

### Purpose:

To provide a tool career planners/navigators can use to develop an Individualized Services, Training and Employment Plan that:

- Documents achievements and goals,
- Identifies steps needed to achieve those goals and,
- Document current status and flags when intervention is needed.

### Highlights:

- Customer information submitted during the DEI application process is used to populate the ISTEP.
- The career planner reviews the information and identifies recommended next steps that include start/end dates, status, notes, and earned credentials (when applicable upon successful completion of the item).
- The career planner adds recommended items by selecting from a list of steps/services that are aligned to IWDS services. Once a customer is in the IWDS system and their application has been certified, services that are identified with a start date on or after the IWDS application certification date, with a status that is open/completed, will automatically populate IWDS.
- Customers will have a view available through their Illinois workNet account. Recommended steps will be displayed using customer friendly text with links to related resources in Illinois workNet.
- The ISTEP was developed based on feedback from Commerce and WIOA career planners. This is an initial release and development is ongoing. Career planners and program partners will continue to be involved in the co-engineering process to develop a useful universal tool for all Illinois workNet partners.

**Who can use the ISTEP?** Only staff and customers that have been given access to the program can view the ISTEP.

- **Statewide User Roles-** Statewide staff view/edit ISTEPs for all customers who have submitted a DEI application.
- **DEI Career Planner/Case Worker Role-** Staff can view/edit ISTEPs for customers in their region/office who have submitted a DEI application.
- **Partner Roles-** Staff can view/edit ISTEPs for customers in their team who have submitted a DEI application. Some personal identifiable information is hidden from this role (i.e., email, address, phone, etc.)
- **Customers-** Customer who have submitted a DEI application will be able to view their ISTEP through their DEI program tools located in My Dashboard. *(Coming soon.)*

### How do you access the ISTEP?

1. Go to [www.illinoisworknet.com](http://www.illinoisworknet.com) and **log in** to your account.
2. Go to **My Dashboard** and select **Partner Tools**.
3. Select **Disability Employment Initiative (DEI)** tools.
4. Access the list of customers and select the customer's **profile** link.
5. Once in the customer's profile, select **ISTEP**.


DASHBOARDS
CUSTOMERS
TEAMS
REPORTS
RESOURCES
HI, INFO@TRAIN17\_SIUCCWD.COM

## CUSTOMERS - SEARCH

DEI CUSTOMERS
IWDS CUSTOMERS

### CUSTOMER SEARCH

Name

LWIA

[Show Advanced Search](#)

**Hidden Search Filters: DEI Status: 'Enrolled or Exited'** [Search](#) [Export](#)

Show  entries

Last Name	First Name	IWDS Id	LWIA	IWDS App Status	DEI Status	Application Submit Date	Customer Status	Options
Account	Test	0	Not Elg.	Not Set	Enrolled		Incomplete Application	<a href="#">Profile</a>
Test	Dan	0	Not Elg.	Not Set	Enrolled		Incomplete Application	<a href="#">Profile</a>


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## PROFILE ISTEP SERVICE/NOTES/REMINDERS

Timeline
Personal Development
Career Planning
Academic / Technical Skills
Highlights / Notes

### TIMELINE

**Profile**

First Name

Last Name

Email

IWDS User Id 2748909

Application Submit/Enrollment Date  
6/24/2015

Imported From IWDS Sync

Last Synced: 5/10/2016 8:39 AM

IWDS App Status: Universal Customer

**ACHIEVING YOUR CAREER & TRAINING GOALS**

**★ GOALS**

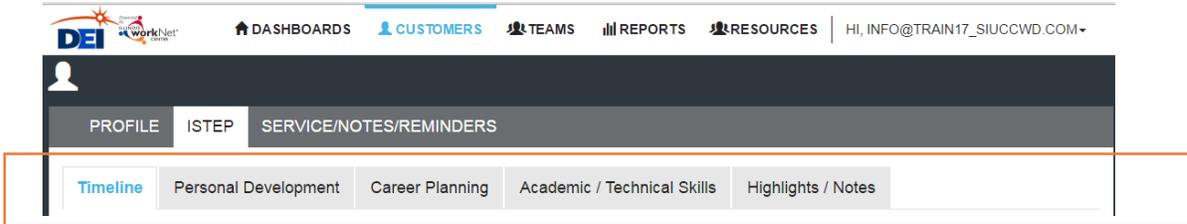
Career pathway choice Not entered
Target occupation Not entered
Wage Goal Not entered
Short Term Goal Not entered
Long Term Goal Not entered

**👍 ACCOMPLISHMENTS**

Show Assessments
Show Credentials
Show Services
Show Work-Based Learning
Show Permanent Employment

## How is the ISTEP organized?

### The Main ISTEP Navigation



#### Timeline includes:

- Customer goals
- Easy access to customer accomplishments documented in Illinois workNet
- ISTEP timeline and status overview
- History of ISTEP updates

**Personal Development** includes a checklist and notes area to identify potential barriers to employment. A referral area provides a tool to communicate local resources and services that can help the customer manage or overcome their barriers.

**Career Planning** includes a summary of academic achievements documented in the system. It also includes an area for career planners to identify the steps needed to gain the academic, technical, and work place skills to earn the credentials to make them a competitive job candidate.

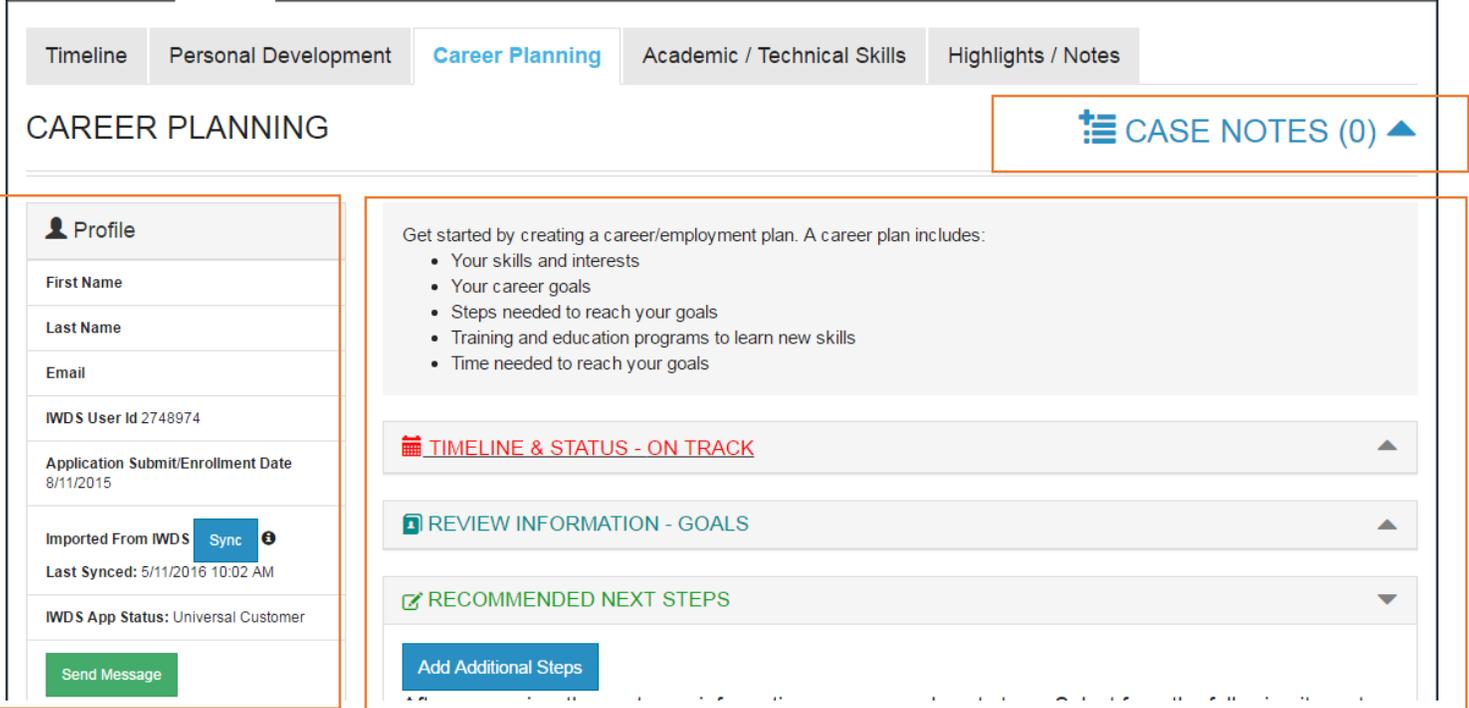
**Academic/Technical Skills** includes an area to identify training and career goals. It will also include an area for career planners to identify the steps needed to make informed decisions in developing a career plan.

**Find a Job (coming soon)** will include an area to review the customer’s employment history. It also includes an area for career planners to identify the steps for developing a job search plan and preparing for the application and interviewing process.

**Work Experience (coming soon)** will include an area to review the customer’s work experience (i.e., job shadowing, intern, work site placement, etc.). It will also include an area for career planners to identify steps for preparing and completing a training work experience.

**Highlights/Notes** is a summary of the files and case notes that were entered for each section of the ISTEP.

## Main Page Sections



**Case Notes** allows career planners/partner to enter case notes to document changes, updates, and other notes.

**Profile** provides a:

- Summary of customer information
- IWDS Sync button
- Message button
- Upload file tool

**Brief Intro** is visible to both career planners and customers.

**Timeline and Status** includes start and end dates for the section. The start and end dates are automatically generated by the recommended next steps for the section. It also include a section status tool to identify:

- On Track = The customer is continuing to progress through the steps in this section of the plan at an acceptable rate. This status is the default setting.
- Off Track = The customer is not progressing through the steps in this section of the plan at an acceptable rate. This status has to be set by a career planner or partner.
- Complete = The career planner or partner has verified the customer has completed this section of the plan. This status has to be set by a career planner or partner.

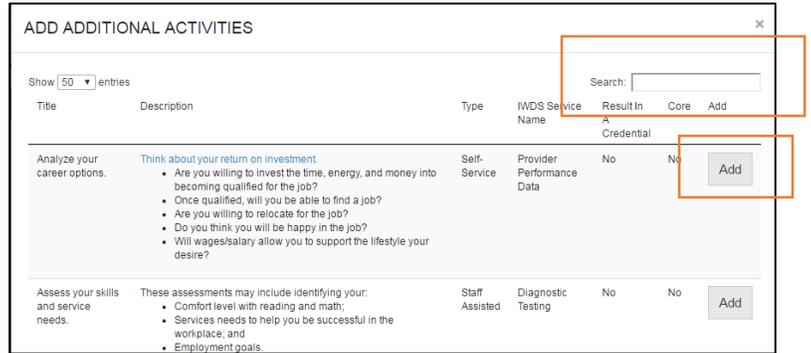
**Review Information** includes customer information that will be helpful in recommending next steps for the section. When possible, customer information that has been entered into the system via the customer's application and achievements will populate this area. The career planner/partner can update this section manually by selecting the edit button within the section. Then save the updates.

Recommended Next Steps are selected by the career planner/partner.

The default display does not include steps.

Add steps by selecting the Add Additional Steps button.

- Search using a keyword to narrow your results.
- Steps will populate in the order they were entered (*Future enhancement = add a default order and sort functions in each column*).



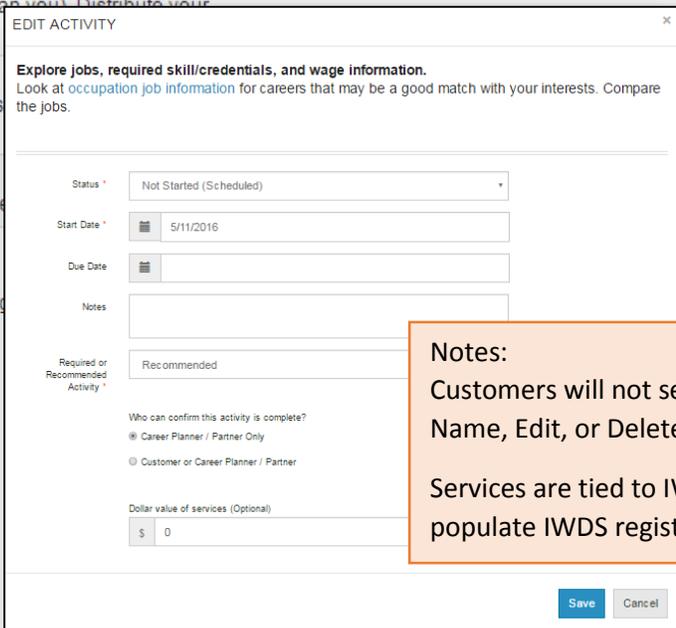
**Add Additional Steps**

After you review the customer information, recommend next steps. Select from the following items to present recommended next steps in this customer's ISTEP.

Step	Type	IWDS Service Name	Result In A Credential	Note	Status	Edit	Delete
<b>Assess your skills and service needs.</b> These assessments may include identifying your: <ul style="list-style-type: none"> <li>• Comfort level with reading and math;</li> <li>• Services needs to help you be successful in the workplace; and</li> <li>• Employment goals.</li> </ul>	Staff Assisted	Diagnostic Testing	No		Not Started (Scheduled) Due: 5/16/2016 Required		
<b>Get organized.</b> Collect/document your work history, education/transcripts, certifications, license(s), references, letters of recommendation. Identify your job/technical skills, transferable skills, soft skills, military skills.	Self-Service	Initial Assessment		Start a draft resume using the resume builder in Illinois workNet. We will take a look at your employment and education history when we meet on Monday.	Not Started (Scheduled)		
<b>Prepare your resume.</b> Select type of resume and start writing. Customize your resume based on the job description and requirements. Each customized resume should be proofread by a minimum of 2 people (other than you). Distribute your resume.	Staff Assisted	Self-Directed Job Search	No		Not Started (Scheduled) Due: 5/13/2016 Required		
<b>Explore jobs, required skill/credentials, and wage information.</b> Look at <a href="#">occupation job information</a> for careers that may be a good match with your interests. Compare the jobs.					Not Started (Scheduled)		
<b>Identify your workplace skills.</b> Learn about <a href="#">workplace skills</a> that employers require.					Not Started (Scheduled)		
<b>Analyze your career options.</b> <a href="#">Think about your return on investment.</a> <ul style="list-style-type: none"> <li>• Are you willing to invest the time, energy, and money into becoming qualified for the job?</li> <li>• Once qualified, will you be able to find a job?</li> <li>• Are you willing to relocate for the job?</li> <li>• Do you think you will be happy in the job?</li> <li>• Will wages/salary allow you to support the lifestyle you desire?</li> </ul>					Open Due: 5/23/2016		

Steps are identified as Staff Assisted or Self-Service.

Start a draft resume using the resume builder in Illinois workNet. We will take a look at your employment and education history when we meet on Monday.



Steps include a brief overview of the step and link to related resources in Illinois workNet when available.

Notes: Customers will not see the IWDS Service Name, Edit, or Delete columns. Services are tied to IWDS services and can populate IWDS registrant customers.

## Entering/Editing Steps

Note: Once a customer is in IWDS and their application has been certified, services that are identified with a start date on or after the IWDS application certification date with a status that is open/completed will automatically populate IWDS.

**Set the Status:** Not Started (Scheduled), Open, Successful Completion, Unsuccessful Completion, Deleted.

**Start Date:** The earliest start date, out of the steps in this section, will populate the timeline area.

**Due Date:** The latest due date, out of the steps in this section, will populate the timeline area.

**Notes:** These will be visible to the customer when they hover over the icon.

**Required or Recommended:** Identify if the step is required or recommended.

**Who can mark this step as complete?** For the initial release, only the career planner/partner can mark the step complete. *(Future enhancements can include a function to allow the customer to mark the item complete.)*

**Complete a pre-apprenticeship program (that leads to registered apprenticeship programs)**  
If you like hands-on learning, an apprenticeship may be the perfect career training opportunity for you. Apprenticeships offer paid, on-the-job training combined with classroom training.

Status \*

Completion Date \*

Was a credential earned by completing this activity?

Yes

No

Credential Source \*

Credential Type \*

Date Attained \*

Institution \*

Description \*

Start Date \*

Due Date \*

Notes \*

Required or Recommended Activity \*

Status \*

Completion Date \*

Was a credential earned by completing this activity?

Yes

No

Start Date \*

Due Date \*

Notes \*

Required or Recommended Activity \*

Who can confirm this activity is complete?

Career Planner / Partner Only

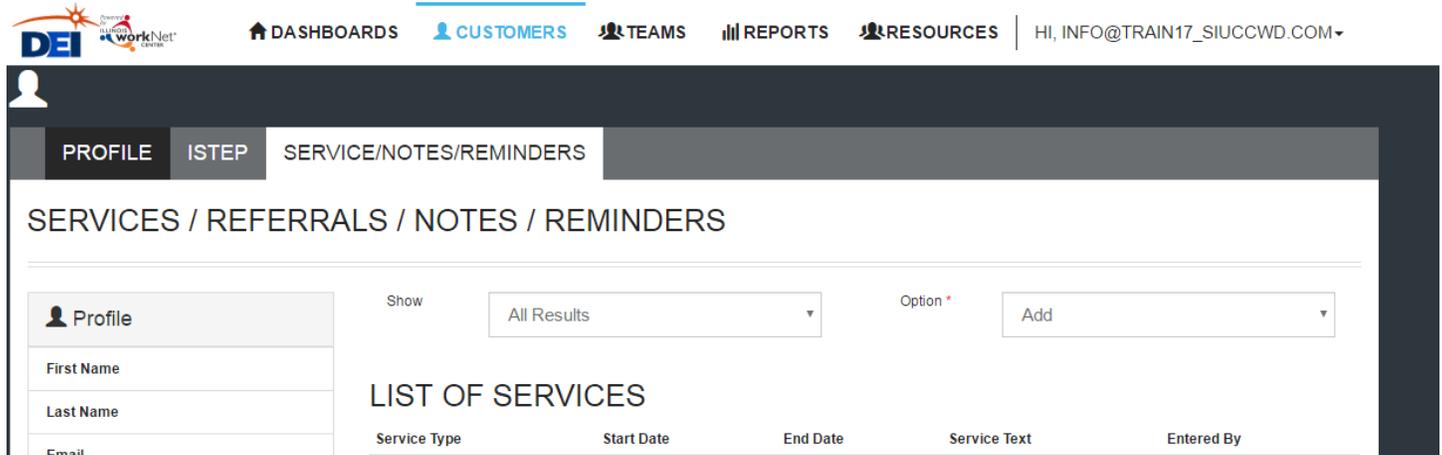
Customer or Career Planner / Partner

Dollar value of services (Optional)

\$

Some steps have allowed for you to indicate if a credential has been earned. For those steps, you will see the option to indicate a credential was earned upon successful completion of the step. When "yes" is selected, additional fields appear below the question. These are required fields. The credential will populate IWDS for IWDS registrant customers. You can upload an electronic copy of the credential into the ISTEP.

Services and Credentials that are entered through the ISTEP or IWDS are recorded in the Services/Notes/Reminders section.



The screenshot shows a web application interface with a navigation bar at the top containing 'DASHBOARDS', 'CUSTOMERS', 'TEAMS', 'REPORTS', and 'RESOURCES'. The user is logged in as 'HI, INFO@TRAIN17\_SIUCCWD.COM'. The main content area has tabs for 'PROFILE', 'ISTEP', and 'SERVICE/NOTES/REMINDERS'. Below the tabs is a header 'SERVICES / REFERRALS / NOTES / REMINDERS'. There are two dropdown menus: 'Show' set to 'All Results' and 'Option \*' set to 'Add'. A table titled 'LIST OF SERVICES' is partially visible with columns: 'Service Type', 'Start Date', 'End Date', 'Service Text', and 'Entered By'. On the left, a 'Profile' sidebar shows fields for 'First Name', 'Last Name', and 'Email'.

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