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Purpose:

The CEJA/FEJA Reporting System intake tools are used to document customer outreach, demographics, status/outcomes, and referrals to other programs. As customers are added and move through the system's intake process, their status is updated automatically (system-generated) or manually.

Customer Status and Descriptions Table

Stage	Customer Status	Description	System / Manual Entry
Intake	Do Not Contact	Customers who were added to the system and later indicated they did not want to be contacted can be marked as "do not contact" before enrollment.	Manual Entry
Intake	Inquiry	Customers who were entered into the system have not completed the prescreening process and have not been marked as do not contact.	System Generated
Intake	Prescreening	Customers who have completed prescreening, are found eligible, are interested in the program, and have either been synced with an Illinois workNet account or an account was created for them.	System Generated
Intake	Applicant	Customers who have started or completed the application process, are found eligible but have not been formally accepted into the program yet.	System Generated
Intake	Not Enrolled - Not Eligible	Customers who completed the prescreening and application process, and results indicate the customer is not eligible.	System Generated
Intake	Not Enrolled – Declined to Participate	Customers who have completed the prescreening and application process, are found eligible, and the customer indicated they did not want to participate.	Manual Entry
Service Delivery	Enrolled	Customers who have completed the prescreening and application process and started a service are automatically enrolled in the program.	System Generated
Outcomes	Withdrawn (manual entry)	Customers who have started a service and they withdraw or are dismissed from the program.	Manual Entry
Outcomes	Complete	Customers who completed program training services and continue to receive career/transition services.	Manual Entry

Outcomes	Exited	Customers who no longer receive training, transition/career services, or student support services. They have one year of active follow-up and transition services for one year. After one year, they no longer receive support services.	Manual Entry
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Who Enters/Maintains Data

- Grantees enter minimal customer information into the reporting system to document customer outreach and a follow-up date. They complete the prescreening to identify eligible and priority customers. They complete the application to verify eligibility and to apply for a specific CEJA program.

Customer Information Tab Features

The Customer Information tab provides a list of customers in the reporting system. Grantees use this tool to:

- Add/upload customers
- Search/filter customers by:
 - Name
 - Program
 - CEJA – Climate Works – Includes customers who were entered into the system by a Climate Works Grantee, have a Climate Works grantee identified in their prescreen or applied to the Climate Works program.
 - CEJA – Contractor Incubator/Accelerator Program - Includes customers who have a Contractor Incubator program identified in their prescreen.
 - CEJA – Refer to Navigator- Includes customers who were an applicant in a CEJA program and then referred back to a navigator to switch programs.
 - CEJA – Referred to NonCEJA Program – Includes customers who were referred to a NonCEJA program during the prescreening process.
 - CEJA – Returning Residents – Includes customers who were entered into the system by a Returning Resident Grantee, have a Returning Resident grantee identified in their prescreen or applied to the Returning Resident program.
 - CEJA Waiting List – Include customers who were put on a waiting list during the prescreening process.
 - CEJA – Workforce Hubs – Includes customers who were entered into the system by a Workforce Hub Grantee, have a Workforce Hub grantee identified in their prescreen or applied to the Workforce Hub program.
 - Provider grantee – This field is displayed for users who are Returning Resident Program grantees.
 - Customer status
 - Do Not Contact
 - Inquiry
 - Prescreen
 - Applicant
 - Enrolled

- Not Enrolled - Not Eligible
- Not Enrolled – Declined to Participate
- Not Enrolled – Referred to a NonCEJA Program
- Withdrawn (manual entry)
- Complete
- Exited
- EJC/R3 (Filter to identify the priority of service customers)
 - EJC Only
 - R3 Only
 - EJC and R3
 - Not in EJC or an R3
- Other Eligibility Situations (Filter to identify the priority of service customers)
 - Foster Care
 - Prior involvement with the legal system
 - Formerly Incarcerated
 - Displaced Energy Worker
- Other Barriers to employment (Filter to identify the priority of service customers)
 - Yes
 - No
 - Prefer Not to Say
- Gender
- Ethnicity
- Age
- Veteran Status (Filter to identify the priority of service customers)
- Export customer information
- Sort customers by column headers
- View detailed customer information by selecting the customer's last name link

Access List of Customer and Customer Details

1. Log into www.illinoisworknet.com
2. Select My Dashboard
3. Select Customer Support Center under Partner Tools.
4. Select Groups in the top menu
5. Select the group CEJA/FEJA Programs
6. On the customer list page, grantees can add customers to their program.

The screenshot shows the 'CEJA REPORTING SYSTEM' interface. At the top, there are navigation tabs for 'Customer Information', 'Partner Engagement & Management', and 'Reports'. Below these are several dropdown menus for 'Name', 'Program *', 'Navigator', and 'Customer Status'. An 'Advanced Search' section contains 'Search' and 'Export' buttons. A red arrow points to the 'Add Customer' button, which is next to an 'Upload Customers' button. Below the buttons is a table with columns: 'IwN ID', 'Last Name', 'First Name', 'Provider', 'Customer Status', 'Training Program', 'Program Completion Status', 'Employment/Post secondary Status', and 'Last Updated'. A single row of data is visible with values: '30222', 'Atkinson', 'Halko', 'CEJA -', 'Enrolled', 'Not Planned', and '12/14/2023'.

Add Customers

1. Select the button Add Customer
 - a. Enter the information in the Add Customer window
 - b. Name
 - c. Email/No Email Address
 - d. Customer Type
 - e. Provider
2. Click the button to Submit.
3. If the customer already exists in the CEJA/FEJA Reporting System (whether added by your organization or another), the system will notify you to submit a ticket through the Help Request System.
4. If the customer does not already exist in the system, you can either:
 - a. Follow-up at a later date, or
 - b. Proceed to the customer's prescreening information.
5. At this point, the customer status is inquiry unless they have been marked as do not contact.

The screenshot shows the 'ADD CUSTOMER' form. It includes the following fields: 'First Name *', 'Last Name *', 'Email *', a checkbox for 'No Email Address', 'Type *' (a dropdown menu), and 'Provider' (a dropdown menu). Below the 'Provider' field is a 'Submit' button. A note asks 'What is your role for entering this customer*?' with two bullet points: 'If you are entering them as a CEJA provider, select the provider name.' and 'If you are entering them as a Navigator, skip the provider field and select the navigator name.'

Enter Prescreening

Prescreening is completed by grantees and is used to collect basic customer information to identify programs they may be eligible for before completing a program application. It is used as a discussion tool to share information about CEJA programs to help the customer make an informed decision.

1. If the customer was added by:
 - a. Entering them with the Add Customer button (Option 1), the following steps will automatically happen once the customer information has been added to the system.
 - b. Uploading one or more customers (Option 2), go to the customer list and select the linked customer name to continue with the intake process.
2. Read the consent to the customer. Once the customer verbally agrees to the consent, check the consent box and continue with the prescreening.

APPLICATION CONSENT ✕

Illinois workNet helps people reach their training, employment, and career goals.

This application contains voluntary questions to help determine if you are eligible for additional services. This information will be kept confidential and is intended for use solely in connection with record-keeping requirements and to help you identify additional resources that can assist you, including by sharing your information with other workforce training service providers for programs that may best suit your needs, including, but not limited to, the following programs: the Workforce Innovation and Opportunity Act (WIOA), the Climate and Equitable Jobs Act (CEJA), the Illinois Works Pre-Apprenticeship Program and the Job Training and Economic Development Grant Program (JTED). You will not be penalized for your refusal to answer.

Individuals completing this application will receive updates and information to help them reach their career, training, and employment goals. By completing the application, you agree to allow career planners to review your information for potential participation and certify that the information you entered is accurate to the best of your knowledge.

I have read consent to the customer and they agree to the consent. Save

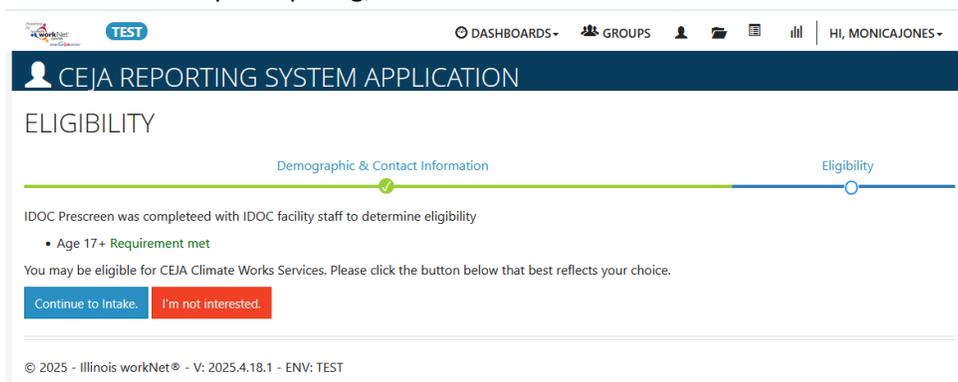
3. Enter the fields in the Prescreening window:
 - a. Do you need any accommodations to complete this prescreening or application? *
 - b. Name*
 - c. Email/No email address*
 - d. Date of Birth*
 - e. How did you hear about the program? *
 - f. Are you interested in working in construction or the building trades? *
 - g. Are you interested in working in the clean energy field? There are several career paths available, such as becoming a solar installer, wind turbine technician, or insulation installer.*
 - h. Which of the following clean energy industries are you interested in learning more about? *
 - i. Are you interested in applying for an apprenticeship program? *
 - j. Are you willing and able to put in the time required by this program? *
 - k. You may have challenges that make it difficult to participate in the training program. Our program covers training expenses and offers support, such as childcare and transportation vouchers, to help you succeed. You'll also receive a stipend. Are you experiencing any barriers that would keep you from attending the training? *
 - l. What racial or ethnic groups best describe you? *
 - m. Veteran Status*

- n. Do you have a high school diploma, General Education Development (GED) certificate, or High School Equivalency Diploma (HiSED)? *
 - o. A table will show that the customer may be eligible for the CEJA programs. It also includes a check for availability, desire for apprenticeship, and interest in Clean Jobs.
 - p. Select the Program. *
 - q. Select the prescreening results. *
 - r. Select the Provider. *
 - s. Enter the prescreening date. *
 - t. Click the button to continue.
4. Once the prescreening information has been entered, make sure all of the required fields are entered. If the “no email address” box is checked, the system will automatically populate it with a placeholder email. KEEP the email address in the box and type the email address in the confirm email field. You will be able to update this information later in the program when the customer has a working email address.
 5. Select Search for Existing Applicant to check to see if there is an existing Illinois workNet account based on this customer’s information.
 - a. If no account is identified, a new one will be created. You will see the customer’s username and password for their Illinois workNet account. Provide both to the customer.
 - b. If an account is identified, you can sync to that account. Make sure the customer knows their username. If they do not remember their password, they can recover it, or you can assist with providing them a temporary password.
 - c. If more than one account is identified or the information conflicts with an existing account, you will need to submit a ticket through the Help Request System. A member of the Illinois workNet Team will then reach out to you to resolve this. Provide both to the customer.
 6. At this point, the system-generated customer status is prescreening unless they have been manually marked as do not contact.
 7. You can then click the button to Continue Initial Application.

Completing CEJA Application

The application is completed by the grantee. Prescreening information will prepopulate the application fields and can be updated as needed. Additional information is collected. Once the application is submitted for a specific CEJA program, eligibility is determined, and the customer is identified as an applicant with the grantee's organization/program.

1. On the Demographic and Contact Information screen, enter the following information (**Note:** fields below that are bolded will auto-populate from the prescreening that was entered):
 - a. **First Name***
 - b. **Last Name***
 - c. Do you have an SSN?*
 - d. **Email***
 - e. Confirm Email*
 - f. **Date of Birth***
 - g. **What sex were you assigned at birth, on your birth certificate?***
 - h. How do you currently describe yourself?*
 - i. Are you authorized to work in the US?*
 - j. **What racial or ethnic groups best describe you?***
 - k. **Do you have a high school diploma, GED, or HiSED?***
 - l. MSR date at application
 - m. Application Submit Date*
2. Click the Cancel button or the Save and Go to the Next Page button.
3. The next page is the Eligibility check screen. The eligibility criteria will be listed, showing what, if any, criteria the customer is meeting. To proceed with the customer's intake process, click the button Continue to Intake. If the customer is not interested in participating, select the I'm not interested button.



TEST

DASHBOARDS - GROUPS HI, MONICAJONES -

CEJA REPORTING SYSTEM APPLICATION

ELIGIBILITY

Demographic & Contact Information Eligibility

IDOC Prescreen was completed with IDOC facility staff to determine eligibility

- Age 17+ Requirement met

You may be eligible for CEJA Climate Works Services. Please click the button below that best reflects your choice.

Continue to Intake. I'm not interested.

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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. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information, please refer to the footer at the bottom of any webpage at illinoisworknet.com.