Completion/Follow-Up

March 2023 v2

Overview

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

Who Enters/Maintains Data

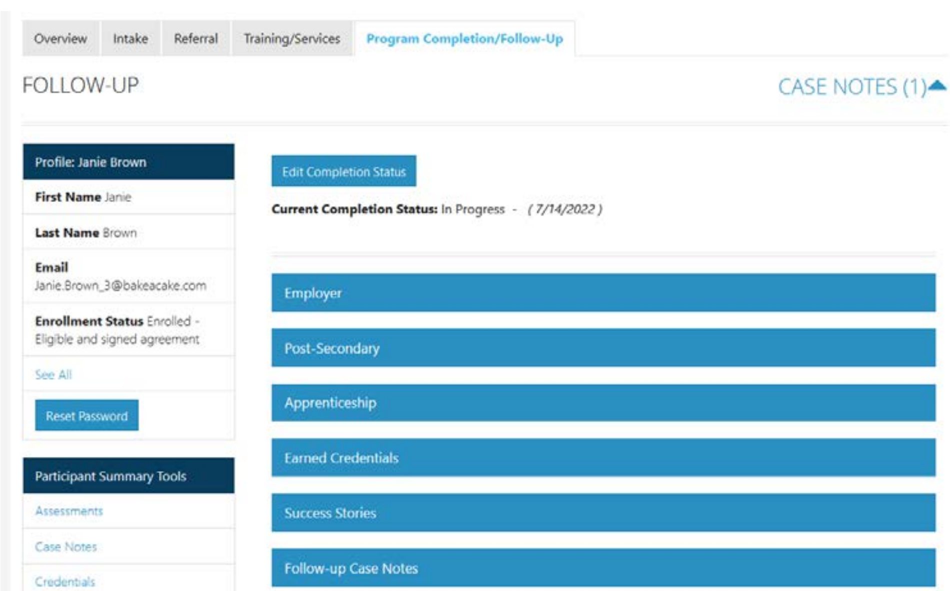
- Grantees/Career Planners – complete and update their customer's completion information.

Access Customer Progress Page

1. Go to www.IllinoisworkNet.com 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.

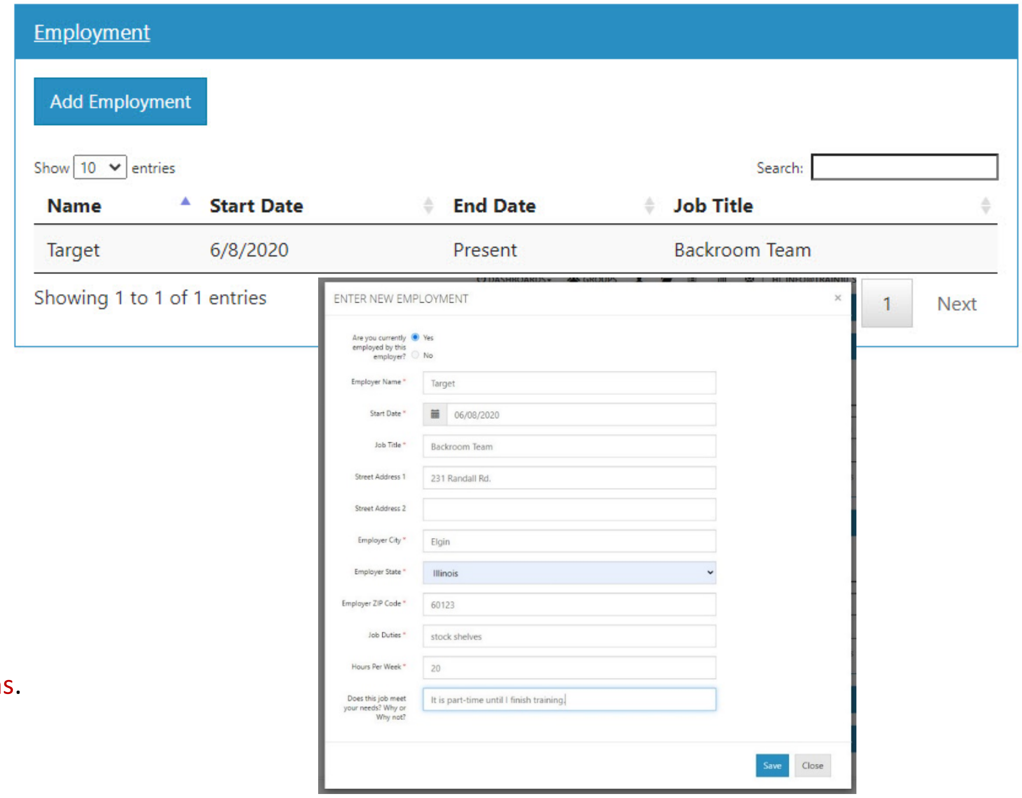
Enter Completion Status

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All services must be marked complete (successful/unsuccessful completion) prior to changing the status to complete/withdrawn.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).



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.

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.