication Tool For All:

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YOUTH APPRENTICESHIP PROGRESS PAGE

Application | Suitability | **Progress** | Services/Outcomes | Case Notes | Assessments | Optimal Resume | Worksite Placement

PROGRESS CASE NOTES(4) ▲

Profile

- First Name: Walter
- Last Name: Apprenticeship
- Email: me1@you.com
- User Name: WalterA
- Last 4 SSN: 0201
- workNet ID: 20237
- Program Name: N/A
- DOB: 3/14/1998
- Application Submit Date: 9/14/2017
- IWDS Application Status: Inquirer

- Contact & Appointment Information
- Enrollment and Employment Information
- Goals
- Barriers
- Services
- Service Credentials
- Uploaded Documents

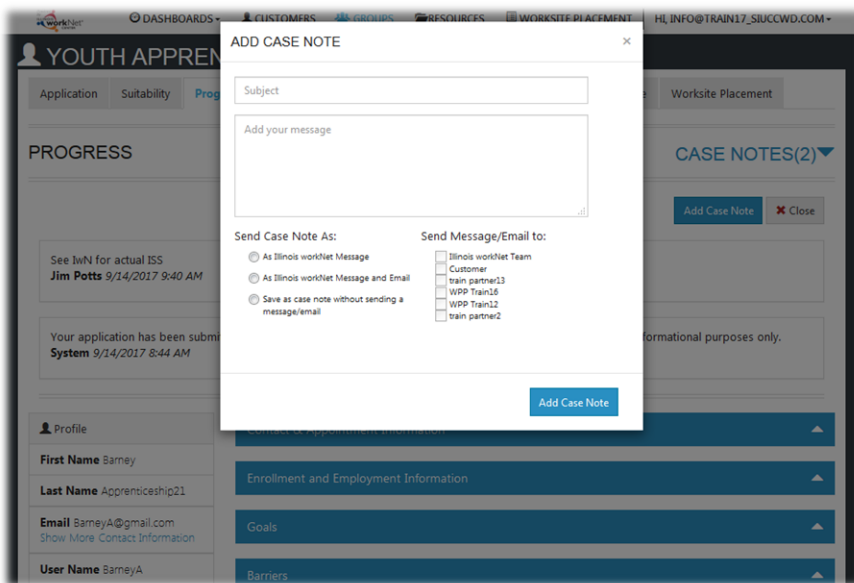


Communication Tools

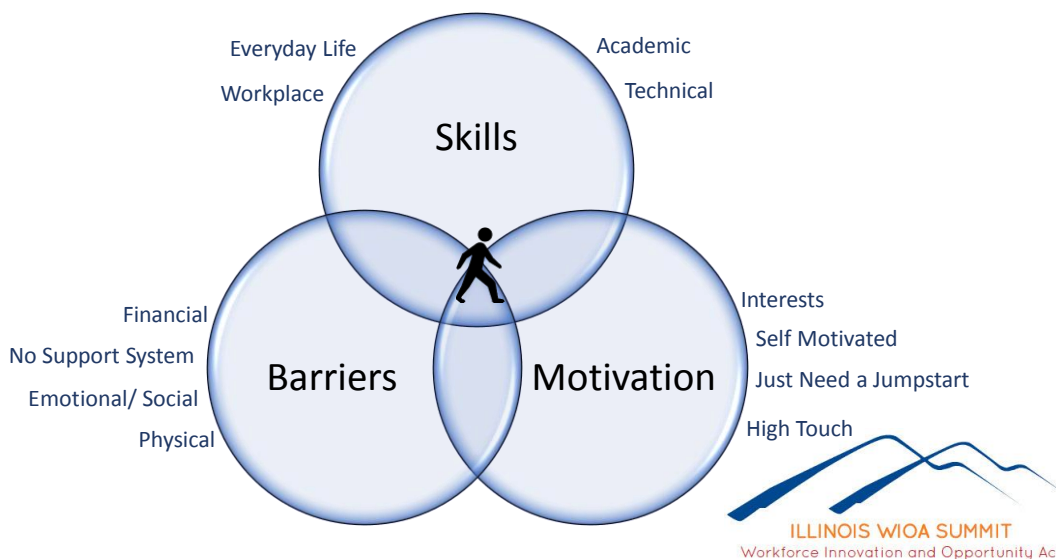


Communication Tool For All:

- Progress Page
- Case Notes
 - Case Notes Only
 - Email/Case Notes
 - Send to Partner/Customer
- Assessment Results
- Service/Career/Training Plans (ISTEP)
- IWDS Synced Services, Credentials, Case Notes, Customer Information
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Complete Assessments to Identify Services





Initial Assessment Review

YOUTH APPRENTICESHIP APPLICATION PREVIEW

Application | Suitability | Progress | Services/Outcomes | Case Notes | Assessments | Optimal Resume | Worksite Placement

Profile
 First Name: Walker
 Last Name: Apprenticeship
 Email: me1@you.com
 User Name: WalkerA
 Last 4 SSN: 0201
 workNet ID: 20237
 Program Name: N/A
 DOB: 3/14/1998
 Application Submit Date: 9/14/2017
 IWDS Application Status: Inquirer
 IWDS User ID: 3898281

WIOA PRE-SCREENING
 In/Out of School Out of

SKILLS AND INTERESTS
 Choice 1: Hospitality and
 Choice 2: Manufacturing
 Choice 3: Business Man

PROVIDER
 Provider: Youth Build M

BASELINE QUESTIONNAIRE
 What are your immediate employment goals?
 Full Time
 When are you able to work?
 Day
 Evening
 Night
 Weekends

Training Program Name	Program Start Date	Program End Date	Length of Training Weeks
Machine	Set Start Date	Set End Date	3 weeks

OVERVIEW
 Career Interest Areas: Hospitality and Tourism, Manufacturing, Business Management and
 Highest Level of Education: H.S. Senior - Attained H.S. Diploma
Credentials:
 Title: high school diploma
 Date: 6/10/2016
 Type: H.S. Diploma/Equivalency/G.E.D.

Employment History:
 Employer Name: Burger King
 Dates of employment: 4/9/2014 - 9/15/2016
 Job Title: cook
 Address: Springfield, IL 62704
 Employment 101 Guide Plans

Barriers
 Do any of these apply to the customer?
 Disability
 Criminal Charges Pending
 Ex-Offender
 Financial Issues
 Homeless
 Language Barrier
 Limited Education or Training
 Limited Transportation
 Limited Work History/Experience
 No Child Care
 Substance Use
 Unable to pass a drug test at this time
 In the last 12 months, I have lost a job or been refused employment due to drug or alcohol abuse
 In the last 12 months, I have been arrested for driving while intoxicated or under the influence of a drug

Progress Page Sections



Other Available Assessments

Self-Accessed Assessment

Partner Initiated Assessment

SKILLS AND INTERESTS

DISABILITY BENEFITS ESTIMATOR

EMPLOYMENT 101

NOCTI RESULTS

OBSERVATIONAL EVALUATION

WORKSITE EVALUATION

Career Exploration

Available Benefits

Career Development & Earn Certificates

Workplace Skills & Earn NOCTI Certificate

Workplace Skill Development in Training

Worksite Experience/Skill Development

Assessments Not Available Through Illinois workNet

ENTER MORE ASSESSMENTS

Add Assessment Results

Assessment Name/Description	Edit/View Results	Assessment Date	Type	Category	Updated
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Create & Maintain Individualized Services, Training, and Employment Plans (ISTEP)

Communication Tool For All:

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Services

[Add Service](#)

Show 10 entries Search:

Service/Program Name	Provider	Start Date	End Date	Status	Credential Earned	Source	Remove
Child/Dependent Care	N/A	10/9/2017	Not Complete	Started/Open	N/A	workNet	✖
Case Management	N/A	10/4/2017	Not Complete	Started/Open	N/A	Rec Ser	
Case Management	N/A	9/27/2017	Not Complete	Started/Open	N/A	Rec Ser	
Pre-Apprenticeship Training	Lincoln Land Community College	9/27/2017	Not Complete	Started/Open	N/A	Rec Up	
Pre-Apprenticeship Training	N/A	9/19/2017	Not Complete	Started/Open	skill certificate	Rec Ser	
Mentoring	N/A	9/14/2017	Not Complete	Not Started (Scheduled)	N/A	Not Rec	

Showing 1 to 6 of 6 entries Previous

ADD SERVICE

Service and Status

Service Type: Youth Work Related Service

Is the service paid for with WSCA Funds? Yes

Service: Pre-Apprenticeship Training

Status: Not Started (Scheduled)

Start Date: 11/09/2017

Due Date: 12/15/2017

Weekly Hours: 20

Notes

[Save](#)



Enter Worksite Placement Information

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YOUTH APPRENTICESHIP WORKSITE PLACEMENT

Application Suitability Progress Services/Outcomes Case Notes Assessments Optimal Resume **Worksite Placement**

WORKSITE PLACEMENT

[VIEW INSTRUCTIONS HERE](#)

Profile

First Name Benjamin

Last Name Bratt

Email info@intake@i_succvd.com

User Name Intake@

Last 4 SSN 8797

workNet ID 1443

Program Name N/A

DOB 12/19/1996

Show 10 entries Search:

Type	Employer	Worksite	Position Type	Hourly Wage	Job Type	Start/End Date
Work Experience	robs rides	robs rides	Full Time	\$10.00	Marketing Managers	9/22/2017 - Present

Showing 1 to 1 of 1 entries Previous 1 Next

[Add Worksite Placement](#)

PAYROLL

Show 10 entries

Worksite Pay Period Sta

Showing 0 to 0 of 0 entries

Employment Type

Select

[Filter](#)

[Add Employer/Worksite](#)

SELECT THE LINKS TO VIEW OR EDIT EMPLOYER, WORKSITE, AND JOB POSTING INFORMATION.

Show 10 entries Search:

Add Customers	Employer	Worksite	Job	Total Number of Openings	Full Time Positions Filled	Part Time Positions Filled
Add Customers	robs rides	robs rides	Marketing Managers	3	1	1

Showing 1 to 1 of 1 entries Previous 1 Next



Communication Tool For All:

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Dashboards

YOUTH APPRENTICESHIP DASHBOARD

Agency: Youth Build McLean County

Filter

Section	Count	%	Loss Rate	Pass Rate
Customer Application Status				
⚠ Pre-Screening Started And Not Complete ⓘ	15	28%		
⚠ Pre-Screening Complete and Applications Started ⓘ	2	4%		
Application Completed/Submitted ⓘ	37	69%		100%
Not Suitable ⓘ	0	0%	0%	
Declined to Participate in the Application ⓘ	0	0%	0%	
Total	54			
Customer Suitability Review				
⚠ Ready For Review ⓘ	19	51%		
Ready For Enrollment ⓘ	17	46%		94%
Not Suitable ⓘ	0	0%	0%	
Declined To Participate ⓘ	1	3%	6%	



Next Steps

Learn More:

- Partner Resources - <http://www.illinoisworknet.com/partners>
- Customer Support Center - <http://www.illinoisworknet.com/partners/Pages/Customer-Support-Center.aspx>
- Assessments - <http://www.illinoisworknet.com/partners/Pages/Assessments.aspx>
- Youth Apprenticeship & Career Pathways Partner Guide - <https://www.illinoisworknet.com/partners/YouthPartners/Pages/Home.aspx>
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Questions? Send your email to info@illinoisworknet.com.

