

## Overview

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

## Who Enters/Maintains Data

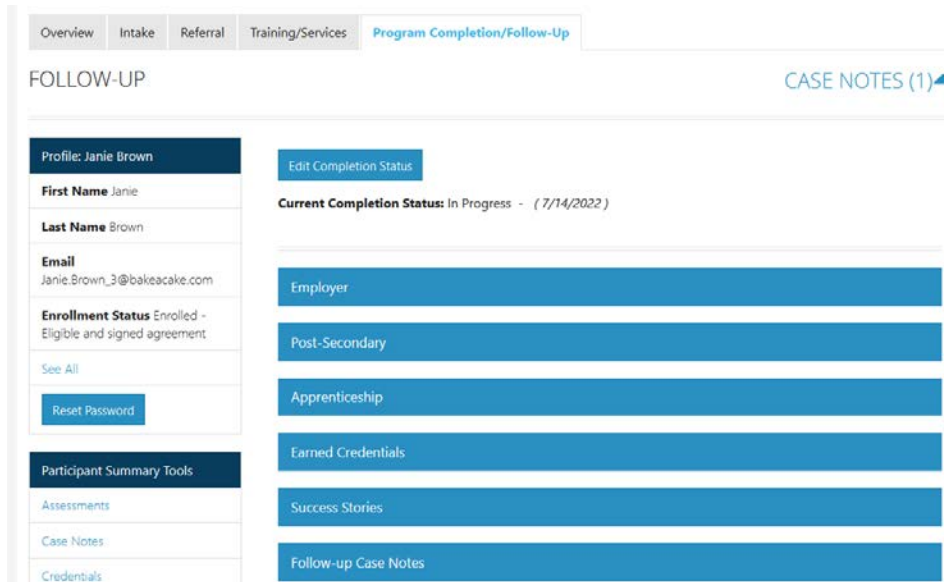
- **Grantees/Career Planners** – complete and update their customer’s completion information.

## 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 IWIS icon (formerly Customer Support Center) 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All services must be marked complete (successful/unsuccessful completion) prior to changing the status to complete/withdrawn.**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 a web interface with a navigation bar at the top containing tabs: Overview, Intake, Referral, Training/Services, and Program Completion/Follow-Up (which is highlighted). Below the navigation bar, the page title is "FOLLOW-UP" and there is a link for "CASE NOTES (1)".

The main content area is divided into two columns. The left column contains a profile card for "Janie Brown" with fields for First Name, Last Name, Email, and Enrollment Status. Below the profile card is a "Participant Summary Tools" section with links for Assessments, Case Notes, and Credentials. The right column features a blue button labeled "Edit Completion Status" and displays the "Current Completion Status: In Progress - (7/14/2022)". Below this, there is a vertical list of blue buttons representing completion reasons: 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
Search:

Show 10 entries

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

Showing 1 to 1 of 1 entries

ENTER NEW EMPLOYMENT
1 Next

Are you currently employed by this employer?  Yes  No

Employer Name\*

Start Date\*

Job Title\*

Street Address 1\*

Street Address 2\*

Employer City\*

Employer State\*

Employer ZIP Code\*

Job Duties\*

Hours Per Week\*

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

Save
Close

## 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**.

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## 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.

