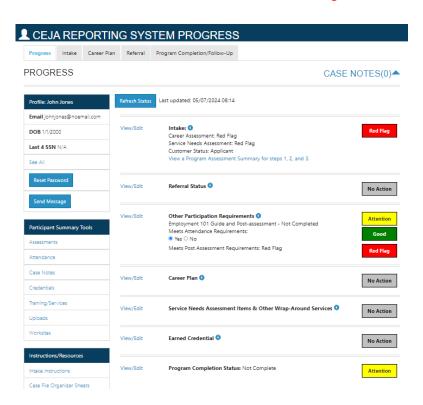


Overview:

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

Access Customer Progress Page

- 1. Log into www.illinoisworknet.com.
- 2. Select My Dashboard and then Customer Support Center under Partner Tools.
- 3. Select Groups in the top menu and then the group CEJA/FEJA Programs.
- 4. Select a customer name and then select the Progress tab.





Section &	Content Displayed	Status:	Status:	Status:	Status:
Links		Good	Needs Attention	Red Flag	No Action Needed
Section:	Career Assessment	Career Assessment and	Career Assessment and	Career Assessment and	The application is
Intake	completed, Service	Service Needs	Service Needs	Service Needs	complete, and the
	Needs Assessment	Assessment complete.	Assessment is not	Assessment is not	person is not going to
Links to:	completed, Customer		complete.	complete within 10	be enrolled in the
Intake tab	Status			days of adding the	program.
				customer to the	
				system.	
Section:	Referrals	Referral(s) sent and	Referral(s) sent and	Referral(s) sent and	No referral required.
Referral Status		response(s) received as	response received as	received response as	
		accepted or rejected.	pending, or open	pending; or open	
Links to:			referral that does not	referral that does not	
Referral tab			have a response.	have a response within	
				10 days; or the	
				response is pending -	
				no contact from	
				customer; or customer	
				requires a referral but	
6 .:	0 6 11 1	A 1	A 1	none has been sent.	
Section:	Confirm that	Attendance	Attendance	N/A	Customer is not
Other	attendance	requirements met	requirements not met		enrolled/eligible or has
Participation	requirements have				withdrawn.
Requirements	been met	Tue: -: -: /C	At least one comitee	Tue: -: -: /C	Customer is not
Section:	List the services with	Training/Career	At least one service	Training/Career	
Career Plan	the status and	services	where the	services have not been	enrolled/eligible or has
Links As.	start/end dates	start/completion	start/completion status	added.	withdrawn.
Links to:		statuses meet the	does not meet		
Career Plan		deadlines set with the	deadlines set with the		
Continu	This postion will disply	start/end dates.	start/end dates.	NI/A	Customoniosset
Section:	This section will display	A service that is	A service that is	N/A	Customer is not
Service Needs	the list of support	needed has been	needed still needs to		enrolled/eligible or has
Assessment	services that are	addressed by adding a	be addressed, or a		withdrawn.
Items & Other	needed based on the	related service to the	wrap-around service		





April 2025 v2

Wrap-Around	most recent Service	career plan or by	with an estimated cost		
Services	Needs Assessment	entering a related	needs to be updated.		
		wrap-around service			
Links to:		cost.			
Career Plan					
Section:	Credential Name and	A credential was	The customer has	The customer	Customer is not
Earned	Date	earned.	started a training	completed a training	enrolled/eligible or has
Credential			service and does not	service and does not	withdrawn.
	None		have a credential	have a credential	
Links to:			entered into the	entered into the	
Career Plan			system.	system.	
Section:	Completion Status	Training program		Program completion	Training Completion
Program		completion status is		status is Not	status is
Completion		complete, and/or		complete/exited	not enrolled, not
Status		program completion			eligible, or has
		status is Exited.			withdrawn.
Links to:					In process for enrolled
Completion					customers.
tab					

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