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Purpose:

To enter work plans into the reporting system so that grantees can view their planned numbers compared to the actual data in the reporting system.

Who Enters/Maintains Data

- Grantee/Provider Staff for Parent Organizations** enter grant information, work plan information, cohorts, and view the planned vs actual dashboard.
- Grantee/Provider Staff for Subgrantee Organizations** view the planned vs actual dashboard.
- State Level Staff** review and approve the work plans and view the planned vs actual dashboard.

Enter the Work Plan

- Log in to www.illinoisworknet.com.
- Select My Dashboard and select Customer Support Center.
- Select CEJA/FEJA Programs.
- Select the Work Plan & Reports tab.
- (Parent Organizations Only)** To create a new work plan, select the calendar year and parent organization grantee using the filters at the top of the page. Select the button to submit the Project Plan. Select a work plan listed in the table to view an existing work plan.
- When submitting a new work plan, complete the required fields for the following sections:
 - Project Narrative: Staff need to be provided with access to the reporting system to select them from the project manager, reporting staff, fiscal staff, or other staff dropdown menu.

Project Narrative

Grant Number

24-456789

Grantee Project Manager *

scenario tester1

Grantee Reporting Staff *

scenario tester6

Grantee Fiscal Staff *

scenario tester1

Other (if needed)

scenario tester1

Project Overview

This is the project description.

- Activities and Outcomes: Enter planned numbers for the required Outreach & Partnerships, Service Delivery,

Workforce Network Work Plan & Monthly Report/Planned vs. Actual Dashboard

August 2025 v4

Characteristics, and Transition Outcome sections. Zero is allowed in the # Planned boxes.

Activities and Outcomes	
Projection Title	# Planned
Service Delivery	
Program Applicants *	<input type="text" value="1"/>
Enrolled Participants *	<input type="text" value="2"/>
Graduates: Bridge Program *	<input type="text" value="3"/>
Graduates: Job-Specific Training - Construction and Building Inspectors Training *	<input type="text" value="4"/>
Graduates: Job-Specific Training - Energy Auditor Training *	<input type="text" value="5"/>
Graduates: Job-Specific Training - HVAC Installer & Technician Training *	<input type="text" value="6"/>
Graduates: Job-Specific Training - Hybrid/EV Technical Training *	<input type="text" value="7"/>
Graduates: Job-Specific Training - Solar Photovoltaic Training *	<input type="text" value="8"/>
Graduates: Job-Specific Training - Weatherization Training *	<input type="text" value="9"/>
Graduates: Job-Specific Training - Wind Turbines Construction and Maintenance *	<input type="text" value="10"/>
Characteristics	
Residents of EITHER an Environmental Justice community OR an R3 community *	<input type="text" value="11"/>
Residents of BOTH an Environment Justice community AND an R3 community *	<input type="text" value="12"/>
Persons with prior involvement with the criminal legal system *	<input type="text" value="13"/>
Persons with other barriers to employment, such as language barriers or low educational attainment *	<input type="text" value="14"/>

c. Save the plan.

Add cohorts to the work plan.

Things to know:

- There are two types of cohorts: bridge or job-specific. If a cohort is job-specific, a job-specific training type is required.
- Regional administrators use this information to view current and projected cohorts to help communicate a schedule of when graduates will be ready to hire. This will allow them to respond quickly to requests from employers, legislators, the governor's office, the media, and the public about cohort graduation dates.
- Cohorts are selected on the intake page when a participant is enrolled in a program. The cohort must be listed in the work plan for it to be selected on the participant's intake page.

1. Go to the current work plan and select the cohort section.
2. Select Add Cohort and enter the following information.
 - a. Cohort name: Enter a name using the following format [Grantee/Subgrantee_Training Location_Cohort#] so that it is easily recognizable for selection on the participant's intake page.
 - b. Cohort Type: Bridge or Job-specific.
 - i. Type of Job-Specific Training (for job-specific cohorts)
 - c. Start Date
 - d. End Date
 - e. Provider
 - f. Note (optional)

Project Work Plan

Reports

PROJECT PLAN

Grantee Name: Community Partnership
 Created By: 04/01/2025 - scenario tester1
 Approved By: Not Yet Approved
 Closed By: Not Yet Closed

Save

Cancel

Project Narrative

Activities and Outcomes

Cohorts

COHORTS

Add Cohort

10 entries per page

Name	Type	Job Specific Training	Start Date	End Date	Provider
cohort 1 - Solar - LLCC	Job Specific	Solar Photovoltaic Training	10/01/2024	10/31/2025	Lincoln Land Community College
Cohort 2 - Bridge - LLCC	Bridge		02/03/2025	02/28/2025	LLCC

Showing 1 to 2 of 2 entries

ADD COHORT

Cohort Name *

cohort 3 - EV - LLCC

Cohort Type *

Job Specific

Type of Job Specific Training *

Hybrid/EV Technical Training

Start Date *

04/30/2025

End Date *

06/30/2025

Provider *

LLCC

Notes

This is a description of or notes about the cohort.

Close

Save

Example of Cohort on the Participant Intake Page

TEST

DASHBOARDS - GROUPS HI, STESTER1

CEJA REPORTING SYSTEM INTAKE

Progress

Intake

Career Plan

Referral

Program Completion/Follow-Up

INTAKE

CASE NOTES(3)

Profile: Issac Bernard

Email

issacbernard@noemail.com

DOB

1/1/2000

Last 4 SSN

N/A

See All

Update Profile

Reset Password

Send Message

Participant Summary Tools

Assessments

Case Notes

Credentials

Training/Services

Uploads

Worksites

Instructions/Resources

Completing Applications

Completing Intake

Service Needs Assessment

Case Notes Tool

Uploading Files

1. Complete Application

Prescreening Information

View Application Completed on 3/6/2025

Completed and signed 3/3/2025

☐ Requires Funds for Completing Intake

2. Career Assessment

Add Career Assessment

10 entries per page

Assessment

Career Assessment Completed on 04/01/2025

1

3. Complete screening for Service Needs Assessment

Services Needs Assessment

10 entries per page

Assessment

Service Needs Assessment Completed on 03/19/2025

03/19/2025

1

View a Program Assessment Summary for steps 1, 2, and 3.

4. Customer Status: Enrolled

☐ Transfer customer to a different navigator/grantee

Upload Signed Agreement

Signed Agreements:

Add Case Note

Add Cohort

cohort 1 - Solar - LLCC-Solar Photovoltaic Training 03/03/2025-03/28/2025 Lincoln Land Community College Edit

Cohort 2 - Bridge - LLCC-Bridge 02/03/2025-02/28/2025 LLCC Edit

5. Use Customer's Training & Services/Career Plan to:

1. Use Customer's Career Plan to:

1. Discuss initial application responses saved in the career plan and add a summary to the plan.

2. Discuss goals based on the customer's current situation and where they want to be. Add goals to the plan.

3. Discuss steps/services that can help them reach their goals. Add the steps/services and related information to the plan.

4. Make sure the customer agrees to the plan. If not, make adjustments so they are on-board with the plan.

5. Have the customer sign the plan either electronically (paper copy is not needed) or physically (paper copy is needed).

2. Make sure the customer knows how to view their plan online through their Illinois workNet account.

1. They should know the plan is a communication tool and they should review and ask for any adjustments to the plan.

2. Let them know they may be asked to electronically sign the career plan if changes are made.

3. Let them know they can see a history of updates to their plan

4. Let them know there are other resources in the plan that can help them update their resume and find a job.

3. Update the plan as needed

1. Add case notes.

2. Update steps/services as they are started, updated, and completed.

3. Have the customer electronically sign their career plan as needed.

☒ I have provided the customer with features and how to access their career plan.

4/1/2025 11:54 AM by stester1

Go to the Customer's Training & Services/Career Plan

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Monthly Report / Planned vs Actual Dashboard

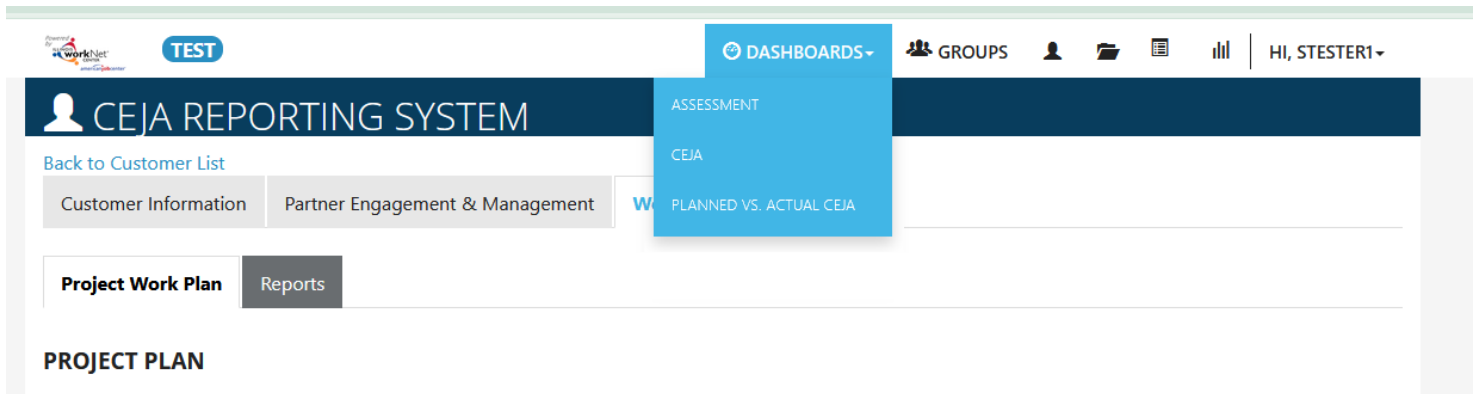
Things to Know

- The first column lists the Activities and Outcomes that are aligned to the work plan. This column includes definition info bubbles for the row. This column also includes show/hide links to additional data related to the row. Select the link to display the data. Select it again to hide the data.
- The second column includes the data from the previous quarter.
- The third column included the planned numbers from the most recent work plan.
- The fourth column includes the results calculated from the data in the reporting system. It includes a link to a filtered list of customers/results.

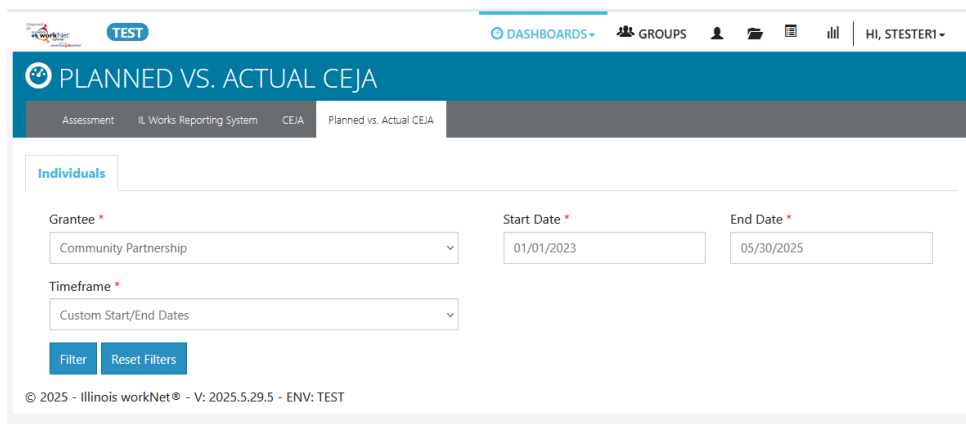
Planned vs Actual Dashboard

4

1. Select the dashboard menu at the top of the screen.
2. Planned vs Actual Dashboard CEJA




3. Filter the dashboard by grantee and timeframe.
 - a. Grantees will only see the organizations they have access to view. If the parent organization is selected, the sub-grantees' information will be included in the results. Parent organizations can filter the results to display the subgrantee-only results.
 - b. Timeframe options include:
 - i. All
 - ii. Calendar Year and Quarter
 1. Select Calendar Year
 2. Select Quarter
 - a. All
 - b. Quarter January-March
 - c. Quarter April – June
 - d. Quarter July -September
 - e. Quarter October - December
 - iii. Custom Start/End Dates
 1. Enter start date mm/dd/yyyy
 2. Enter end date mm/dd/yyyy



4. Select Filter to see the results. To change the filter settings, select reset filters to clear the results and select different filter options.

Example of Planned vs Actual Dashboard


TEST

DASHBOARDS -
GROUPS
HI, STESTER3 -

PLANNED VS. ACTUAL CEJA

Assessment
CEJA
Planned vs. Actual CEJA

[Back to Customer List](#)

Individuals

Grantee *
Richland Council

Timeframe *
All

Filter
Reset Filters

Activities and Outcomes	Last Completed Quarter	# Planned	# Actual
Outreach and Partnerships			
Outreach events delivered ⓘ	0	0	5
Attendees of outreach events ⓘ	0	0	372
Inquiry contacts ⓘ	51	0	182
Engagements with clean energy employers or other industry professionals ⓘ Show the names of apprenticeship or employer partners engaged	1	0	4
Service Delivery			
Workforce Hub Program Applicants(L) ⓘ	14	10	120
Workforce Hub Enrolled Participants(L) ⓘ	7	10	35
Bridge Training Completers ⓘ Show the show credentials/certification received associated with the bridge training Show the number of completers by training program provider	3	10	5
Job-Specific Training Completers - Construction and Building Inspectors Training ⓘ Show the show credentials/certification received associated with the job-specific training Show the number of completers by training program provider	0	2	0
Job-Specific Training Completers - Energy Auditor Training ⓘ Show the show credentials/certification received associated with the job-specific training Show the number of completers by training program provider	0	2	0
Job-Specific Training Completers - HVAC Installer & Technician Training ⓘ Show the show credentials/certification received associated with the job-specific training Show the number of completers by training program provider	0	2	0
Job-Specific Training Completers - Hybrid/EV Technical Training ⓘ Show the show credentials/certification received associated with the job-specific training Show the number of completers by training program provider	0	2	0
Job-Specific Training Completers - Solar Photovoltaic Training ⓘ Show the show credentials/certification received associated with the job-specific training Show the number of completers by training program provider	0	2	0
Job-Specific Training Completers - Weatherization Training ⓘ Show the show credentials/certification received associated with the job-specific training Show the number of completers by training program provider	0	0	0
Job-Specific Training Completers - Wind Turbines Construction and Maintenance ⓘ Show the show credentials/certification received associated with the job-specific training Show the number of completers by training program provider	0	0	0
Characteristics			
Resident of EITHER EJC or R3 community(L) ⓘ	3	8	32
Residents of BOTH an EJC and an R3 community(L) ⓘ	8	2	59
Persons with prior involvement with the criminal legal system(L) ⓘ	11	0	69
Persons with other barriers to employment, such as language barriers or low educational attainment(L) ⓘ	7	0	63
Foster care system members or graduates ⓘ	5	0	30
Displaced energy workers ⓘ	4	0	27
Transition Outcomes			
Primary Outcome: Job placements in clean energy employment(L) ⓘ Show names of clean energy employers who have hired participants	1	0	2
Secondary Outcome: Job placements outside of clean energy industry ⓘ Show names of employers outside of the clean energy industry who have hired participants	0	0	0
Job retention in clean energy, 12 months(L) ⓘ	Unavailable	0	Unavailable
Job retentions outside clean energy industry, 12 months(L) ⓘ	Unavailable	0	Unavailable
Primary Outcome: RAP Placements ⓘ Show Program Sponsors who have accepted participants for RAP Placement	1	0	1
RAP Retention 12 months ⓘ	Unavailable	0	Unavailable
Primary outcome: Advanced training placements in clean energy ⓘ Show names of advanced training providers	1	0	2
Advanced training retention, 12 months ⓘ	0	0	1

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Workforce Network Work Plan & Monthly Report/Planned vs. Actual Dashboard

August 2025 v4

Table with infobubble and data source information

Activity & Outcomes	Info bubble DEFINITIONS	Data Source
Outreach and Partnerships		
Outreach events delivered	Outreach events include, but are not limited to, presentations, class visits, career fairs, open houses, or other activities hosted by the grantee or in partnership with another organization to raise awareness of clean energy careers and provide information about participating in Climate Works.	Data from the Partner and Engagement & Management: Outreach tab. Total number of outreach events with an event date on or between the filter dates
Attendees of outreach events	Attendees are the people who attend outreach events.	Data from the Partner and Engagement & Management: Outreach tab. Total number of attendees for all outreach events with an event date on or between the filter dates
Inquiry contacts	Inquiry contacts are those who express an interest in the Program and agree to share their contact information with the Program for recruitment purposes.	Total number of people entered into the system with an add/inquiry date on or between the filter dates.
Engagements with clean energy employers or other industry professionals	Engagements may include but are not limited to activities that engage employers or other industry professionals for a) conducting outreach or recruiting participants for the CEJA Workforce Hubs, b) offering job site training (work-based learning) or other instruction for program participants, or c) helping participants transition into clean energy jobs or apprenticeship programs (job placement, shadowing, coaching, job fair, etc.).	Data from the Partner and Engagement & Management: Engagement tab. Total number of engagements with a date on or between the filter dates.
Service Delivery		
Workforce Hub Program applicants(L)	Program applicants who have applied to participate in the Workforce Hub Program.	# of participants who have/have had a customer status of Applicant for grantee(s) on/between the filter start/end dates
Workforce Hub Enrolled participants(L)	Enrolled participants are individuals who have applied and been accepted into the Workforce Hub Program, have completed the intake procedures, and attended at least one day of training.	# of participants who have/have had a customer status of Enrolled for grantee(s) on/between the filter start/end dates
Completed Bridge program(L)	Individuals who have completed the Bridge Program, as described in the curriculum plan, by completing all modules (80% attendance, 70% or higher testing requirements), and completing requirements to receive OSHA 10 and First Aid/CPR certifications.	# of participants who have/have had a customer status of complete (or exited) for grantee(s) and a Bridge Training service start date on/between the filter start/end dates
Show credentials/certification received associated with the bridge training		# of participants who have a credential that is associated with the Bridge Training service.
Show the number of completers by training program provider		# of participants who have the listed Bridge cohort added to their intake page.
Graduates: Job-Specific	Individuals who have completed a job-specific	# of participants who have/have had a status of

Workforce Network Work Plan & Monthly Report/Planned vs. Actual Dashboard

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Activity & Outcomes	Info bubble DEFINITIONS	Data Source
Training - Construction and Building Inspectors Training	cohort for Construction and building inspectors training.	complete for grantee(s) and have a Job-Specific Training: Construction & Building Inspectors service with a start date on/between the filter start/end dates
Show credentials/certification received associated with the job-specific training		# of participants who have a credential that is associated with the Job-Specific Training: Construction & Building Inspectors service.
Show the number of completers by training program provider		# of participants who have the listed Job-specific: Construction and Building Inspectors Training cohort added to their intake page.
Graduates: Job-Specific Training - Energy Auditor Training	Individuals who have completed a job-specific cohort for Construction and building inspectors training.	# of participants who have/have had a status of complete for grantee(s) and have a Job-Specific Training: Energy Auditor Training Program service with a start date on/between the filter start/end dates
Show credentials/certification received associated with the job-specific training		# of participants who have a credential that is associated with the Job-Specific Training: Energy Auditor Training Program service.
Show the number of completers by training program provider		# of participants who have the listed Job-specific: Energy Auditor Training cohort added to their intake page.
Graduates: Job-Specific Training - HVAC Installer & Technician Training	Individuals who have completed a job-specific cohort for Construction and building inspectors training.	# of participants who have/have had a status of complete for grantee(s) and have a Job-Specific Training: HVAC Installer & Technician service with a start date on/between the filter start/end dates
Show credentials/certification received associated with the job-specific training		# of participants who have a credential that is associated with the Job-Specific Training: HVAC Installer & Technician service.
Show the number of completers by training program provider		# of participants who have the listed Job-specific: HVAC Installer & Technician Training cohort added to their intake page.
Graduates: Job-Specific Training - Hybrid/EV Technical Training	Individuals who have completed a job-specific cohort for Construction and building inspectors training.	# of participants who have/have had a status of complete for grantee(s) and have a Job-Specific Training: Hybrid/EV Technician Training service with a start date on/between the filter start/end dates
Show credentials/certification received associated with the job-specific training		# of participants who have a credential that is associated with the Job-Specific Training: Hybrid/EV Technician Training service.
Show the number of completers by training program provider		# of participants who have the listed Job-specific: Hybrid/EV Technical Training cohort added to their intake page.
Graduates: Job-Specific Training - Solar Photovoltaic Training	Individuals who have completed a job-specific cohort for Construction and building inspectors training.	# of participants who have/have had a status of complete for grantee(s) and have a Job-Specific Training: Solar Photovoltaic Training service with a start date on/between the filter start/end dates
Show credentials/certification received associated with the job-specific training		# of participants who have a credential that is associated with the Job-Specific Training: Solar Photovoltaic Training service.
Show the number of completers by training program provider		# of participants who have the listed Job-specific: Solar Photovoltaic Training cohort added to their intake page.
Graduates: Job-Specific	Individuals who have completed a job-specific	# of participants who have/have had a status of

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Activity & Outcomes	Info bubble DEFINITIONS	Data Source
Training - Weatherization Training	cohort for Construction and building inspectors training.	complete for grantee(s) and have a Job-Specific Training: Weatherization Training service with a start date on/between the filter start/end dates
Show credentials/certification received associated with the job-specific training		# of participants who have a credential that is associated with the Job-Specific Training: Weatherization Training service.
Show the number of completers by training program provider		# of participants who have the listed Job-specific: Weatherization Training cohort added to their intake page.
Graduates: Job-Specific Training - Wind Turbines Construction and Maintenance	Individuals who have completed a job-specific cohort for Construction and building inspectors training.	# of participants who have/have had a status of Complete for grantee(s) and have a Job-Specific Training: Wind Turbine Construction and Maintenance service with a start date on/between the filter start/end dates
Show credentials/certification received associated with the job-specific training		# of participants who have a credential that is associated with the Job-Specific Training: Wind Turbine Construction and Maintenance service.
Show the number of completers by training program provider		# of participants who have the listed Job-specific: Wind Turbine Construction and Maintenance Training cohort added to their intake page.
Characteristics		
Resident of EITHER EJC or R3 community(L)	Any person who resides in an environmental justice community (defined as a community where residents have historically been subject to disproportionate burdens of pollution, including pollution from the energy sector). Any person who resides in an R3 community is defined as an Illinois community that has been harmed by violence, excessive incarceration, and economic disinvestment.	# of applicants/enrolled participants/completed/Exited who were identified as a resident of EITHER an EJC or R3 at the time of application.
Residents of BOTH an EJC and an R3 community(L)	Any person who resides in a community that is BOTH an environmental justice community AND an R3 community.	# of applicants/enrolled/completed/Exited customers who were identified as a resident of BOTH an EJC or R3 at the time of application.
Persons with prior involvement with the criminal legal system(L)	A person who either a) has been subject to any stage of the criminal justice process for committing a status offense or delinquent act or b) requires assistance in overcoming barriers to employment resulting from a record of arrest or conviction.	# of applicants/enrolled/completed/Exited customers who answered yes in either of the following application questions: Have you ever been incarcerated for a felony or misdemeanor? Have you had prior involvement in the criminal legal system?
Persons with other barriers to employment, such as language barriers or low educational attainment(L)	A person with a barrier that is presumed to affect placement in employment, such as a language barrier or low educational attainment. A person with a language barrier is defined as an adult who is an English language learner or who has low literacy skills, meaning a person who computes or solves problems, reads, writes, or speaks at or below the 8th-grade level or is unable to compute or solve problems, read, write, or speak at a level necessary to function on the job. A person with low educational attainment is an adult who	# of applicants/enrolled/completed/Exited customers who answered yes to the following application question: Do you have other barriers to employment?

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Activity & Outcomes	Info bubble DEFINITIONS	Data Source
	does not have a high school diploma or equivalent. Other barriers to employment may be considered for prioritization as well.	
Foster care system members or graduates	Any person who a) is currently in the foster care system, b) has aged out of the foster care system, c) has attained age 18 and left foster care for kinship guardianship or adoption, or d) is in an out-of-home placement.	# of applicants/enrolled/completed/Exited customers who answered yes to the following application question: Are you a graduate of foster care or currently in foster care?
Displaced energy workers	An energy worker who has lost employment or is anticipated by the Department to lose employment within the next 5 years, due to the reduced operation or closure of a fossil fuel power plant, nuclear power plant, or coal mine.	# of applicants/enrolled/completed/Exited customers who answered yes to the following application question: Are you a displaced energy worker?
Transition Outcomes		
Primary Outcome: Job placements in clean energy employment (L)	A program graduate who is hired on a full-time or part-time basis in a clean energy job, defined as a job in the solar energy, wind energy, energy efficiency, energy storage, solar thermal, green hydrogen, geothermal, electric vehicle industries, other renewable energy industries, and industries achieving emission reductions. Includes related industries that manufacture, develop, build, maintain, or provide ancillary services to renewable energy resources or energy efficiency products or services. It also includes administrative, sales, and other support	Participants who have a Job Placement transition outcome AND answered "yes" to "Is this in the clean energy industry".
Show the names of clean energy employers who have hired participants		List of employer names from the job placement transition outcomes.
Secondary Outcome: Job placements outside of the clean energy industry	A program graduate who is hired on a full or part-time basis in a job outside the clean energy industry.	Participants who have a job placement transition outcome AND answered "yes" to "Is this in the clean energy industry".
Show the names of clean energy employers outside of the clean energy industry who have hired participants		List of employer names from the job placement transition outcomes.
Job retention in clean energy, 12 months(L)	A program graduate who is still employed 12 months after the hire date.	Populate with "Not Available"
Job retentions outside the clean energy industry, 12 months(L)	A program graduate who is still employed 12 months after the hire date.	Populate with "Not Available"
Primary Outcome: RAP placements	A program graduate who has been accepted and placed into a US Department of Labor Registered Apprenticeship Program in the construction and building trades.	Participants who have an apprenticeship transition outcome Apprenticeship status Placed, AND answered "yes" to "Is this in the clean energy industry" AND answered "yes" to "Is this a DOL registered apprenticeship program" question.
Show Program Sponsors who have accepted participants for RAP Placement		List of apprenticeship program sponsor names from the apprenticeship transition outcomes

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Activity & Outcomes	Info bubble DEFINITIONS	Data Source
RAP retention 12 months:	A program graduate who is still enrolled in the apprenticeship program 12 months after the start date and is working toward journey person status.	Populate with "Not Available"
Primary Outcome: Advanced training placements in clean energy	A program graduate who enrolls in an advanced training program in clean energy. May include community college, trade school, University, on-the-job training, or other.	Participants who have an Other Training transition outcome AND answered "yes" to "Is this in the clean energy industry".
Show the names of advanced training providers		List of program provider names from the other training transition outcomes.
Advanced Training retention, 12 months	A program graduate still enrolled in an advanced training program in clean energy after 12 months.	Participants who have an Other Training transition outcome AND answered "yes" to "Is this in the clean energy industry" AND have a status of "confirmed 12-month enrollment" or "complete".

Data Review & Troubleshooting Checklist

Issue: Customers not showing up in the Bridge Training Completers lines

Data to Review:

- Make sure they have the Bridge Training service in their career plan. If they were entered into the system before the creation of the Bridge Training Service, add the service and include the related information (e.g., service provider, post-assessment, and credentials).
- Check the Bridge Training service start/end dates to make sure they fall within the timeline filter criteria.
- Make sure the Bridge cohorts are included in the work plan. Then add the appropriate cohort to the customer's intake page.
- Check the customer's Training Program Completion Status on the Program Completion/Follow-Up tab. It should be complete

Issue: Inaccurate credentials list in the Bridge section.

Data to Review:

- Check to make sure customer's have a credential associated with their Bridge program.
- Job-specific credentials should not be added to the Bridge Training service in their career plan. If they were, go to the Bridge Training Service, add the credential to the appropriate job-specific training service, and remove it from the Bridge Training Service.
- Multiple lines for the same credential. Tip: Several credentials are available on the service credential tab. If customers earn an additional credential not included on the list, save time by including the credential in the Provider Info: Training Provider section. This area is set up at the beginning of the grant. You can enter your training provider and credentials. Once it is approved by the RA, the service provider and credentials are available as a selection when entering a service. This helps reduce data entry time and keeps credential names consistent.

Issue: Customers not showing up in the Job-Specific Training Completers lines

Data to Review:

- Make sure they have the appropriate Job-Specific Training service in their career plan.
- Check the training service start/end dates to make sure they fall within the timeline filter criteria.
- Make sure the Job-Specific Training cohorts are included in the work plan. Then add the appropriate cohort to the customer's intake page.
- Check the customer's Training Program Completion Status on the Program Completion/Follow-Up tab. It should be complete

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Issue: Inaccurate credentials list in the Job-Specific Training section.

Data to Review:

- a) Check to make sure customer's have a credential associated with the appropriate Job-Specific Training service.
- b) Multiple lines for the same credential. **Tip:** Several credentials are available on the service credential tab. If customers earn an additional credential not included on the list, save time by including the credential in the Provider Info: Training Provider section. This area is set up at the beginning of the grant. You can enter your training provider and credentials. Once it is approved by the RA, the service provider and credentials are available as a selection when entering a service. This helps reduce data entry time and keeps credential names consistent.