

## Overview

The Completion/Follow-Up tab tracks completion status, completion/exit reasons, and follow-up information.

## Who Enters/Maintains Data

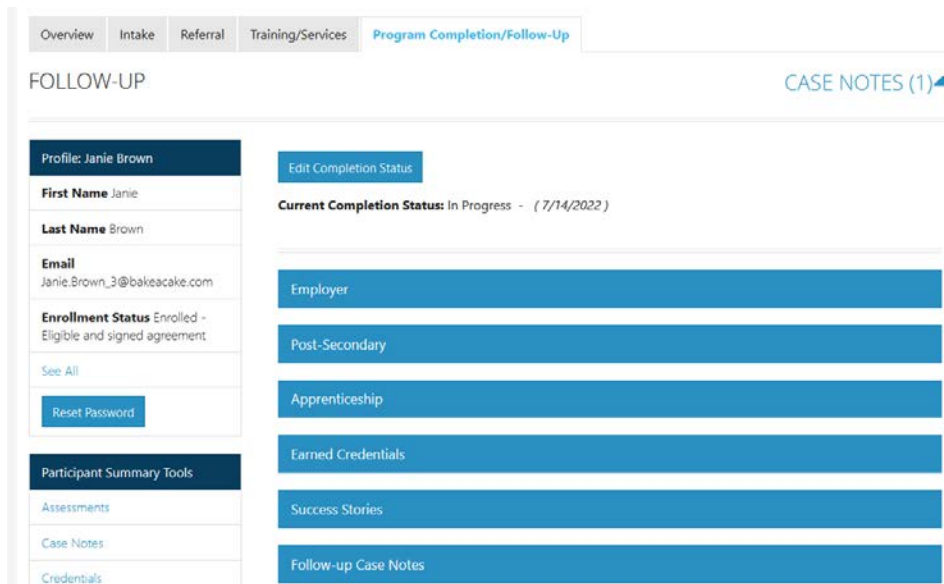
- **Grantees/Career Planners** – complete and update their customer's completion information.

## Access Customer Progress Page

1. Go to [www.IllinoisworkNet.com](http://www.IllinoisworkNet.com) and log into your partner account.
2. Go to **My Dashboard** and select the Customer Support Center icon in the Partner Tools section.
3. Select **JTED Project Group**.
4. Select a **customer** and select the **Completion/Follow-up** tab.

## Enter Completion Status

1. Not complete is the default completion status. Select **Add Completion Status** to edit the status to either Completed Program or Withdrew. **NOTE: All services must be marked complete (successful/unsuccessful completion) prior to changing the status to complete/withdrawn.**
2. Select a **completion reason**.
3. Enter the following information when applicable.
  - a. Employer Information
  - b. Post-Secondary Information
  - c. Apprenticeship Information
  - d. Earned Credentials
  - e. Success Stories
4. Add a **Follow-up Case Note**. Follow-up is required for 6 months or when the program ends (whichever is shorter).



The screenshot shows the 'Program Completion/Follow-Up' tab selected in a navigation bar. Below the navigation bar, the 'FOLLOW-UP' section is active. On the left, a profile card for 'Janie Brown' displays her first and last name, email (Janie.Brown\_3@bakecake.com), enrollment status (Enrolled - Eligible and signed agreement), and a 'Reset Password' button. Below this is a 'Participant Summary Tools' section with links for 'Assessments', 'Case Notes', and 'Credentials'. On the right, there is an 'Edit Completion Status' button and a 'Current Completion Status' of 'In Progress - ( 7/14/2022 )'. Below this, a list of service categories is shown: 'Employer', 'Post-Secondary', 'Apprenticeship', 'Earned Credentials', 'Success Stories', and 'Follow-up Case Notes'.

## Employment

This section tracks customer employment after exiting the program. Positions added will appear in the list and can be sorted by ordering the column headers.

- Click **Add Employment**.
- Select if **position is current**.
- Enter **Employer name**.
- Enter **start date**.
- Enter **address details**.
- Enter **hourly wage**.
- Enter **job duties**.
- Enter **hours per week**.
- Answer **Yes or No** questions.
- Click **Save**.

Employment

Add Employment

Show 10 entries

Search:

Name	Start Date	End Date	Job Title
Target	6/8/2020	Present	Backroom Team

Showing 1 to 1 of 1 entries

ENTER NEW EMPLOYMENT

Are you currently employed by this employer?

☒ Yes
 ☐ No

Employer Name \*

Target

Start Date \*

06/08/2020

Job Title \*

Backroom Team

Street Address 1

231 Randall Rd.

Street Address 2

Employer City \*

Elgin

Employer State \*

Illinois

Employer ZIP Code \*

60123

Job Duties \*

stock shelves

Hours Per Week \*

20

Does this job meet your needs? Why or Why not?

It is part-time until I finish training

Save

Close

1

Next

## Post-Secondary

This section tracks customer enrollment in a post-secondary program after exiting JTED.

- Enter **Provider**.
- Enter **Program Name**.
- Enter **Start Date**.
- Enter **Notes**.

## Apprenticeship

This section tracks customer enrollment in a registered apprenticeship program after exiting JTED.

- Enter **Apprenticeship Type**.
- Enter **Provider Name**.
- Enter **Program Name**.
- Enter **Start Date**.
- Enter **RAPIDS ID**.

### Earned Credentials

This section tracks credentials earned while in the JTED program. To add a credential go to the training service and identify the credential earned. Only credentials for which the corresponding service/step is complete will show in this section.

### Success Stories

This section displays success stories that have been entered for the customer. Select the Add Success Story button to add a success. Success story used the Success Story tool available in Illinois workNet and populates the success story public listing. [Learn more.](#)

### Follow-up Case Notes

This section tracks the follow-up communications the Intermediary should have with the customer at any time.

- **Select** Add Follow-Up Case Note
- **Complete** the parts of the case note.
- **Select** how it will be saved and to whom it will be sent.

Follow-up

Add Follow-Up Case Note

6/17/2020 12:00 AM

Demonstrating a case note

Adding information about a follow-up conversation

Save as case note without sending a message/email **WPP Train10** 6/17/2020 6:13 PM

ADD CASE NOTE

Select A Task

Contact Date\*

6/17/2020

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
 ☐ Customer

Add Case Note