


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.


JTED REPORTING SYSTEM OVERVIEW

[Overview](#)
[Intake](#)
[Referral](#)
[Training/Services](#)
[Program Completion/Follow-Up](#)

OVERVIEW
CASE NOTES (0)▲

Profile: Ashleigh Thompson

[Refresh Status](#)
Last updated: 03/16/2023 08:00 PM

First Name Ashleigh

Last Name Thompson

Email
athompson@noemail123.com

Enrollment Status Enrolled - Eligible and signed agreement

[See All](#)

[Reset Password](#)

Participant Summary Tools

[Assessments](#)

[Case Notes](#)

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[Uploads](#)

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Instructions/Resources

[Intake Instructions](#)

[Case File Organizer Sheets](#)

[View/Edit](#)
Enrollment Status ⓘ

Enrolled - Eligible and signed agreement - Category 1; Home Health Aide with Medical Terminology

Good

[View/Edit](#)
Referral Status ⓘ

[Service Needs Assessment Items](#)

Referral for Child Care - Red Flag

Red Flag

[View/Edit](#)
Training Status ⓘ

Complete a training program where you can earn college credit in a Career and Technical Education (CTE) program. - Successful Completion
Start: 08/31/2022 End: 10/20/2022

Good

[View/Edit](#)
Barrier Reduction/Support Services ⓘ

[Other Barrier Reduction/Support Services](#)

| | |
|---------------------------|-----------------|
| First month rent | \$10.00 |
| Public transit fare/cards | \$75.00 |
| Childcare | \$50.00 |
| Total: | \$135.00 |

Good

[View/Edit](#)
Credential Earned: gsfkg Wednesday, August 24, 2022 ⓘ

Good

[View/Edit](#)
Completion Status: ⓘ Complete

Good

| 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 |

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711.

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For more information, please refer to the footer at the bottom of any webpage at illinoisworknet.com.