JOB TRAINING & Economic Development

Overview

The customer's Overview tab is a customer-level dashboard that codes the section Status as either Good, Needs Attention, or Red Flag.

Access JTED Customer Overview 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 then select the Overview tab.

Section & Links	Content Displayed	Status: Good	Status: Needs Attention	Status: Red Flag	Status: No Action Need
Section: Enrollment Status Links to: Intake tab	Enrollment Status Category Training program	Application, Enrollment, and Service Needs Assessment are complete.	Application, Enrollment, and Service Needs Assessment are not complete.	Application, Enrollment, and Service Needs Assessment are not complete within 10 days of adding the customer to the system.	The application is complete, and the person is not going to be enrolled in the program.
Section: Referral Status Links to: Referral tab	No Referral Required Service Needs Assessment Items Referrals & Status Other Referrals & Status	Referral(s) sent, and response(s) received as accepted or rejected.	Referral(s) sent, and response received as pending; or open referral that does not have a response.	Referral(s) was sent and received a response as pending or open referral that does not have a response within 10 days. Or the response is Pending – no contact from the customer. The Customer requires a referral, but one has not been sent.	No referral is required.
Section: Training Status Links to: Training/Service	List the services with the status and start/end dates	Anyone that is in categories 1,2 or 3 who has all their Training/Career services start/completion statuses meet the deadlines set with the start/end dates.	Anyone that is in categories 1,2 or 3 who has at least one service where the start/completion status does not meet deadlines set with the start/end dates.	Training/Career services have not been added.	Category 4 people don't have a training service associated with JTED.

Section: Barrier Reduction/ Support Service Links to: Training/Service	An itemized list with a dollar amount Total spent	All Support/Barrier Reduction Services identified in the Service Needs Assessment have been addressed.	One or more Support/Barrier Reduction Services identified in the Service Needs Assessment still need to be addressed. Estimated Cost Needs to be updated	N/A	No Support/Barrier Reduction Services are needed.
Section: Credential Status Links to: Training/Service	Credential Name and date None	A credential was earned.	The customer has started a training service and does not have a credential entered into the system.	The customer completed a training service and does not have a credential entered into the system.	Category 4 people don't earn a credential in this program.
Section: Completion Status Links to: Completion tab	Completion Status	Completed JTED Program	Not Complete	N/A	Withdrew