CEJA/FEJA Office Hours Q & A Notes from 9/2/2026

Question: What if it says we haven't put a case note in over 30 days, but it was never a customer who was connected with us? How do we get those people off our notification list?

For the option " Does not have 2-way communication in the past 25 days", a lot of these applicants are no-contacts, and I have even put not interested due to no response, and they are still showing in that section.

Response: An update will go to production 9/11 –

The "Does not have a 2-way communication case note in the past 25 days" and "Case note has not been entered within 30 days" lines no longer include customers who are Not Enrolled, Not Enrolled - Not Eligible, Not Enrolled - Declined to Participate, Complete, Long Term Tracking, Withdrawal, Exited, Not Enrolled - Referred to nonCEJA Program, Inquiry - Not Eligible/Not Interested, or Released Prior to Completion.

Question: Monthly Narrator Reports in Illinois Work Net require quarterly selection as well as the month. However, we get a red notice to select the quarter when just trying to add the second month of the quarter. It appears only one Narrator report is being allowed to be selected by quarter. We should be able to add 3 Narrator reports per quarter. How can I fix this?

Response: We will create a Bug card so that all three months show for the quarter on the same report.

Question: What do you do with a candidate that is not responsive after initial contact and or we have been unable to reach them and or contact them to complete their assessment? Do we mark them as DNC?

Question: Is "Do not contact" the same as the term "Do not call" in terms of CRM's?

Response: You can add contact notes to the top of the pre-screening assessment. If you cannot get ahold of the person, you can mark them as Do Not Contact. Do Not Contact is the same as Do Not Call.

Question: When trying to print Career Cluster Assessment results for a client's file, we are no longer able to locate the assessment results in the system. Has something changed, or is there a different location where we should be accessing and printing these results?

CEJA/FEJA Office Hours Q & A Notes from 9/2/2026

Response: The CIS Skills & Interest tools were replaced. More information is available in the announcements section on the home page or here is a link to the page (https://www.illinoisworknet.com/SurveysInfoHub) –

*Illinois workNet is launching a new Interest Profiler in June! The current Skills and Interests Surveys, hosted by CIS360, will soon be replaced with the Interest Profiler created specifically for Illinois workNet. Results from CIS Skills and Interests Surveys must be exported by **June 8, 2026**. Once the new Interest Profiler is launched, the CIS Skills and Interests Surveys will no longer be available on your Illinois workNet Dashboard. A webinar was held on **April 21, 2026** to walk through how individuals and partners can export results from CIS360.*

Question: During last week's pre-screening demo I noticed a new option to select in the Program drop-down menu. There is now an option for a waiting list on there. Is that a new feature, and if so, how do you intend for us to use it?

Response: It is not a new feature. We added it a while ago so that Navigators who completed prescreening, but did not have a program to send them to could

Question: As a navigator, if we have someone who was enrolled but is no longer interested in being in the program, do we check the box that says no longer interested, and will that put them back as an inquiry?

Response: If the customer is an applicant, checking the box will give them the status of Not Enrolled – Not interested. If the customer is enrolled, then that means they started a service. Since they started service, their completion status would need to be updated to Withdrew or Complete.

Question: If a person is enrolled, they should be withdrawn if they no longer wish to participate in the program, but this would be a Hub/Climate Works grantee function to perform based on the participant communicating that to the program or if they just stop showing up.

Response: Yes, the Hub/Climate Works would withdraw the customer.

CEJA/FEJA Office Hours Q & A Notes from 9/2/2026

Question: Does a person who is an applicant and has a planned start date turn to an enrolled status when the date arrives if they do not have a started status for service?

Response: We verified in the codebase -

- No - passing the planned start date doesn't change anything on its own. The customer stays an Applicant.
    - A customer only turns to Enrolled once at least one service on their career plan is actually marked Started (with a start date of today or earlier) or Completed. Services left in Planned/Scheduled never count toward enrollment, no matter how long ago the planned start date was.
- Two things worth knowing:
    - Marking a service Started with a future start date won't enroll them either - the system waits for that date to arrive.
    - Once staff marks a service Started, the customer usually shows as Enrolled right away, or by the next morning at the latest (statuses recalculate overnight).
- So the takeaway for grantees: planned start dates are just a plan. Someone has to go update the service status when the customer actually begins for the enrollment to reflect it.

Question: Out of curiosity, do you have a rough baseline or average for how much time is typically spent on data entry and case management per candidate?

Response: We can work with the technical assistance team to get an estimate.

Question: I don't see a button for goodwill metro on the refer to the navigator page also is it a way to automatically transfer someone once we deem they are not eligible say for instance for the workforce hub where we can automatically transfer them to the navigator the hub closer to them

Response: If the customer is an applicant, you can select the transfer option on the intake page. You have the option to send a transfer request directly to another program/provider or back to a specific navigator.

CEJA/FEJA Office Hours Q & A Notes from 9/2/2026

Question: If I (pre)enroll a student, but they then fail to show up. How do I change their status back to applicant, rather than enrolled?

Response: They should not be enrolled until they start a service.

A customer only turns to Enrolled once at least one service on their career plan is actually marked Started (with a start date of today or earlier) or Completed. Services left in Planned/Scheduled never count toward enrollment, no matter how long ago the planned start date was.

Marking a service Started with a future start date won't enroll them either - the system waits for that date to arrive.

Question: On the Navigator screen, we have the tab Referral, but when clicked it says not authorized. It would be great to be able to refer them to another agency.

Response: In the prescreening section, you can select that they are referred to a nonCEJA program. You can enter notes to further describe where the person was referred to. Additional referral tools/features will be available in the future.

Question: If you mark a person as do not contact, can another program pick them up?

Response: Yes. When another program enters the customer, they will receive a notice that the person is already in the system. At that point, they can submit a transfer request. Once submitted, it populates the transfer request line on the notification page. The current provider can select the link from the notification page, select the individual, and respond to the transfer request.