



## Purpose:

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

Access Customer Completion/Follow-Up Page

- 1. Log into www.illinoisworknet.com.
- 2. Select My Dashboard and then Customer Support Center/IWIS under Partner Tools.
- 3. Select Groups in the top menu and then the group Climate Works.
- 4. Select a customer name and then select the Program Completion/Follow-up tab.

# Enter Completion Status

- 1. To update the customer's status, click the Add Completion Status button
- 2. Select Complete, Withdrawal, or Exited
- 3. Click the Save button
- 4. Enter a Case Note

CEJA REPORTING SYSTEM FOLLOW-UP								
Progress Intake Career Plan	Referral Program Completion	1/Follow-Up						
FOLLOW-UP		CASE NOTES(2)						
Profile: Marcus Aurelius	Add Completion Status	Program Complection Status: Application - 11/29/2023						
Email aurelius@noemail.com	Add Transition Outcomes	No Transition Outcome entered yet.						
Last 4 SSN N/A	Follow-Up Case Notes							
See All Reset Password	Employer							
Send Message	Post-Secondary							
Participant Summary Tools	Apprenticeship							
Assessments	Earned Credentials							
Attendance								
Case Notes	Success Stories							



# Enter Transition Outcomes

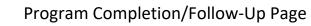
- 1. To enter a transition outcome, click the button Add Transition Outcome
- 2. Select either Apprenticeship, Job Placement, Other Training, or Opened Small Business and complete the information that follows.
- 3. Click the button to Save and Add a Case Note.

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Progress Intake Career Plan	Referral Program Completion/Follow-Up	
FOLLOW-UP	CASE NOTE:	S(2)
Profile: Marcus Aurelius	Add Completion Status	
Email aurelius@noemail.com	No Transition Outcome entered yet.	
<b>DOB</b> 1/1/2000	Add Transition Outcomes	
Last 4 SSN N/A	Follow-Up Case Notes	
See All		
Reset Password	Employer	
Send Message	Post-Secondary	
Participant Summary Tools	Apprenticeship	
Assessments	Earned Credentials	
Attendance		
Case Notes	Success Stories	

### Follow-Up Case Notes

This section tracks the follow-up communications Providers should have with the customer at any time.

- Click to Open the Follow-Up Case Note window.
- 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.





Follow-Up Case Notes	
<ul> <li>1 Month - Add follow-up Case Note</li> <li>2 Months - Add follow-up Case Note</li> <li>3 Months - Add follow-up Case Note</li> <li>6 Months - Add follow-up Case Note</li> <li>9 Months - Add follow-up Case Note</li> <li>1 Year - Add follow-up Case Note</li> <li>2 Years - Add follow-up Case Note</li> <li>3 Years - Add follow-up Case Note</li> </ul>	

ADD	CASE NOTE		×
Se	lect A Task	~	·
Conta	ct Date *		
=	12/11/2023		
Sul	bject		
Ad	d your message		
			6
Send	Case Note As:	Send Message/Email to:	•
о <sub>Аз</sub>	s Illinois workNet Message	Illinois workNet Team	
⊖ As Er	s Illinois workNet Message and nail		
	ave as case note without ending a message/email		
		Add Case	e Note
}			

# Enter Follow-Up

### 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 Employment Name
- Enter Start Date
- Enter Address Details



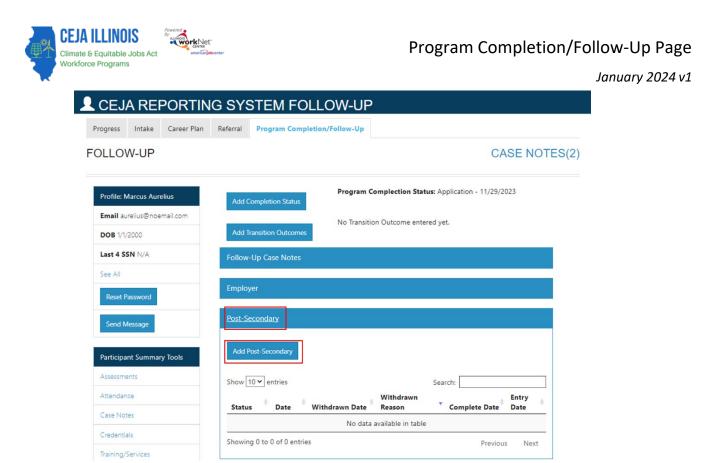
- Enter Hourly Wage
- Enter Job Duties
- Enter Hours per week
- Answer Yes or No questions
- Click Save

CEJA REPO	ORTING SYS		W-UP			
Progress Intake C	areer Plan Referral	Program Completion/Fo	llow-Up			
FOLLOW-UP					CAS	E NOTES(2)
Profile: Marcus Aureliu	s Add 0	Completion Status	Program Compl	lection Status: Applic	ation - 11/29/2023	
Email aurelius@noemai		ransition Outcomes	No Transition Ou	utcome entered yet.		
Last 4 SSN N/A	Follow	-Up Case Notes				
See All Reset Password	Employ	yer				
Send Message	copy sh	tomers who enter employme nould be kept in the custome er's Uploads Tool.				
Participant Summary Tr		er of Active Employments: 0				
Assessments	Add E	mployer Follow-Up				
Attendance	Show	10 🗸 entries				
Case Notes	Emple	oyer	Job Title	Start Date	End Date	¢
Credentials	Showin	g 0 to 0 of 0 entries	No data availa	able in table	Previous	Next
Training/Services	-					

#### **Post-Secondary**

This section tracks customer enrollment in a post-secondary program after exiting Climate Works.

- Enter Status
- Enter Date
- Enter Paid work experience during time at post-secondary institution



#### Apprenticeship

This section tracks customer enrollment in a registered apprenticeship program after exiting Climate Works. Enter:

- Apprenticeship Status
- Journeyperson Status
- Date
- Hourly Wage Paid
- Job Duties
- Hours per week
- Received a raise or promotion
- Receive fringe benefits



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Progress	Intake	Career Plan	Referral	Program Completion/	/Follow-Up	>			
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Profile: M	1arcus Aure	lius	Add C	ompletion Status	Program	n Complection	Status: Applicat	tion - 11/29/202	'3
Email aur	relius@noer 2000	mail.com	Add Tr	ransition Outcomes	No Tran:	isition Outcome	entered yet.		
Last 4 SS	N N/A		Follow-	-Up Case Notes					
See All									
Reset Pa	assword		Employ	ver					
Send M	essage		Post-Se	econdary					
Participar	nt Summary	/ Tools	Appren	<u>nticeship</u>					
Assessme	nts		Add A	Apprenticeship					
Attendand	ce			10 v entries			Search:		
Case Note	es			Journeyperson	0.1	Withdrawn	Withdrawn	Complete	Entry
Credentia	ls		Status	s Status		Date	Reason	Date	Date
Training/S	iervices				No d	lata available in	table		
Uploads			Showin	g 0 to 0 of 0 entries				Previous	Next

### **Earned Credentials**

This section tracks credentials earned while in the Climate Works program. To add a credential go to the training service in the customer's career plan 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. This section uses the Success Story tool available in Illinois workNet and populates the success story public listing. <u>Learn more</u>.