


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**.


CEJA REPORTING SYSTEM PROGRESS

[Progress](#)
[Intake](#)
[Career Plan](#)
[Referral](#)
[Program Completion/Follow-Up](#)

PROGRESS
[CASE NOTES\(0\)](#)

Profile: John Jones
Email: johnjones@noemail.com
DOB: 1/1/2000
Last 4 SSN: N/A
[See All](#)
[Reset Password](#)
[Send Message](#)

[Refresh Status](#)
Last updated: 05/07/2024 08:14

View/Edit	Intake Career Assessment: Red Flag Service Needs Assessment: Red Flag Customer Status: Applicant View a Program Assessment Summary for steps 1, 2, and 3.	Red Flag
View/Edit	Referral Status	No Action
View/Edit	Other Participation Requirements Employment 101 Guide and Post-assessment - Not Completed Meets Attendance Requirements: <input checked="" type="radio"/> Yes <input type="radio"/> No Meets Post Assessment Requirements: Red Flag	Attention Good Red Flag
View/Edit	Career Plan	No Action
View/Edit	Service Needs Assessment Items & Other Wrap-Around Services	No Action
View/Edit	Earned Credential	No Action
View/Edit	Program Completion Status: Not Complete	Attention

Participant Summary Tools

- Assessments
- Attendance
- Case Notes
- Credentials
- Training/Services
- Uploads
- Worksites

Instructions/Resources

- Intake Instructions
- Case File Organizer Sheets

Section & Links	Content Displayed	Status: Good	Status: Needs Attention	Status: Red Flag	Status: No Action Needed
Section: Intake Links to: Intake tab	Career Assessment completed, Service Needs Assessment completed, Customer Status	Career Assessment and Service Needs Assessment complete.	Career Assessment and Service Needs Assessment is not complete.	Career Assessment and Service Needs Assessment is 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	Referrals	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) sent and received response as pending; or open referral that does not have a response within 10 days; or the response is pending - no contact from customer; or customer requires a referral but none has been sent.	No referral required.
Section: Other Participation Requirements	Confirm that attendance requirements have been met	Attendance requirements met	Attendance requirements not met	N/A	Customer is not enrolled/eligible or has withdrawn.
Section: Career Plan Links to: Career Plan	List the services with the status and start/end dates	Training/Career services start/completion statuses meet the deadlines set with the start/end dates.	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.	Customer is not enrolled/eligible or has withdrawn.
Section: Service Needs Assessment Items & Other	This section will display the list of support services that are needed based on the	A service that is needed has been addressed by adding a related service to the	A service that is needed still needs to be addressed, or a wrap-around service	N/A	Customer is not enrolled/eligible or has withdrawn.

Wrap-Around Services Links to: Career Plan	most recent Service Needs Assessment	career plan or by entering a related wrap-around service cost.	with an estimated cost needs to be updated.		
Section: Earned Credential Links to: Career Plan	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.	Customer is not enrolled/eligible or has withdrawn.
Section: Program Completion Status Links to: Completion tab	Completion Status	Training program completion status is complete, and/or program completion status is Exited.		Program completion status is Not complete/exited	Training Completion status is not enrolled, not eligible, or has withdrawn. In process for enrolled customers.

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.