


**Program Title: 2023 IWRS Session IV (Instructor Guide)**  
**Total Hours: 210 min.**

<p><b>MODULE 1 TITLE:</b> WELCOME  <b>LENGTH OF TIME:</b> 10 MIN.  <b>OBJECTIVES:</b>            BY THE END OF THIS SECTION, LEARNERS WILL BE ABLE TO:</p> <ul style="list-style-type: none"> <li>● ARTICULATE THE PURPOSE AND FOCUS OF THIS TRAINING.</li> </ul>	<p><b>SLIDES</b></p>
<p><b>Welcome</b></p> <p>Welcome to The Office of Illinois Works <b>IWRS Session IV</b>.</p> <p>Thank you for taking time out of your busy schedule to join us. Over the next 3 hours, you will have an opportunity to learn more about the <b>Illinois Works Reporting System</b>, also known as, <b>IWRS</b>.</p> <p>The target audience for this program are individuals accountable for data entry, data management, pre-apprenticeship program completion tracking, transition support, follow-up services, or any task related to cohort participants.</p> <p>Job titles may include, but not be limited to:</p> <ul style="list-style-type: none"> <li>● Program Administrators</li> <li>● Program Managers</li> <li>● Program Coordinators</li> <li>● Data Entry Coordinators (DECs)</li> <li>● Training Coordinators (if they are accountable for data entry)</li> <li>● Any individual responsible for entering or maintaining data in IWRS</li> </ul>	

## Facilitator(s) Introduction

My name is [facilitator(s)' name].

[Introduce yourself. Share your experience regarding the topic. Express your enthusiasm about the opportunity to discuss this topic with the participants.]

Invite the other facilitators to introduce themselves]

My name is [facilitator(s)' name].

[Introduce yourself. Share your experience regarding the topic. Express your enthusiasm about the opportunity to discuss this topic with the participants.]

Turn it back over to the facilitator for the first section.]



## ILW Pre-Apprenticeship Team

ILW has a team of passionate experts committed to supporting your Pre-Apprenticeship Program success.

- Dr. Norman Ruano, Deputy Director of Illinois Works
- Ms. Christine Flynn, Grant Management Analyst
- Mr. Dan Martinez, Grant Management Analyst
- Dr. Gia Suggs, Training Analyst and Program Coach
- Dr. Vera Lee Robinson, Program Coach



[Explain to learners that there is also a team accountable for the Apprenticeship Initiative, and a team accountable for the Bid Credit Program (a program that is still in development).]

### Course Description

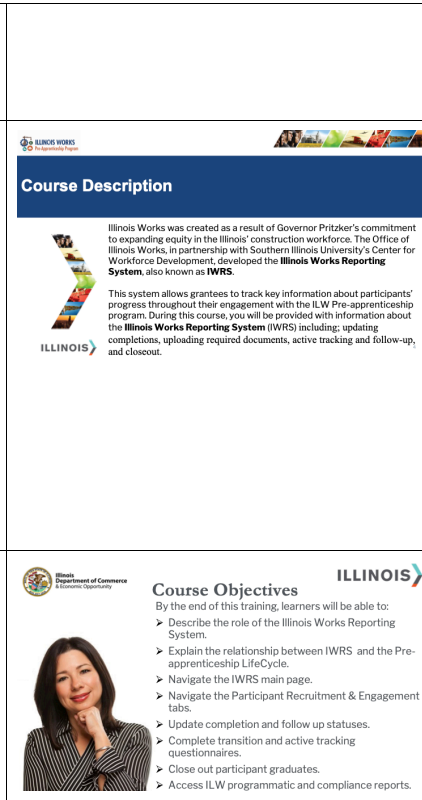
Illinois Works was created as a result of Governor Pritzker’s commitment to expanding equity in the Illinois’ construction workforce. The Office of Illinois Works, in partnership with Southern Illinois University’s Center for Workforce Development, developed the **Illinois Works Reporting System**, also known as **IWRS**.

This system allows grantees to track key information about participants’ progress throughout their engagement with the ILW Pre-apprenticeship program. During this course, you will be provided with information about the **Illinois Works Reporting System (IWRS)** including updating completions, uploading required documents, active tracking and follow-up, and closeout.

### Course Objectives

[Review the course objectives. Ask learners if they have any questions regarding the content that will be covered during this course.]

[Please note that a 10 -minute break will be given at the midpoint of the course.]



The screenshot shows a slide titled "Course Description" with the following text:

Illinois Works was created as a result of Governor Pritzker’s commitment to expanding equity in the Illinois’ construction workforce. The Office of Illinois Works, in partnership with Southern Illinois University’s Center for Workforce Development, developed the **Illinois Works Reporting System**, also known as **IWRS**.

This system allows grantees to track key information about participants’ progress throughout their engagement with the ILW Pre-apprenticeship program. During this course, you will be provided with information about the **Illinois Works Reporting System (IWRS)** including: updating completions, uploading required documents, active tracking and follow-up, and closeout.

The slide also features the Illinois Works logo and the Illinois Department of Commerce & Economic Opportunity logo.

## Recording

Please note, this session will be recorded and made available for review on our Illinois Works Partner Guide website.

The link to the **Illinois Works Partner Guide** is available in the chat.

[Share the following link to the Illinois Works Partner Guide in the chat  
<https://www.illinoisworknet.com/partners/pages/ILWorks.aspx>]




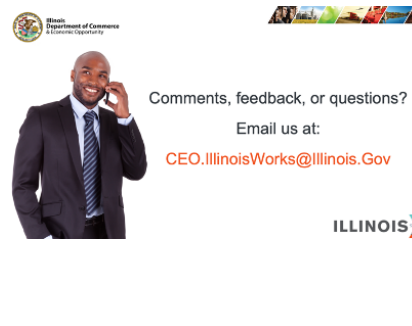
## Questions

Any questions before we proceed to the next section?

If so, please feel free to unmute your line or post your question in the chat.

[Respond to unmuted questions, as well as questions in the chat. Confirm there are no additional questions.]



<p><b>MODULE 2 TITLE:</b> WELCOME AND INTRODUCTION</p> <p><b>LENGTH OF TIME:</b> 10 MIN.</p> <p><b>OBJECTIVE:</b></p> <p>BY THE END OF THIS SECTION, LEARNERS WILL BE ABLE TO:</p> <ul style="list-style-type: none"> <li>● IDENTIFY YOUR FELLOW SESSION PARTICIPANTS.</li> <li>● USE THE WEBEX FEATURES AND FUNCTIONS TO FULLY PARTICIPATE IN THE TRAINING.</li> <li>● IDENTIFY WHAT YOU HOPE TO LEARN.</li> </ul>	<p><b>SLIDES</b></p>
<p><b>Section Objectives</b></p> <p>[Review the learning objective for Module 2. Ask learners if they have any questions regarding the content that will be covered during Module 2.]</p>	
<p><b>Questions</b></p> <p>If you have further comments, feedback, or questions after this training, you can email your grant manager.</p> <p>In addition, you can always email our team at <a href="mailto:CEO.IllinoisWorks@Illinois.Gov">CEO.IllinoisWorks@Illinois.Gov</a>.</p> <p>The email address is available in the chat.</p> <p>[Share the following <b>email address</b> in the chat: <a href="mailto:CEO.IllinoisWorks@Illinois.Gov">CEO.IllinoisWorks@Illinois.Gov</a>.]</p>	

## Learner Introductions

Using the chat, please answer the following questions:

- Your name
- Organization/Agency
- Role
- Geographic Location
- Add an asterisk (\*) next to your name for each IWRS Session you attended.

[Explain to learners; add one if you attended one IWRS session. Add two if you attended two IWRS sessions. Add three if you attended all three of the previous IWRS Sessions.]

[Read the names and agencies represented in the training.]

Thank you for being here!



## WebEx Tutorial

[Note: only complete this WebEx tutorial if all of the learners previously participated in one of the IWRS Sessions in this series. Gauge previous attendance by the asterisks (\*) during the introduction.]

In order for you to be fully engaged, let us review some basic Webex system functions:



[As you proceed through the list, ask learners to practice each of the functions as they are identified on the screen.]

- Mute/Unmute
- Stop/Start Video (their own camera)
- Raise Hand [Look to see raised hands in the participant list. Ask learners to lower their hands.]
- Emojis [Look to see emojis and gestures from the learners. Explain to learners that we will be using the Emojis during this session.]
- Chat [Ask learners to enter their favorite music band.]
- Groups [Explain that we will not be using this feature during this webinar.]

To help facilitate the best experience, please keep your line muted to help manage potential interruptions during the training.

**The lines can be unmuted during question-and-answer sessions or group discussions.**

If you have a comment or a question, please share it in the chat or unmute yourself during the question-and-answer sessions at the end of each of the training's sections.

[Explain there will be definitive points during the training when they will be invited to ask questions.]

We will try to respond to as many of your comments and questions as possible, within our allotted time frame.

## Questions

Any questions before we proceed to the next section?

If so, please feel free to unmute your line or post your question in the chat.

[Respond to unmuted questions, as well as questions in the chat. Confirm that there are no additional questions.]



MODULE 3 TITLE: INTRODUCTION TO IWRS

LENGTH OF TIME: 10 MIN.


### OBJECTIVES:

BY THE END OF THIS SECTION, LEARNERS WILL BE ABLE TO:

- DESCRIBE THE PURPOSE OF THE ILLINOIS WORKS REPORTING SYSTEM (IWRS).
- EXPLAIN THE RELATIONSHIP BETWEEN IWRS AND PRE-APPRENTICE LIFE CYCLE.


## Section Objectives


[Review the learning objective for Module 3. Ask learners if they have any questions regarding the content that will be covered during Module 3.]

 **Module 3: Introduction to IWRS**

By the end of this section, you will be able to:

- Describe the purpose of the Illinois Works Reporting System (IWRS).
- Explain the relationship between IWRS and Pre-apprentice Life Cycle.



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## Illinois Works Reporting System (IWRS)

Many of you were introduced to IWRS during one of the previous **Illinois Works Reporting System (IWRS) webinars series** or perhaps the **Administrator Orientation** training.

The IWRS: Session I training was tailored to administrators, which focused on provider information, managing users, and specific reporting tools. IWRS: Session II focused on intake, wrap around services and the career assessment. IWRS: Session III focused on training services.

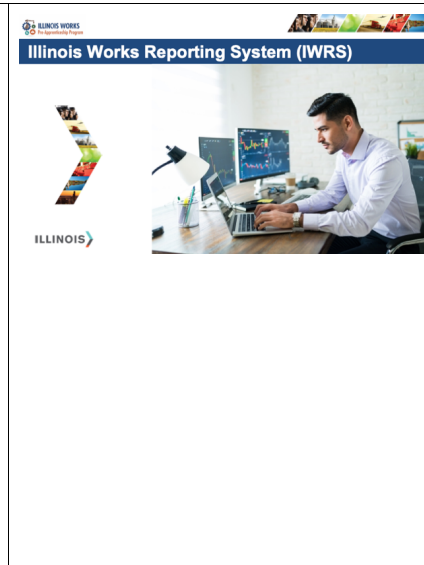
IWRS: Session I targeted program administrators. The subsequent sessions targeted all roles accountable for directly interacting with IWRS.

This session is tailored to individuals responsible for completion, active tracking, follow-up, and closeout activities.

[Note: only complete this introduction if all of the learners previously participated in one of the IWRS Sessions in this series. Gauge previous attendance by the asterisks (\*) during the introduction.]

### Introduction to IWRS

**IWRS** is the data management and reporting system designed to allow grantees to track pre-apprenticeship program activities.



It is the Illinois Works *internal-facing* system for compliance reporting. It is required of all grantees that they enter data into IWRS in real-time, as activities occur.

[Explain to learners that Illinois Works Grant Managers can only use data that has been entered into IWRS to verify if a grantee is progressing towards their goals and is compliant with program requirements.]

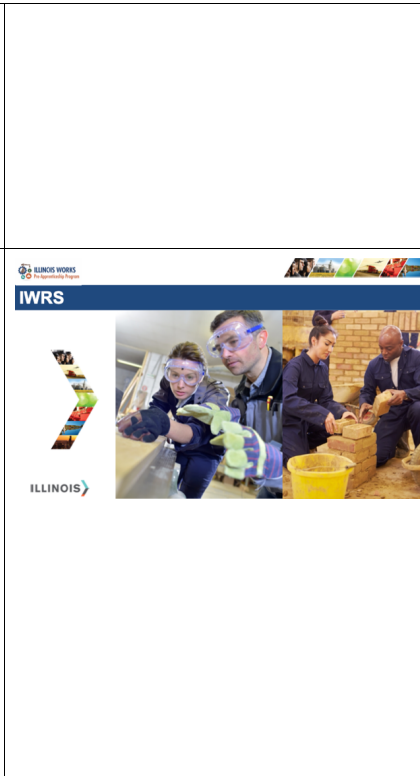
### Illinois Works Reporting System

The Office of Illinois Works, in partnership with Southern Illinois University’s Center for Workforce Development, designed the **Illinois Works Reporting System** or **IWRS**.

The system launched in **February 2022**.

Due to the custom design, IWRS allows grantees to track pre-apprenticeship program inquiries, participants, and grantee partnerships.

This system also allows programs to track key information about participants’ progress throughout their engagement with the program including, their application, enrollment announcements, career and support service assessments, enrollment in training modules, attendance, training completion, transitions, and follow-up post completion.



## Pre-Apprentice LifeCycle and IWRS

[Remind learners if they attended the Administrative Orientation or the IWRS I or II webinars, they were introduced to the Pre-Apprentice LifeCycle.]

The Illinois Works Pre-Apprentice Program requirements are organized in the **Pre-Apprentice LifeCycle**.

The **Pre-Apprentice LifeCycle** outlines the steps that participants take as they move through the pre-apprenticeship program. It tracks participants' progress from the initial program outreach to the post-transition follow-up.

Each stage demonstrates an integral step in preparing participants to enroll in a DOL Registered Apprenticeship Program (RAP).

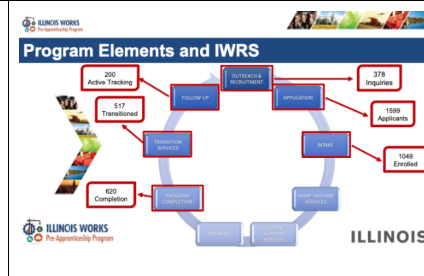
Given this, your program will be required to input its data into IWRS based on the Pre-Apprentice LifeCycle.



## Program Elements and IWRS

As an example, your 2023 grantee cohorts will produce results that we will use to identify the program's status at a particular moment in time during the program year.

On the screen is an example of data that will be collected from IWRS (*note: from 1.1.2023*).



[Note: Animation on the screen will help provide instructions.]

## 2023 Grantee Manual

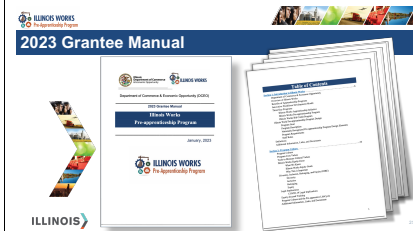
Most of you are already familiar with the **Illinois Works 2023 Grantee Manual**.

The **2023 Grantee Manual**, as a resource for instructions, guidance, tools and expectations for program design, implementation, and delivery.

You will notice references to this document during this, and most other ILW trainings. If you have not yet accessed this document, a link is being provided for you in the chat now.

[Share the following link to the **2023 Grantee Manual**

[https://www.illinoisworknet.com/partners/Documents/2023%20Illinois%20Works%20Pre-Apprenticeship%20Grantee%20Manual\\_FINAL.pdf](https://www.illinoisworknet.com/partners/Documents/2023%20Illinois%20Works%20Pre-Apprenticeship%20Grantee%20Manual_FINAL.pdf)]



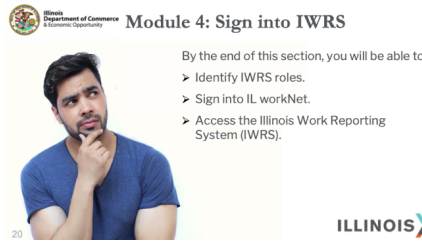
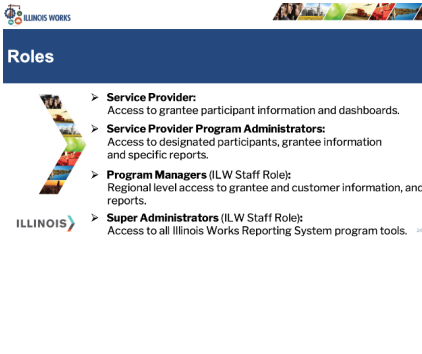
## Questions

Any questions before we proceed to the next section?

If so, please feel free to unmute your line or post your question in the chat.

[Respond to unmuted questions, as well as questions in the chat. Confirm that there are no additional questions.]



<p><b>MODULE 4 TITLE:</b> SIGN INTO IWRS  <b>LENGTH OF TIME:</b> 20 MIN.  <b>OBJECTIVES:</b>  BY THE END OF THIS SECTION, LEARNERS WILL BE ABLE TO:</p> <ul style="list-style-type: none"> <li>● IDENTIFY IWRS ROLES.</li> <li>● SIGN INTO IL WORKNET.</li> <li>● ACCESS THE ILLINOIS WORKS REPORTING SYSTEM (IWRS)</li> </ul>	
<p><b>Section Objectives</b></p> <p>[Review the learning objectives for Module 4. Ask learners if they have any questions regarding the content that will be covered in Module 4.]</p>	 <p>Illinois Department of Commerce &amp; Economic Opportunity</p> <h3>Module 4: Sign into IWRS</h3> <p>By the end of this section, you will be able to</p> <ul style="list-style-type: none"> <li>➢ Identify IWRS roles.</li> <li>➢ Sign into IL workNet.</li> <li>➢ Access the Illinois Work Reporting System (IWRS).</li> </ul> <p>ILLINOIS</p>
<p>[Note: only review the <b>Roles</b> if all of the learners previously participated in one of the IWRS Sessions in this series. Gauge previous attendance by the asterisks (*) during the introduction.]</p> <p><b>Roles</b></p> <p>The following roles are available in IWRS.</p> <ul style="list-style-type: none"> <li>● <b>Service Provider:</b> Access to grantee participant information and dashboards.</li> </ul>	 <p>ILLINOIS WORKS</p> <h3>Roles</h3> <ul style="list-style-type: none"> <li>➢ <b>Service Provider:</b> Access to grantee participant information and dashboards.</li> <li>➢ <b>Service Provider Program Administrators:</b> Access to designated participants, grantee information and specific reports.</li> <li>➢ <b>Program Managers (ILW Staff Role):</b> Regional level access to grantee and customer information, and reports.</li> <li>➢ <b>Super Administrators (ILW Staff Role):</b> Access to all Illinois Works Reporting System program tools.</li> </ul> <p>ILLINOIS</p>

- **Service Provider Program Administrators:**  
Access to designated participants, grantee information and specific reports.
- **Program Managers (ILW Staff Only):**  
Regional level access to grantee and customer information, and reports.
- **Super Administrators (ILW Staff Only):**  
Access to all Illinois Works Reporting System program tools.

[Explain to learners that **Program Administrators** will be given *Service Provider Program Administrators* access. **Data Entry Coordinators** and others who will be adding information to IWRS, will have *Service Provider* access.]

[Explain to learners that those who know/remember how, can log in. Ask if any learners need assistance logging in to please raise their hand. If there are only one or two, ask an ILW/SIU attendee to assist and go to next module. If there are more than two, complete the sections below.]

### Access to IWRS

Before we begin, let us ensure that everyone can access the IWRS system.

You will need to have an **Illinois workNet account** in order to access IWRS.

If you do not have an Illinois workNet account, the link to Illinois workNet is being provided for you in the chat now.



[Provide the following link to **Illinois workNet** in the chat [www.illinoisworknet.com](http://www.illinoisworknet.com)]

Select **<Sign Up>** in the upper left-hand corner.

Complete the form.

Does everyone have an Illinois workNet account?

[If not, in addition to the facilitator, available ILW staff should assist learners who need additional support with signing up for Illinois workNet.

Ensure all learners are able to access IWRS.]

### Log In

Once you have signed-up for an account, you will then need to log in with your new account. Go to [www.illinoisworknet.com](http://www.illinoisworknet.com) and select **<Log In>** in the upper left-hand corner.

Once you have signed-in, Illinois workNet provides a few options for navigating to **IWRS**.

For the first option, after you sign in, scroll down to **<State Partner Resources>**.

Select **<View More>**.

Scroll through the list until you locate **<Illinois Works Pre-apprenticeship Program>**.



Select <Illinois Works Pre-apprenticeship Program>.

Select <Access the Illinois Works Reporting System>.

Let us review the second option for accessing IWRS.

After you enter your Illinois workNet log-in information, you will see the **Main Page** of Illinois workNet.

Choose <My Dashboard>.

Select <Customer Support Center/IWIS>.

The "**Groups Search**" page will appear.

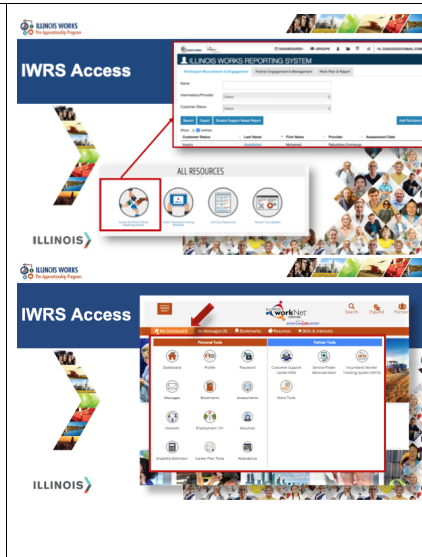
Select <IL Works>.

### Questions

Any questions about the **System Access** before we **practice**?

If so, please feel free to unmute your line or post your question in the chat.

[Respond to unmuted questions, as well as questions in the chat. Confirm that there are no additional questions.]





## IWRS Access - Practice

Your turn to practice.

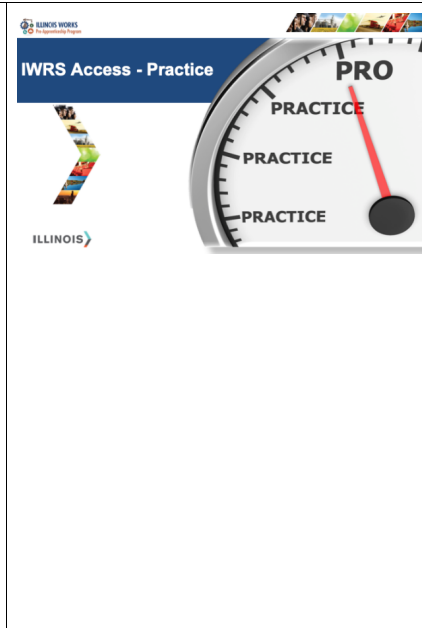
[Explain to learners they can use the **WebEx Turtle Emojis** feature to indicate a slower pace would be preferred.]

The link to **Illinois workNet** has been provided for you in the chat and you should be logged in.

[If necessary, provide the following link to **Illinois workNet** in the chat:  
<https://www.illinoisworknet.com>.]

[Explain to learners that everyone should now have a workNet account and be able to log in.

If necessary, go back to the start of the section and articulate each of the steps for learners to practice accessing IWRS.]



## Questions

Any questions about the **practice** section before we move on to the **Main Page Overview**?

If so, please feel free to unmute your line or post your question in the chat.



[Respond to unmuted questions, as well as questions in the chat. Confirm that there are no additional questions.]

**MODULE 5 TITLE:** IWRS MAIN PAGE

**LENGTH OF TIME:** 25 MIN.

**OBJECTIVES:**

BY THE END OF THIS SECTION, LEARNERS WILL BE ABLE TO:

- NAVIGATE THE MAIN PAGE.
- ADD/UPDATE PROVIDER INFORMATION.

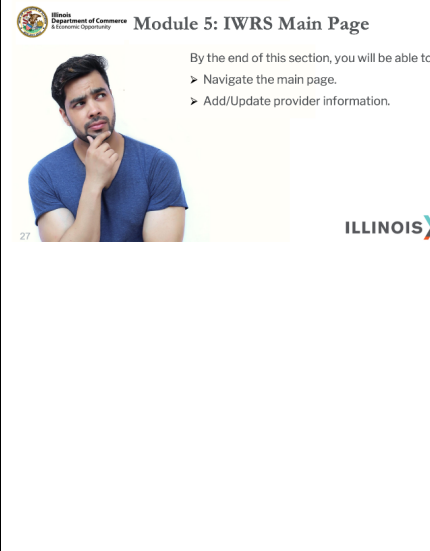
### Section Objectives

[Review the learning objectives for Module 5. Ask learners if they have any questions regarding the content that will be covered in Module 5.]

During this section, you will review how to navigate the **IWRS Main Page** from the perspective of an individual with Service Provider access. The available features may be slightly different on each of your pages, depending on your role and permissions.

[Explain to learners, this page should be familiar to those who participated in one or more of the previous IWRS Sessions.]

[If there are administrators participating in this session who did **not** participate in the IWRS: Session I webinar, encourage them to access the IWRS session recording for information regarding specific IWRS administrator access, features, and functionalities.



The screenshot shows a presentation slide titled "Module 5: IWRS Main Page" from the Illinois Department of Commerce & Economic Opportunity. The slide features a man in a blue shirt thinking, with the number "27" in the bottom left corner. The text on the slide reads: "By the end of this section, you will be able to" followed by two bullet points: "➤ Navigate the main page." and "➤ Add/Update provider information." The Illinois logo is in the bottom right corner.

The **IWRS: Session I**, can be found on the Illinois Works Partner Guide on the Training Materials and Video Tutorials page.]

## Navigation Bar

[Review each of the following icons/graphics.]

You will see the navigation bar at the top of the IWRS screen. This navigation bar will be present on all IWRS screens.

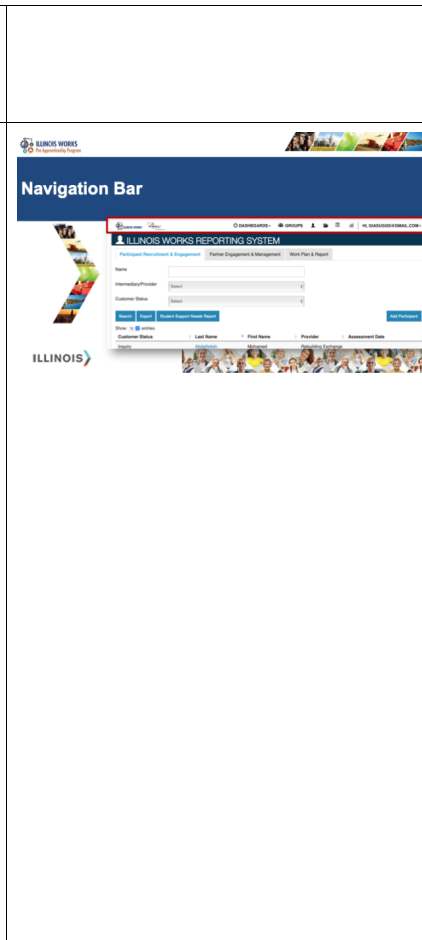
You should see the following:

[Explain to learners, if their navigation bar does not look like the screenshot on the ppt slide, please add a note to the chat and we will connect you with an appropriate ILW or SIU team member.]

- The **Illinois Works** logo will take you back to the **State of Illinois Workforce Portal**/Illinois workNet main page.
- Next to the Illinois Works logo is the **Illinois workNet** logo. It will also take you back to the **State of Illinois Workforce Portal**/Illinois workNet main page

[Ask learners to select either icon then select the browser “**back**” button to return to the IWRS page.]

- Next is **<DASHBOARDS>**. Select the down arrow next to the word and you will have the option of choosing either the **<Assessment>** dashboard or the **<Illinois Works Reporting System>** dashboard.



[Ask learners to select the down arrow to see the available dashboards. Explain that we will explore both of these in more detail later during the course.]

- The **Groups** function allows you to return the Groups Search page and navigate back to IWRS.

[Ask learners to hover over the icon to see the description.]

- The next item is Reports represented like a small bar chart. Selecting this icon will bring users to the list of reports. We will explore this in more detail later in the session.
- The last item should show, **<Hi, username>**. If you select the down arrow adjacent to your username address, you will be provided with four options:
  - My Partner Dashboard
  - Help Request
  - Illinois WorkNet
  - IWN Message
  - Log Off

[IWN is the acronym for Illinois workNet.]

[Explain to learners, any other features they may have available are out of scope for this session.]

## Main Page Overview

When you log into IWRS, you will see the following tabs:

- Participant Recruitment & Engagement
- Partner Engagement & Management
- Work Plan & Report

[Explain to learners we will review each of these in detail.]

## Participant Recruitment & Engagement

The **Participant Recruitment & Engagement** tab houses all participant information and is where you will be able to access individual participant profiles. You can access information by **status** or search for a specific participant by name.

This screen also allows you to:

- **Search** - Which allows users to type in a participant name to quickly bring up their profile.
- **Export** - Which allows users to download key information regarding participants.
- **Student Support Needs Report** - Which allows users to access the red flags for participant attendance or post-assessment scores.
- **Add Participant** - Which allows users to add pre-apprentice participants.



## Partner Engagement & Management

This **Partner Engagement & Management** tab allows you to add and track partner information. Illinois Works requires all grantees to engage with a range of partners especially for wrap-around support, student support, and transition services.

Grantees are required to track partner information and engagement with partners in IWRS through the **Partnership Engagement & Management** tab on the **IWRS Main Page**.

When you select the Partner Engagement & Management tab, three subtabs will appear:

- **Partner** – Which allows users to add a new partner or search among existing partners.
- **Engagement** – Which allows users to track engagement with partners and add contact notes for partner engagements if necessary.

[Explain to learners that the **Contact Notes** is an optional feature that allows them to add relevant participant information that is not currently being collected in IWRS].

- **Contact Notes** – If notes have been provided, this tab allows users to view the contact notes that have been entered.



## Reporting Tools - Work Plan and Report

The Work Plan & Report is accessible from the **IWRS Main Page**. This outlines program dates and outcome metrics.

Select the **Work Plan & Report** tab.

The Report will appear. This report will show the recorded outcome metrics and programming dates that ILW uses for your compliance reviews. If outcome metrics are incorrect, ensure participants are in the correct status. If dates are incorrect, reach out to your ILW Grant Manager.



## Questions

Any questions before we proceed to the next section?

If so, please feel free to unmute your line or post your question in the chat.

[Respond to unmuted questions, as well as questions in the chat. Confirm there are no additional questions.]



## Practice

Your turn to practice.

[Explain to learners they can use the **WebEx Turtle Emojis** feature to indicate a slower pace would be preferred.]



[Go back up to the start of this section and articulate each of the steps for learners to complete for their practice.]

[Assist learners who may need additional direction. This may also be a good time for other ILW/SIU team members to assist learners, via the private chat, that need additional support.]

### Questions

Any questions before we progress to the next section?

If so, please feel free to unmute your line or post your question in the chat.

[Respond to unmuted questions, as well as questions in the chat. Confirm there are no additional questions.]



**MODULE 6 TITLE:** TRAINING AND SERVICES

**LENGTH OF TIME:** 65 MIN.

**OBJECTIVES:**


BY THE END OF THIS SECTION, LEARNERS WILL BE ABLE TO:

- IDENTIFY WHERE THIS IWRS CONTENT IS LOCATED ON THE PRE-APPRENTICESHIP LIFE CYCLE.
- UPDATE A COMPLETION STATUS.
- ADD/UPDATE TRAINING SERVICES INFORMATION.
- ADD ATTENDANCE RECORDS.
- UPDATE THE COMPLETION STATUS FOR A GOAL.
- COMPLETE A CAREER ASSESSMENT AND CREATE A CAREER PLAN.




## Section Objectives

[Review the learning objectives for Module 6. Ask learners if they have any questions regarding the content that will be covered in Module 6.]

 **Module 6: Training and Services**

By the end of this section, you will be able to:

- Identify where this IWRS content is located on the Pre-apprenticeship LifeCycle.
- Update a completion status.
- Add/Update training services information.
- Add attendance records.
- Update the completion status for a goal.
- Complete a career assessment and create a career plan.

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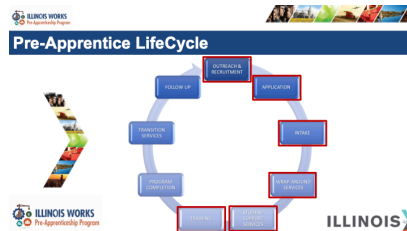
## IWRS Session II and III

IWRS Session II and III covered multiple phases on the Pre-Apprentice LifeCycle including:

- Outreach and Recruitment
- Application
- Intake
- Wrap-around Services
- Student Support Services
- Training Services

[Explain to learners, to learn more about the ILW Pre-Apprentice LifeCycle, guidance is available in the 2023 Grantee Manual.]

During IWRS Session II attendees learned how to complete the following in IWRS: access participant profiles, add a partner and enter a partner engagement and contact notes, add a participant lead, complete a pre-screen assessment, submit an application, upload standardized interview sheets and interviewer information, complete an enrollment, upload a signed agreement, complete a wrap-around services assessment and the orientation-career assessment.



[Explain to learners, during IWRS Session III, we covered a majority of the **Training and Services** activities, but not all. We will complete the **Training and Services** activities during this session.]

If your role requires you to complete any of those tasks, the IWRS Session II recording is available on the **Illinois Works Partner Guide**. A link is being provided for you in the chat now.

During IWRS Session III, attendees learned how to complete the following in IWRS: navigation instructions, adding/updating training services, adding attendance records, post-assessment scores, and earned credentials, and accessing ILW programmatic and compliance reports.

If your role requires you to complete any of those tasks, the IWRS Session III recording is available on the **Illinois Works Partner Guide**. The link has been provided for you in the chat.

[Share the following link to the **Illinois Works Partner Guide** in the chat  
<https://www.illinoisworknet.com/partners/pages/ILWorks.aspx>]

## Pre-Apprenticeship LifeCycle – Training and Services

[Explain to learners, during IWRS Session III, we covered a majority of the **Training and Services** activities, but not all. We will complete the **Training and Services** activities during this session, then proceed to the **Completion/Follow-up** tab.]

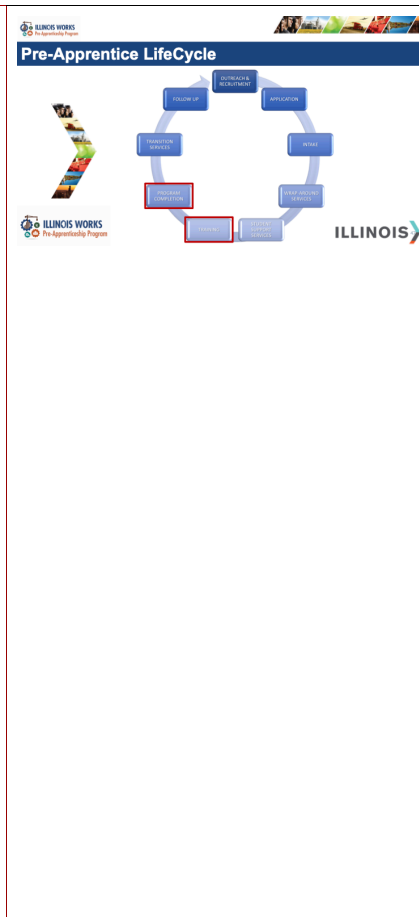
Let us review the Pre-apprenticeship LifeCycle. We will complete the **Training and Services** activities and then proceed to the next phase of the LifeCycle, **Program Completion**.

**Training** is a process that aims to increase knowledge, develop skills, impact attitudes, and/or influence behaviors in an individual to accomplish a specific job task or goal. Training is focused on business needs and driven by time-critical business skills and knowledge. Its goal is to *impact and improve performance*. During this session, we will cover completion status for services and goals, as well as the required documentation. Each of these functions is executed in the **Training/Services Tab**.

**Completion** refers to the conclusion of instructional training and the beginning of transition services. It makes the start of the stages, for which grantees begin to measure impact. It is important to note that there is **Programmatic Completion** and **IWRS Completion**.

[Explain to learners, it will be important for them to understand ILW guidance for both.]

For most pre-apprenticeship participants, **program completion** will mark the end of their instructional training and the beginning of their transition to a RAP and/or employment.



Participants should have received several industry-recognized certifications including, but not limited to, TradesFutures MC3 (formerly NABTU), NCCER, ICCB or other construction curriculum approved by the Illinois Works Pre-Apprenticeship Program, OSHA-10, and First Aid/CPR.

[Explain to learners' additional certifications are listed in Section 7: Training, Instruction, and Certifications of the 2023 Grantee Manual.]

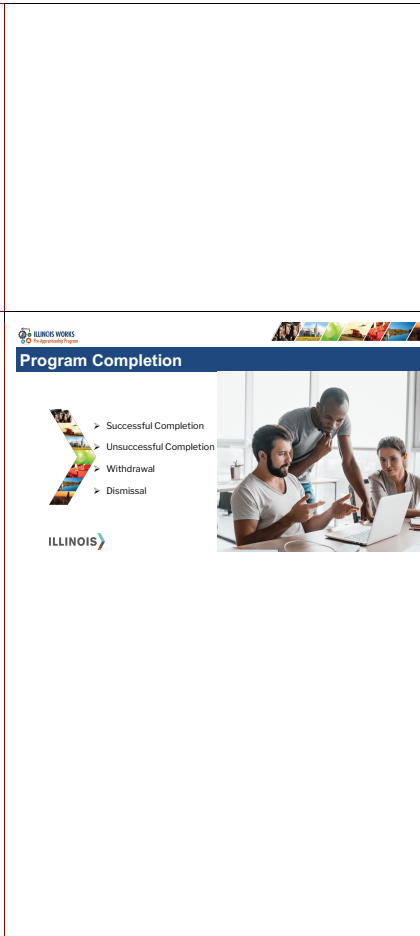
### Program Completion

It is possible that some participants will have additional needs causing them to unsuccessfully complete, some may have withdrawn from the program, while others might have been dismissed from the program. Each of these statuses are linked to exiting the program and will mark the end of their program participation.

There are four statuses available for participants:

- **Successful Completion -**  
Occurs when the participant has met all program requirements (i.e. graduation). This marks participants completion of classroom, construction lab, and worksite training and recognizes their attainment of required certifications (NCCER, TradesFutures MC3(formerly NABTU), ICCB or other construction curriculum approved by the Illinois Works Pre-Apprenticeship Program, OSHA-10, and First Aid/CPR).

[Explain to learners, participants will also need to meet attendance and score requirements for the courses they take in order to successfully complete.]



[Explain to learners, a participant may also be considered complete by ILW if a grantee submits a completion appeal on behalf of the participant and the appeal is approved. To learn more about appeals, see page 177 in the 2023 Grantee Manual.]

- **Unsuccessful Completion -**

Some participants may be present throughout the program but were unable to graduate because there may be additional services and tasks (make-up exams, and make-up sessions, among others) that must be completed to satisfy program graduation requirements. Student Support Services Coordinators should establish an action plan with the participant to provide a path to successful completion. If participants must wait for a new cohort to achieve completion, grantees should continue engagement with the participant to ensure they can return and successfully complete the program.

[Explain to learners that participants should complete any pending requirements within one calendar year from their initial program completion.]

- **Withdrawal -**

Some participants may withdraw from the program due to unforeseen circumstances that make successful completion difficult or impossible (i.e. moving out of state, is no longer interested in a career in the construction trades, or a life change like an illness).

[Explain to learners, before a participant withdrawal is finalized, the Student Support Services Coordinator should meet with the participant one-on-one to

determine if there are any wrap-around or support services that can be offered to keep the participant from withdrawing.]

The Student Support Services Coordinator must complete the Exit Interview Questionnaire and upload it to the participant's profile in IWRS.

[Explain to learners, we will talk more about the IWRS and the Exit Interview Questionnaire later during this session.]

- **Dismissal -**

This occurs when participants fail to comply with the terms of their commitment agreement or violate program policies. Once dismissal has been confirmed, all ILW services must be terminated through IWRS, and a formal dismissal letter must be provided to the participant. A copy is saved in the participant's file outlining the reasons for dismissal and the process that was followed by the program, in accordance with their dismissal policy.

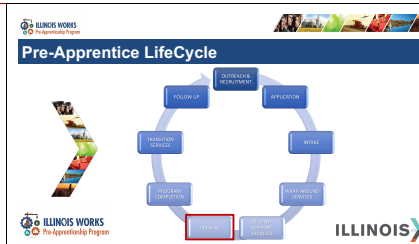
It is important to note that the last two statuses, Withdrawal and Dismissal are referred to as Incomplete in IWRS.

[Explain to learners, guidance is available in Section 8: Program Completion, Transition Service and Follow Up, in the 2023 Grantee Manual.]

Let us review the relevant functions in IWRS.

## Training

Let us revisit Training/Services in IWRS.



## Training and Services

[Remind learners they were introduced to the **Training/Services** tab during the IWRS III webinar.]

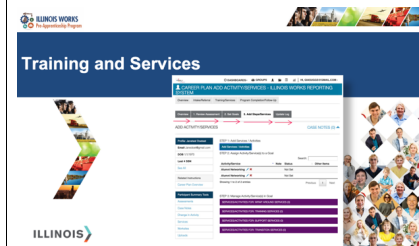
Let us review the features under the **Training/Services** tab.

After **Enrolled**, <**Training/Services**> will be added to the participant's **Profile**.

This is where attendance, post-assessment scores, support services, credentials, completion goals and completion status are documented.

[Explain to learners they learned about attendance, post-assessment scores, support services, and credentials during IWRS Session III. If they need a refresher, they should access the recording available in Illinois WorkNet, in the Partner Guide. During this session, we will learn how to document completion goals and update completion status.]

There are five subtabs:



- Overview
- Review Assessment [Not applicable for ILW.]
- Set Goals [Not applicable for ILW.]
- Add Steps/Services
- Update Log

[Explain to learners that the <Review Assessment> and <Set Goals> tabs are not used by Illinois Works. These are Illinois workNet assessments that are NOT required for ILW.]

### Training & Services – Overview Subtab

There are three distinct areas of the **Overview** subtab:

- Side Bar
  - Allows users to access key functions such as uploads or case notes.
- Assessments [Not applicable for ILW.]
- Desired Career Path [Not applicable for ILW.]
- Accomplishments
  - It tracks participants’ training services and credentials.
- Career Plan
  - Contains all training, student support services, wrap-around services, and transition services.

[Emphasize to learners that the <Assessment> and <Desired Career Path> tabs are not used by Illinois Works.]





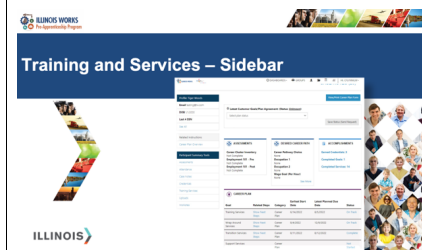
[Explain to learners that we will review each of the applicable subtabs in detail.]

### Training & Services – Overview Subtab – Sidebar

The **sidebar** is located on the left side of the screen and features three boxes:

- Participant's information.
- Written instructions on how to navigate the overview page.
- Participant Summary Tools offers a selection of links that will help you navigate the participant profile.

Though this is being introduced here, this **side bar** will be available on every tab in the participant's **profile**.



## Training & Services – Overview Subtab – Side Bar - Case Notes

The two most used links are **Case Notes** and **Uploads**.

Select <**Case Notes**>.

The case notes repository will appear.

[Explain to learners there are prompts throughout the system to add a case note. As a note, the **Case Notes** screen may open in a separate browser window.]



## Training & Services – Overview Subtab – Side Bar - Uploads

Select <Uploads>.

A document repository will appear.

[Explain to learners that all documents uploaded for a participant will be visible here. This is where anything that has been uploaded on the participant profile will be housed. This is also where they will upload certificates.]



## Training & Services – Overview Subtab– Assessments/Career Path/Accomplishments

**Career Plan Overview** contains the following sections:

- Latest Customer Goals/Plan Agreement
- Assessments
- Desired Career Path
- Accomplishments



**Accomplishments** is the only tab relevant to the Illinois Works Pre-apprenticeship Program. It tracks participants' training services and credentials.

[Remind learners that ILW requires NCCER/TradesFutures MC3 (formerly NABTU)/ICCB, OSHA-10, and First Aid/CPR. At a minimum, these would be expected to be completed and credentials added here.]

### Training & Services Tab – Overview Subtab– Career Plan

This section allows you to access participant training sessions, wrap-around services, student support services, and transition services.

Each goal has been pre-populated. Once services have been added the linked text <Show Next Steps>will appear next to each goal This feature will provide a list of the services that have been added toward that goal.

[Explain to learners that training services will be auto-populated for your organization based on your final and approved Curriculum Form. **Wrap-around services** will auto-populate based on what was entered into the **Wrap-around Service Assessment**. **Student Support Services** and **Transitions Services** will have to be entered based on the needs of the participant.]



### Training & Services Subtab – Add Steps/Services

Student Support Service and Transition Service can be added by going to **Training & Services** and selecting **<Add Steps/Services>**.

The **Add Steps/Services** will appear. All the available support services will be listed. Select **<Add>** to the right of the service you want to add.

The system will ask you to assign the activity/service to a goal.



### Training & Services Subtab – Add Steps/Services

The service can be assigned to a goal by selecting the **blue pencil** to the left of the service title.

Select the appropriate goal (I.e., Support Services or Transition Services).

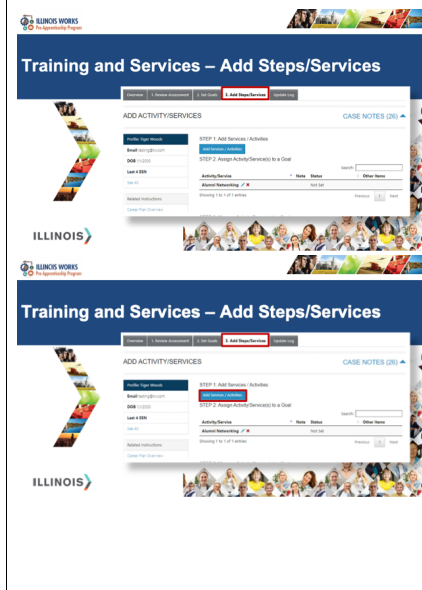
Add the **planned start and end dates**.

Add a **“0”** to the number of hours per week this will be offered.

[Explain to learners that wrap-around services, student support services, and transition services do not require attendance to be taken.]

Select **<Update Customer Service>**.

A prompt to add a **Case Note** will appear.



Select a case note category. Add the contact date, subject, and message.

You can send the case note to the participant's Illinois workNet mailbox or save the case note in IWRS.

[Explained to learners, once the case note is saved it will be added to the appropriate goal and can be viewed in the **Career Plan on the Training & Services.**]

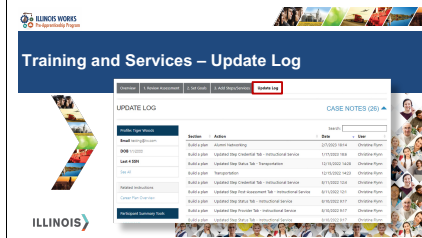


### Training & Services Subtab – Update Log

Lastly is the **Update Log**.

This log contains every action taken on the participant's profile. It shows the action taken, a date/time stamp, and the user that took that action.

This example shows the system tracked the Alumni Networking service that was added through the previous slides.



### Service & Goal Completion Status

Completion Status must be established for:

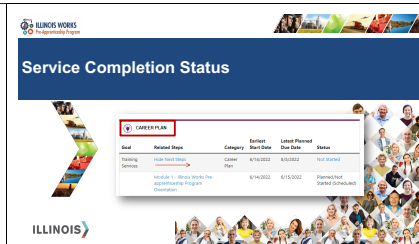
- Services
- Goals



## Services Completion Status

Under <Training/Services> navigate to the participant's **Career Plan** and select the <Show Next Steps> linked text to the right of the goal statement containing the goal the user is attempting to update.

All services under that goal will then appear and the service status is shown in the rightmost column of the career plan.



## Edit Customer Service

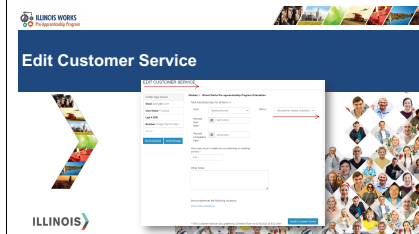
All services start with the status “**Planned/Not Started.**”

The user will then select the service they want to update by selecting the <service name>.

Selecting the service title will take the user to the **Edit Customer Service** page.

The following fields will be available:

- Goal
- Status
- Planned Start Date
- Planned Completion Date
- How many hours a week are planned?
- Other Notes



## Status Options

Under <Status>, the following options appear:

- Planned/Not Started (Scheduled)
- Started/Opened
- Successful Completion
- Unsuccessful Completion
- Evaluated/Not Required

If the activity/service has been completed, select <Successful Completion>.

For a training service to be marked as Successful Completion attendance and post-assessments must meet ILW required standards (*80%+ attendance, 70%+ post-assessment scores*) on all training services. Services with an associated credential must have an earned credential added and an uploaded document to verify the completion. It is important to note that IWRS will not allow the Successful Completion status without qualifying attendance and post-assessment scores.

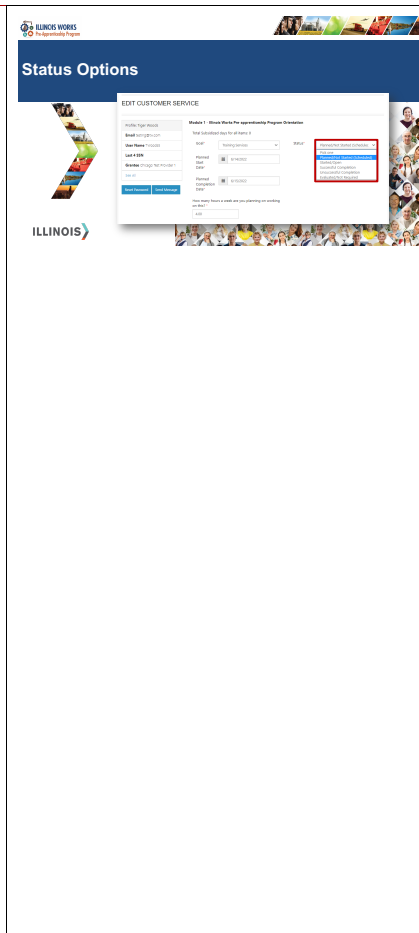
Add the <Completion Date>.

Select <Update Customer Service>.

If the activity/service has not been completed, select <Unsuccessful Completion>.

For training services, student support and transition services this means that the participant did not complete the service likely because they were incomplete. However, for Wrap-around Services, Unsuccessful Completion means the participant opted into the service, but the program did not offer that service.

Select <Update Customer Service>.



The screenshot shows the 'Status Options' section of the ILWRS system. It features a blue header with the 'ILLINOIS WORKS' logo and the text 'Pre-Apprenticeship Program'. Below the header, there is a 'Status Options' section with a dropdown menu. A modal window titled 'EDIT CUSTOMER SERVICE' is open, showing a form with fields for 'Status' and 'Completion Date'. The 'Status' dropdown is currently set to 'Successful Completion', and the 'Completion Date' field is empty. The modal also includes a 'Save' button and a 'Cancel' button. The background of the page shows a grid of small profile pictures of participants.



These statuses are appropriate for all goals - training, wrap-around, support services, and transition services.

However, status <Evaluated/Not Required> is only utilized for Wrap-around Services and means that the participant opted into the service but later did not need that service.

All services must have a completion status.

[Explain to learners if they do not have attendance or post assessment, IWRS will not allow them to change the status to complete. All of the respective services will need to be marked as complete.]

### Completion Required Documents

There are specific documents required for verification:

- Completion –

Documentation of certifications including TradesFutures MC3 (formerly NABTU)/NCCER, ICCB certificate, First Aid/CPR certificate or card, OSHA-10 certificate or card and documentation of any other certificate program (Forklift, Flagger etc.).

[Explain to learners that ILWPP will accept NCCER transcripts as temporary proof of completion while awaiting the official certificate. However, transcripts must have the NCCER logo, the participant's name, and show that all written and performance profiles have been completed.]

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### Completion Required Documents

Sample documents:

- TradesFutures (formerly NABTU)
- OSHA
- NCCER Transcripts
- CPR

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### Sample Documents

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NABTU

OSHA

NCCER

## Completion Statuses on Goals

Each participant's career plan will feature four pre-populated goals, including:

- Training Services
- Wrap-around Services
- Support Services
- Transition Services

Individual services fitting each goal will appear under each goal and can be accessed by clicking on the linked text "**Show Next Steps**" on the participant's career plan.

The status for each goal is listed to the right of the goal on the participant's Career Plan. Each goal will begin with a status **<Not Started>** and then will be updated as the participant goes through the program. If all services have a completion status the goal will be Complete.

There are two ways to update the **goal status**:

The first is to navigate to the Career Plan.

Select **<2. Set Goals>**.

From this page, locate the goal you want to update and then select **<Edit>** to the right of that goal. This will provide a pop-up where you can select the new goal status and save.

The second way is to again, navigate to the Career Plan. To the right of each goal on the Career Plan you will see the current status.

Select the current status which in this example is **<Not Started>**.

The screenshots illustrate the user interface for managing goal completion statuses. The top screenshot shows the 'OVERVIEW' page with a table of goals and their statuses. The middle screenshot shows the 'SET GOALS' page with a table of goals and their statuses. The bottom screenshot shows the 'CAREER PLAN' page with a table of goals and their statuses.

Goal	Current Status
Goal 1	Not Started
Goal 2	Not Started
Goal 3	Not Started
Goal 4	Not Started

The **Goals** page and a pop-up of the goal will appear. You can update the status by selecting the **<Status>** drop-down menu and **save**.

### Pre-Transition Career Assessment

Adding a **completion status** to services and goals, as well as adding documentation, will be a rolling process throughout the program.

However, as programs come to a close, roughly 3-4 weeks before graduation, Transition Service Coordinators should begin scheduling time with each participant to complete their second career assessment or **Pre-Transition Career Assessment**.

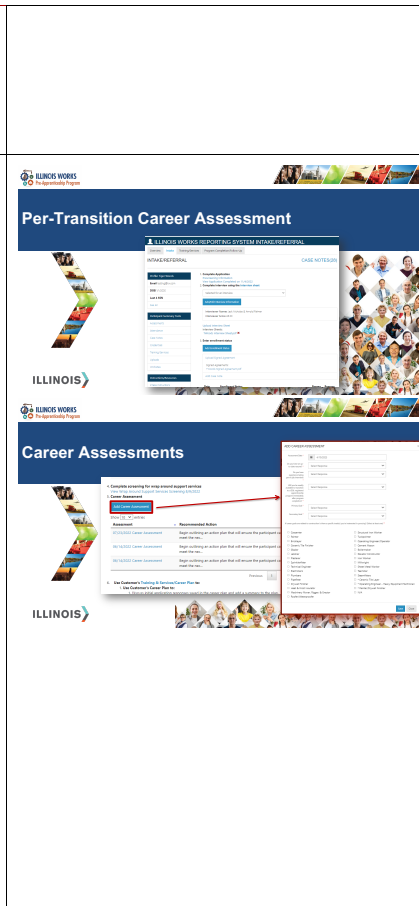
You will remember, the first assessment (completed during orientation) helped guide support with items like resumes or mock interviewing. This second assessment will serve as the basis for developing a transition plan. The Pre-Transition Career Assessment and the transition plan will be directly entered/built in IWRS.



The **Pre-Transition Career Assessment** is entered on the participant's Intake page.

Enter this assessment by selecting **<Add Career Assessment>**.

The system will keep a record of all career assessments that have been entered. Based on what the participant identifies in that assessment, the TSC should navigate to the participant's **Training & Services** tab to begin building the transition plan.

The transition plan is developed by adding in transition services to the participant's **Career Plan**. These may include, but not be limited to:



<ul style="list-style-type: none"> <li>• Resume assistance</li> <li>• Mock interviewing</li> <li>• Apprenticeship application assistance</li> <li>• Among others</li> </ul> <p>All participants who successfully complete the program <b>are required to receive transition services and have a transition plan in IWRS.</b></p>	
<p><b>Questions</b></p> <p>What questions do you have before we proceed to the practice section?</p> <p>If so, please feel free to unmute your line or post your questions in the chat.</p> <p>[Respond to unmuted questions, as well as questions in the chat. Confirm there are no additional questions.]</p>	
<p><b>Practice</b></p> <p>You will receive a demonstration of the relevant steps for the <b>Training/Services tab.</b></p> <p>[Remind learners that those who attended the IWRS Session III participated in the full practice for this content.]</p> <p>[After the training services demonstration, we will practice the completion activities.]</p>	

Begin on the **Training/Services** tab and scroll to the bottom of the page until you see the participant's **Career Plan**.

For this exercise we are going to complete a training service. Select **<Show Next Steps>** to the right of the goal statement "Training Services." All of the training services that have been entered will appear.

You will notice a few items:

- The name of the service
- The service category
- The service dates
- Service status

As we discussed during the review, all services have a default status of **Planned/Not Started**.

To update the status of the service, select the title of the service, which will bring you to the service screen where you can update the service information.

The following will appear:

- Goal
- Planned service dates
- Number of weekly hours
- Notes
- **Status** [To the far right.]

Select the drop down next to **Status** which will bring up several options including:

- Started/Open [Explain this will be the status added to denote the participant is in that service]
- Successful Completion
- Unsuccessful Completion
- Evaluated Not Required.

[Review the following with learners.]

**Successful Completion** means that the participant met all attendance and post-assessment requirements of that service. The system will only let you choose this status if the participant has met the 80% threshold for attendance and the 70% threshold for post-assessment score.

Select <**Successful Completion**> from the menu.

A new field appears called **Completion Date**. This will auto-populate with the planned completion date, but if that date is incorrect, it can be edited.

Next go back to the drop-down and select <**Unsuccessful Completion**> you will notice that nothing will change. This is because whether you choose successful or unsuccessful completion the system will need a completion date. For unsuccessful completion the completion date will be the date they left the program.

**Unsuccessful Completion** means that the participant did not meet the requirements for that service. Or in the case of a wrap-around service that the program did not offer that service to the participant.

And finally, before this next step we are going to refresh the page. Once it is refreshed go to the **Status** drop down menu and select <**Evaluated/Not Required**>. This time you will notice that the dates disappear and there is no completion date required

because the system recognizes that this service would not have a date range since it was not required.

[Remind learners the **Evaluated/Not Required** is only used for wrap-around services in the event that a participant opted into the service but later did not need that service or opted out.]

For the purposes of our exercise today, we are going to go to the drop-down menu and select **Unsuccessful Completion**, and then fill in the completion date. We will then scroll to the bottom of the page and select the button labeled **“Update Customer Service”**.

A pop-up will appear for a **case note**.

In the case note, you will have the option to change the category, the contact date, add a subject heading and a message, then choose how we want the message saved.

For our purposes we will select **<General>** in the first drop-down, the contact date is auto populated, our subject will be *“Did not complete service”* then we will add a case note *“The participant withdrew from the program and did not complete the service.”*

Then we will choose the radio button to the left of **“Save a Case Note Without Sending a Message/Email.”** This will save the note in IWRS, but will not send a communication to the participant’s IL workNet account.

Select **<Add Case Note>**.

The system will then process the change and a green bar will appear on the service screen that says **“Success”** to show that the change had been made.

You should still be on the service screen that we just updated. You will see that the status has now been changed to **Unsuccessful Completion**. If not, use your browser's refresh button and it will appear.

Now before we navigate off of the **Edit Customer Service** page I want to remind you that to have a service that is considered Successfully Complete, the participant must have 80% + attendance for that module, a post-assessment score of 70%+ and if that service earned a certificate/credential that service must have an Earned Credential added and a document showing the completion of that certificate/credential uploaded to that participant profile.

Let's now move to the **Training/Services** tab where I will show you where to upload that documentation and how to update the status of a goal. On the **Edit Customer Service** screen select the Training/Services tab.

On the left-hand side of the screen you will see a box titled **Participant Summary Tools**. Within that box you will select a link titled "**Uploads**" which will take you to the upload screen. This is where you will upload that documentation.

Let us now hit our back arrow to bring us to the participant's **Training/Services** tab and scroll to the participant's **Career Plan**. Again you will see the goal statements all the way to the left, the related steps, category, the service dates, and then the status all the way to the right.

The goal status denotes that all of the services within that goal have a **completion status**. The goal should only be updated once all of the services are marked as **Successfully Complete, Unsuccessfully Complete, or Evaluated/Not Required**. To update the goal, select the status to the right. These will default to Not Started.



Select the status and you will be taken to the **Set Goals** page and that goal's information will appear in a pop-up window where you can edit the goal's details.

On the pop-up you will see:

- Goal Statement
- Category
- Short/Long Term Goals

These are all preset by SIU. The final drop-down is **Status**. Select the drop down and you will see:

- Not Started
- On Track
- Off Track
- Complete

If all services have a completion status the goal will be **Complete**.

Select the button labeled "**Save Changes**."

The pop-up window will close, and you will see the full list of goals where the status has been updated. If you go to the **Training/Services** tab at the top and scroll to the **Career Plan** you will see the status updated there as well.

Finally, we reviewed the **Pre-Transition Career Assessment**. To add this assessment, select the Intake tab at the top of the screen. Once on the Intake tab scroll to the bottom of the page until

**DO NOT** log out, we will pick up from here during our next practice.]

[This is a good time for other ILW/SIU team members to assist learners, via the private chat, that need additional support.]

[Transfer back to slide deck.]

### Questions

What questions do you have before we proceed to the practice section?

If so, please feel free to unmute your line or post your question in the chat.

[Respond to unmuted questions, as well as questions in the chat. Confirm there are no additional questions.]



**MODULE 7 TITLE:** PROGRAM COMPLETION/FOLLOW UP

**LENGTH OF TIME:** 40 MIN.

#### OBJECTIVES:

- UPDATE THE STATUS TO PROGRAM COMPLETION /FOLLOW-UP STATUS.
- FULFILL THE ACTIVE TRACKING FOLLOW UP REQUIREMENTS.
- ADD/UPDATE TO COMPLETION AND IN TRANSITION STATUS.
- UPLOAD APPROPRIATE TRANSITION VERIFICATION DOCUMENTATION (PRIMARY AND SECONDARY).
- ADD AN ACTIVE TRACKING QUESTIONNAIRE.
- SUPPORT THE LONGITUDINAL STUDY.

[Review the learning objectives for Module 7. Ask learners if they have any questions regarding the content that will be covered in Module 7.]

This section will focus on Program Completion and Follow Up.

### Program Completion/Follow-Up Statuses

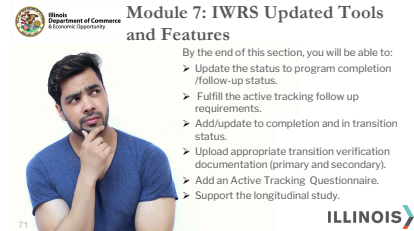
Once a cohort has ended, it is time to update all participant statuses from **Enrolled** to a **Completion Status**, such as:

- Complete
- Transition
- Incomplete

We just reviewed the steps to take to update the **Training/Services** tab.

Once a participant has all of their services and goals in a completion status, the appropriate earned credentials have been added, and appropriate certificates have been uploaded, it is time to update the status of the participant.

During this module, we will walk through updating the completion status, uploading documentation to IWRS if the participant is in transition, and adding Active Tracking questionnaires to participant's profiles to fulfill the **Active Tracking Follow-Up** requirement.



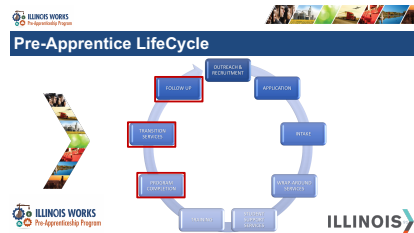
**Illinois Department of Commerce & Economic Opportunity**

### Module 7: IWRS Updated Tools and Features

By the end of this section, you will be able to:

- Update the status to program completion /follow-up status.
- Fulfill the active tracking follow up requirements.
- Add/update to completion and in transition status.
- Upload appropriate transition verification documentation (primary and secondary).
- Add an Active Tracking Questionnaire.
- Support the longitudinal study.

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## Participant Program Completion/Follow-Up Statuses

At the conclusion of a pre-apprenticeship program, participants will begin to move from the **Enrolled status** to a **Completion status**.

This activity is performed on the participant's profile in the **<Program Completion/Follow-Up>** tab.

## Participant Completion Status

After you log in, IWRS automatically takes you to the **Participant Recruitment & Engagement** tab.

For the **Name** field, enter in the name of a test participant you have previously used.

[Explain to learners, this can be a test participant from this IWRS session or a previous one.]

Your test participant should appear in the list. Select the appropriate participant.

Select the **Program Completion/Follow-Up** tab.

The top screenshot displays the 'Program Completion/Follow-Up Statuses' page. It features a header with the Illinois Works logo and a navigation bar. Below the header is a large image showing several people in a workshop setting, with one person wearing safety glasses and gloves. The bottom screenshot shows the 'Participant Completion Status' page. It includes a search bar for 'Participant Name' and a table with columns for 'Last Name', 'First Name', 'Assessment Date', 'Status', 'Program', and 'Assessment Date'. The 'FOLLOW-UP' tab is selected, showing a list of participants with their respective details.

Commented [I1]: Is this practice or just the initial walk through?

Commented [GS2R1]: Initial walk through

## Add Completion Status

Select **Add Completion Status**. The Add Status window will appear.

The **Completion Status** window provides a dropdown with the following options:

- Complete
- Complete & In Transition
- Long-term Active Tracking
- Incomplete
- Administrative Withdrawal

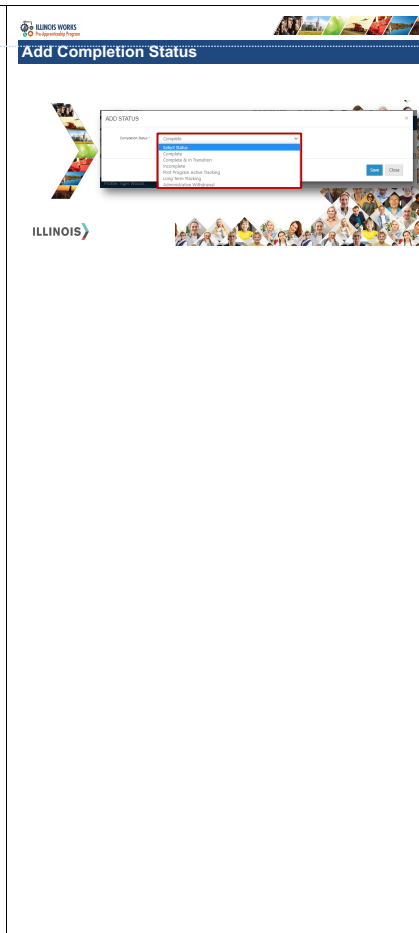
Depending on the status that is chosen, IWRS will provide the user with varying questions. Let's review what each of these statuses means and the questions that IWRS will produce for each status.

- **Complete**

This status is used when a participant has met all program requirements including earning all required and program-specific certifications/credentials and meeting or exceeding attendance and post assessment score requirements. This status is for a participant who has completed successfully the program but who is still working to determine their transition plan (DOL RAP or Not DOL RAP).

When this status is chosen in IWRS, no additional questions will appear. The user should save the status.

- **Complete & in Transition**



Commented [3]: Is this practice or just the initial walk through?

Commented [GS4R3]: Initial walk through

This status is used when a participant has met all program requirements including earning all required and program-specific certification/credentials and meeting or exceeding attendance and post assessment score requirements. This status is for a participant who has completed successfully and who has chosen a transition plan (DOL RAP or Not DOL RAP).

If a participant is marked as **<Complete & In Transition>** a questionnaire will appear and must be completed to save the participant's status. The questionnaire will ask if the participant is planning to go to a DOL registered apprenticeship program.

If planning to attend a DOL, the questionnaire will next ask if that individual is just planning to apply, has applied, is on a waitlist or has enrolled. Depending on the answer to that question the questionnaire will then gather more information about the RAP and employment information if the participant is employed.

If not planning to attend a DOL RAP, the questionnaire will request information about the alternate outcome including if they were dropped from a RAP waitlist, pursuing employment only, attending an alternate training program, opened a small business

- **Long-term Active Tracking**

This status is used when a participant has moved beyond their one year of active tracking and all four follow-up questionnaires have been completed each 3 months apart. This status will be updated by ILWPP Grant Managers.

- **Incomplete**

When a participant has met all eligibility, offered enrollment into the program, accepted that offer, and then attends instruction but then:

- Did not meet attendance requirements
- Attended but did not pass their post-assessments
- Did not earn required certifications
- Withdrew
- Was dismissed

If a participant is marked as <**Incomplete**>, IWRS will request an explanation for why the participant is incomplete.

- **Administrative Withdrawal**

When a participant has met all eligibility, offered enrollment into the program and accepted that offer but then never shows up to instruction. This is a status that will be applied early in the program if a participant does not attend orientation or instruction.

After completing the form connected with the appropriate status, select <**Save**>.

You will receive a note that says, “**Added Completion Status**”.

Select <**Close**>.

The **Add Case Note** window will appear.

Complete each of the fields:

- Select a Task
- Contact Date
- Subject
- Message
- Send Case Note As
- Send Message/Email to

This case note is ideal if there is additional information that needs to be communicated about the participant's status or next steps with the participant. This case note might outline that the participant is pending an application with a specific RAP or outline that the user is leaving the participant in a "Complete" status because they are still working with the participant on resumes or identifying the RAP they want to apply to.

Select <**Add Case Note**>.

You will receive the message, "**Case Note Successfully Added**".

Select <**Close**>.

Once the case note is saved, the user will be brought back to the **Program Completion/Follow Up** tab where they will be able to see the updated status.

Select "**View Baseline**" to the right of the status.

A pop-up to appear with the most recently entered completion status information. Under the current status, the user will also see a follow-up date. This date represents the next time the grantee should have contact with the participant. If this is the first



time a completion status has been added, this is also the date of the first **Active Tracking Questionnaire** which we will discuss in the next few minutes.

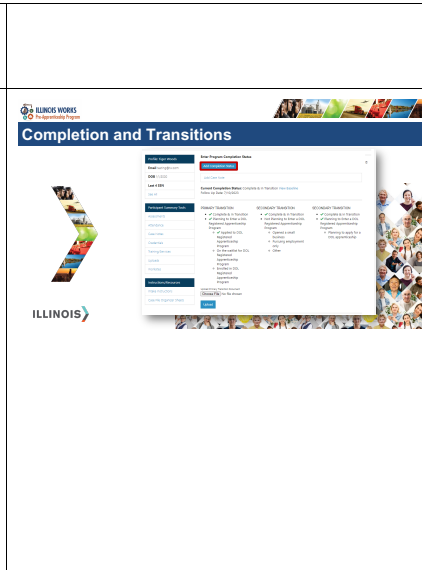
### Completion and Transitions

If a participant is updated to be **Complete & In Transition**, IWRS will record the answers that were chosen on the **Program Completion/Follow-Up** tab.

Under the “**Add Completion Status**” section, you will see three columns labeled Primary Transition and two labeled Secondary Transition. Once a participant is marked as **Complete and in Transition** and the questionnaire is completed, green check marks will appear next to items in these columns.

These check marks denote which answers were chosen on the questionnaire. These check marks also help the system determine if, based on those answers, the participant qualifies as a primary transition or a secondary transition. That determination will be listed below the columns along with an upload button.

That upload button is where any transition verification documentation must be added.



### Transition Verification Documentation

- **Primary Transition Verification -**

- **Preliminary Verification** - A graduate of an Illinois Works Pre-apprenticeship training program who has applied and has been accepted to a DOL registered apprenticeship program OR who has applied and has been placed on a waiting list for a DOL registered apprenticeship program.

Example verification documents include RAP application confirmation,



a receipt for application fee from RAP/union, RAP enrollment letter etc.

- **Final Verification** - A graduate of an Illinois Works Pre-apprenticeship training program who has enrolled or has been sponsored into a DOL registered apprenticeship program.

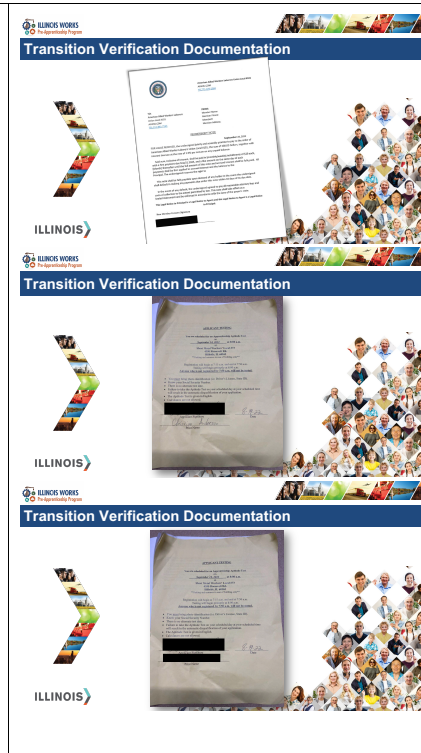
Example verification documents include sponsorship offer/agreement, enrollment agreement, documentation from the RAP confirming enrollment, documentation from an employer confirming employment and sponsorship.

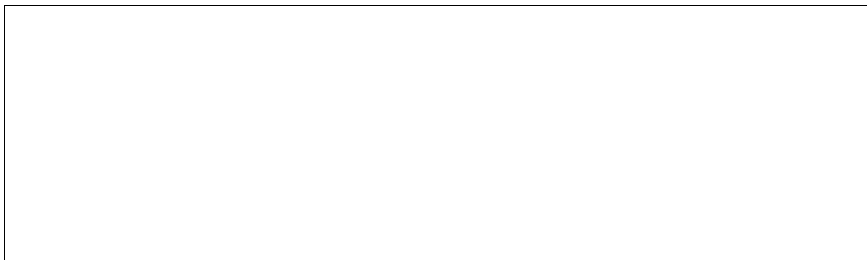
- **Secondary Transition Final Verification -**

A graduate of an Illinois Works Pre-apprenticeship training program who chooses not to apply for a DOL registered apprenticeship program and instead is actively participating in an alternate outcome (i.e. registered in a college program or other education/training program, accepted position with employer etc.). Example Verification Documents include a pay stub, other education/training program acceptance letter or transcripts, employment offer letter, etc.

[Explain to learners, for secondary transitions, there is only final a verification.]

To upload a document, select <Upload> and a file window will appear where you can select the participants documentation to verify their transition.





### Tracking Questionnaire/Follow-Up

Once the completion status has been set and documentation uploaded, if applicable, the next step is to complete an Active Tracking Questionnaire. This will take place roughly three months after the participant graduates. Of course, if contact is made prior to three months, the system will allow for questionnaires to be added outside of that three-month window.

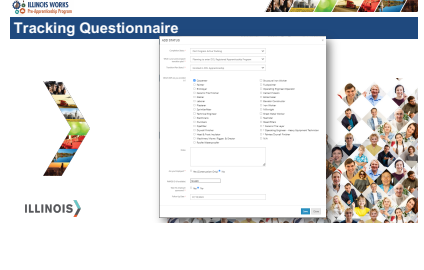
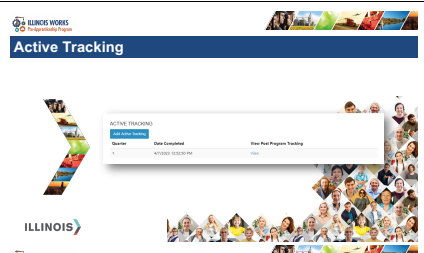
These questionnaires are part of the one (1) year of active tracking follow-up that is required of all grantees. These follow-up questionnaires provide critical information about the participant’s career path and changes to their employment or RAP status.

It is important to remember that Active Tracking is only required for those who successfully completed the program.

To add an Active Tracking Questionnaire, navigate to the bottom of the Program Completion/Follow-Up tab, until you see a button labeled **Add Active Tracking**.

Select **<Add Active Tracking>**.

The **Add Status** window will appear with the Completion Status field pre-populated with **“Post Program Active Tracking.”**



Again, based on the status that is selected, the system will request different information following the same structure as when the initial completion status was added.

As with the original questionnaire, if you were to select **Complete & in Transition**, the question, “**What is your post-program transition plan?**” will appear with two options:

- Planning to enter DOL Registered Apprenticeship Program
- Not planning to enter DOL Registered Apprenticeship Program

Select <**Planning to enter DOL Registered Apprenticeship Program**>.

The question, “**Transition Plan Status?**” will be next with the following options:

- Planning to apply for a DOL apprenticeship
- Applied to DOL apprenticeship(s)
- On wait list for DOL apprenticeship
- Enrolled in DOL Apprenticeship

Select <**Enrolled in DOL Apprenticeship**>.

The question, “**Which RAP are you enrolled in?**” will appear. Select the appropriate construction or building trade for the participant. Users can select as many trades as applicable.

[Explain to learners, they can select more than one.]

Add **Notes** as appropriate.

[Explain to learners that the Case Notes are forced; however, they only need to add additional information if it is providing context to the answers or next steps.]

Answer the question, “**Are you employed?**” If you select <No>, go straight to the next field and select <Save>.

If you select <Yes>, the following additional questions will appear:

- Are you Employed in Construction?
- Do you Receive Fringe Benefits?
- Are you a member of a Union?

[Explain to learners, if they answer yes, they will be asked to provide the **Union Name**.]

- Employer Name
- Address
- Address Line 2
- City
- State
- Zip Code
- Follow-up Date

If you choose <Enrolled in DOL Apprenticeship>, the following two additional fields will appear:

- RAPIDS ID (if available)
- Was this employer sponsored?

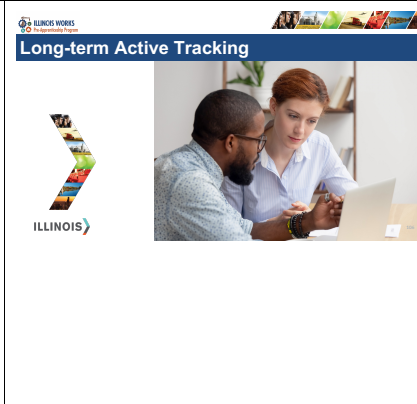
Select <Save>.

### Long-term Active Tracking

A **follow-up** is a contact between transition staff and program alumni on a quarterly basis for one year.

The **first year** is when apprentices may be most vulnerable to dropping out of an apprenticeship program.

Beyond the **first year of active tracking**, ILW will utilize data matching to track employment and outcomes. This data will be part of a **longitudinal study** that will track participants up to ten years after leaving the Illinois Works program to determine the effectiveness of pre-apprenticeship programs and the grantee's impact on individuals, communities, and the economy.



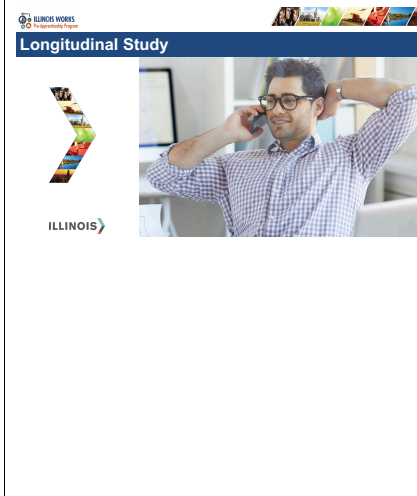
### Longitudinal Study



Why are active tracking and long-term tracking critical to the Illinois Works Pre-apprenticeship Program and grantee network?

The data collected through these follow-ups will fuel a longitudinal study conducted by the Center for Governmental Studies at Northern Illinois University. Data for this longitudinal study including variables such as employment and earnings levels after completion will be captured through these follow ups. After the first year of follow up, ILW will use data matching in systems like RAPIDS and the Illinois Department of Employment Security to track the careers of graduates for up to ten (10) years beyond program completion.

These studies will assess the effectiveness of:

- Preparing pre-apprentices for entry into construction and the building trades



<ul style="list-style-type: none"> <li>• Increasing the entry of women, people of color, and veterans into construction and building trades apprenticeship programs</li> <li>• Increasing the likelihood that women, people of color, and veteran apprentices will complete apprenticeship programs in construction and the building trades.</li> </ul> <p>These evaluation activities will examine both the Illinois Works pre-apprenticeship system and individual grantees and programs. Implementation and outcome studies will compare and determine best practices for program and participant success.</p>	
<p><b>Questions</b></p> <p>What questions do you have before we proceed to the practice section?</p> <p>If so, please feel free to unmute your line or post your questions in the chat.</p> <p>[Respond to unmuted questions, as well as questions in the chat. Confirm there are no additional questions.]</p>	
<p><b>Practice</b></p> <p>You will receive a demonstration of the relevant steps for the <b>Program Completion/Follow Up Statuses</b>.</p> <p>[Remind learners that those who attended the IWRS Session III participated in the full practice for this content.]</p> <p>After the training services demonstration, we will practice the completion activities.</p>	

Commented [5]: CF add practice instructions

[Start on the **Participant Recruitment & Engagement** tab.

Enter the name of the participant of your test account.

Once on the participant profile, select **<Program Completion/Follow Up>** tab.

At the top of the page, you will see a button labeled **<Add Completion Status>**. To show you how the form changes based on the status we are going to choose each completion status from the drop-down menu.

Select **<Complete>** and you will see the pop-up will just have the follow-up date. If that is the appropriate status that would be the final step. However, for our practice we are going to:

Select **<Complete & In Transition>** and a new question will appear *“What is your post-program transition plan?”*.

Select the drop-down menu and there will be two options:

- Planning to enter a DOL Registered Apprenticeship Program.
- Not Planning to enter a DOL Registered Apprenticeship Program.

Select **<Not Planning to enter a DOL Registered Apprenticeship Program>**.

A new question will appear *“Why not a DOL Apprenticeship?”*

The options are:

- Dropped off the waiting list.
- Opened a small business.



- Training or other education program.
- Pursuing employment only.
- Other.

Select **<Dropped off the waiting list>** and you will see new questions appear including *“Are you Employed?”*

If **Yes** is selected, the system will ask for information about the employment and trade that participant was dropped from.

If **No** is selected, it will ask only what trade the participant was dropped from and a follow-up date.

If **Training or Other Education Program** is chosen, the system will ask information about that training program and potential employment and the trade the participant was dropped from.

Select the **Why Not a DOL apprenticeship?** drop-down again and select **<Opened a Small Business>**. The system will ask for information about that business.

Next select the **Why Not a DOL apprenticeship?** drop-down again and select **<Training or other Education Program>**. The system will then ask for information about the training and education program.

Next select the **“Why Not a DOL apprenticeship?”** drop-down again.

Select **<Pursuing Employment Only>**. The system will ask if the participant is employed and if so, fields for employment information will populate. Options will also appear requesting if the individual receives fringe benefits and if they are a member of

a union. If they are a member of the union, IWRS will also provide options to provide union information.

Finally select the “**Why Not a DOL apprenticeship?**” drop-down.

Select <**Other**> and the system will auto-populate a follow-up date.

Now that we have gone through all of the options for “**Not Planning to enter a DOL Registered Apprenticeship Program**” let us go back to that drop-down and select <**Planning to enter a DOL Registered Apprenticeship Program**>.

A new field will appear “**Transition Plan Status?**” which is asking what is the current status for this participant’s plan to enter a DOL RAP?

Select the drop-down menu and the options are:

- Planning to apply for a DOL apprenticeship.
- Applied to a DOL apprenticeship.
- On wait list for DOL apprenticeship.
- Enrolled in DOL apprenticeship.

Regardless of the option you choose, the options that follow will not change. It is simply the question that is asked.

For example, if you select <**Planning to apply to a DOL apprenticeship**>, you will see the next question is “**Which RAP are you going to apply to?**” But if you select <**Applied to a DOL apprenticeship**>, the question will change to “**Which DOL apprenticeship(s) did you apply to?**” However, the option to choose one or more trades below will not change.

We will select two options for this exercise. First, select <**Applied to a DOL apprenticeship(s)**>, then select at least one trade. You can select as many trades as applicable.

Next is a notes box in the event there is any information that needs to be tracked regarding those trades.

Finally, the system will ask if the participant is employed. Select <**Yes**> to see the employment questions.

Next, return to the “**Transition Plan Status?**” drop-down and select <**Enrolled in DOL Apprenticeship**>. You will notice the main questions remain. However, when you now select <**Yes**> for employment, the system will now ask for the participant’s RAPIDS ID and ask if the participant’s RAP enrollment was through employer sponsorship.

The final completion status we will talk about right now is “**Incomplete.**”

Refresh your browser window to reset the status pop-up. Select <**Add Completion Status**>. Then from the new drop down “**Reason**” select why that participant is incomplete. The options are:

- Changed mind
- Have a job
- Going into training
- Moving
- Lifestyle change
- Other

None of these options have follow-up questions.

Now, let us go ahead and go through the action of setting the status.

In the “**Completion Status**” drop-down, select <**Complete & In Transition**>. Then in the “**What is your post-program transition plan?**” drop-down select <**Planning to enter DOL Registered Apprenticeship Program**>. In the “**Transition Plan Status?**” drop-down select <**Applied to DOL apprenticeship(s)**>.

Next select at least one trade of your choosing. For the purposes of this exercise, we are going to select <**No**> for employment, but remember if you select <**Yes**>, the system provides fields to enter employment information.

Select the button labeled “**Save**”. You will see a notification pop-up that says, “**Added Completion Status.**” Select the button labeled “**Ok.**”

This will produce a case note. Though we did not go through this step on each status we explored, please note that a case note window will pop-up after any participant status.

First, we will select the category “**General**” from the drop-down menu. Then enter a subject and a message. For our purposes, let us enter “**Test**” in the Subject area. In your day-to-day work when updating this case note, this is where you want to provide information about the participant. For our purposes in the message area, let us write a little fictional note about the participant.

“**Participant applied to RAP on 5/4/2023 and is waiting on a response from the RAP.**”

Then we will select how we want the case note communicated or saved. The options are:

- As an Illinois workNet Message
- As Illinois workNet Message and Email
- Save as case note without sending a message/Email

Select the radio button to the left of **“Save as case note without sending a message/email.”** Then select the button labeled **“Add Case Note.”**

A notification box will appear **“Case Note Successfully Added.”** Press the button labeled **“Ok.”** You will now see the participant’s **Program Completion/Follow Up** tab and their **Current Completion Status** will say **“Complete & In Transition.”**

You will also see linked text to the right of that new status **“View Baseline”**. Select **<View Baseline>** and the system will show you all of the options that were chosen on the completion status questionnaire.

You will also see the follow-up date listed which represents three months from the date the completion status was set.

Below the follow-up date, you will see three columns, one labeled **“Primary Transition”** and two labeled **“Secondary Transition.”** These columns represent the choices that were entered on the **Complete and In Transition** questionnaire and are the system’s way of determining if based on what was entered, if that participant is eligible for a Primary Transition or a Secondary transition.

You will see based on the answers that were selected, in the first column there are green checkmarks next to the first three bullets. This means that the participant is a Primary Transition. If you are not sure, all you must do is look underneath the Primary

Transition column and you will see a button labeled “**Choose File.**” Above that button the system will state either:

- Upload Primary Transition Document
- Upload Secondary Transition Document

This is where you will upload any transition documentation. Once uploaded, it will be saved here and in the general Uploads folder.

At this stage, in your day-to-day, you would be done with this participant until you need to do follow-up.

However, in our practice we are now going to talk about the **Active Tracking Questionnaire.**

This is the questionnaire that will be used each time you conduct quarterly follow-ups with the former participants. Scroll to the bottom of the **Program Completion/Follow Up** tab until you see “**Active Tracking.**”

Select the button labeled “**Add Active Tracking.**”

You will notice that the first drop down “**Completion Status**” will be auto populated to say, “**Post Program Active Tracking.**” Once you complete the active tracking questionnaire, the system will automatically update the participant’s status from **Complete** or **Complete and In Transition** to **Post Program Active Tracking.**

The next drop down “**What is your post-program transition plan?**” options are:

- Not Planning to enter Registered Apprenticeship Program
- Planning to enter Registered Apprenticeship Program

From that point on, the questionnaire offers the exact same options as the **Complete and Transition** questionnaire we just walked through.

For our practice, select <**Planning to enter DOL Registered Apprenticeship Program**>. Then since we last selected that our participant just applied, let us now select <**Enrolled in a DOL Apprenticeship**>. Then select the trade they have been enrolled into. For our practice, select <**No**>.

You will see a new field is populating asking for the graduate's RAPIDs number, and if the enrollment was employer sponsored. For our practice select <**No**> for "**Was this employer sponsored?**"

Then select the button labeled "Save."

A notification window will appear "**Added Completion Status.**" Select the button labeled "**Ok.**" A case note box will appear. Select <**General**> from the first drop-down. Then write "**Test**" in the Subject and again let us leave a fictional note for our graduate:

**"Graduate was enrolled in RAP. On the bench, but actively seeking jobs through RAP."**

Select the radio button to the left of "**Save as case note without sending a message/email.**"

DO NOT log out, we will pick up from here during our next practice.]

[This is a good time for other ILW/SIU team members to assist learners, via the private chat, that need additional support.]

[Transfer back to slide deck.]

**Questions**

What questions do you have before we proceed to the next section?  
If so, please feel free to unmute your line or post your question in the chat.

[Respond to unmuted questions, as well as questions in the chat. Confirm there are no additional questions.]



**MODULE 8 TITLE:** VERIFYING CLOSEOUT - COMPLIANCE & IWRS REPORTS  
**LENGTH OF TIME:** 30 MIN. (5 MIN FOR REVIEW)

**OBJECTIVES:**

- COMPLETE ILW CLOSEOUT.
- LEVERAGE THE ILW COMPLIANCE REPORTS TO TRACK AND IMPROVE PERFORMANCE.
- RUN IWRS REPORTING USING THE REPORTING TOOLS.
- RUN THE EXPORT REPORT.



[Review the learning objectives for Module 8. Ask learners if they have any questions regarding the content that will be covered in Module 8.]

This section will focus on the ILW Closeout Process and how to use Compliance Reports and **IWRS reports** to help ensure data quality and completeness.

[Remind learners that for those who attended previous sessions, these reports will be familiar, but today we will focus on how to use them to ensure a successful close out.]

### ILW Close Out

ILW Close Out is the final stage of data collection at the end of the grant year. This process verifies data completion and quality provided by grantees in IWRS. The process will begin in the fall of each year. Each grantee will receive a request from their ILW Grant Manager and receive a checklist that will contain a set of variables that will request grantees to verify the number of participants who meet each variable.

After this is submitted, grant managers will verify the numbers submitted by reviewing IWRS data for each participant and go through multiple rounds of verification to ensure that data is as accurate as possible. After the final review, grantees will be provided with a close out score which will determine if that grantee is approved to receive their designated close out funds (closeout funds are typically 10% of a grantee's grant award for the program year).



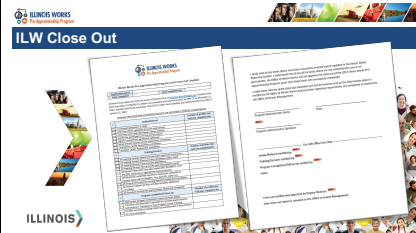
**Illinois Department of Commerce & Economic Opportunity**

### Module 8: Verifying Closeout – Compliance & IWRS Reports

By the end of this section, you will be able to:

- Complete ILW closeout.
- Leverage the ILW compliance reports to track and improve performance.
- Run IWRS reporting using the reporting tools.
- Run the Export report.

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### ILW Close Out

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## Monthly Compliance Reports

On a monthly basis, your team will receive three items including:

- Monthly Compliance Progress Report
- Monthly Compliance Payment Worksheet
- Status Verification Spreadsheet

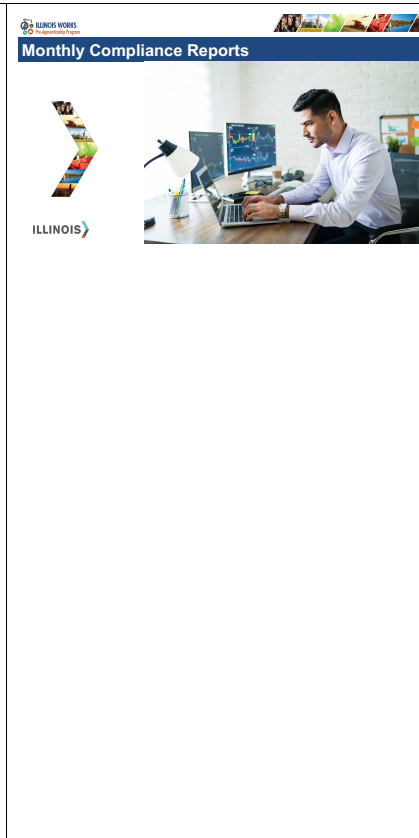
The verification spreadsheet will provide information on the enrollment, completion, and transition verifications per participant.

The verification spreadsheet will document if a participant's enrollment, completion and transition have been verified and approved for reimbursement, or if they have not been verified what needs to be updated in IWRS to verify the participant.

Making adjustments on a monthly basis based on these reports will not only ensure reimbursement throughout the year for participant outcomes, but it will also make end-of-year close out easier and make close out funds more likely to be approved.

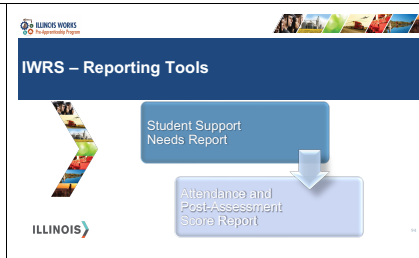
In addition to this monthly report, there are also a series of other reporting tools in IWRS that can help ensure data quality and completeness including:

- Student Support Services Report
- Attendance and Post-assessment Scores Report
- Export Report



## IWRS - Reporting Tools

The first two reports we will discuss are the **Student Support Needs Report** and the **Attendance and Post-Assessment Scores Report**.



## Reporting Tools - Student Support Needs Report

Locate the **Participant Recruitment and Engagement** tab in IWRS. Select **<Student Support Needs Report>**.

The second way to access this report is by clicking on the icon in the navigation bar that resembles a bar chart. This icon will bring you to a Reports page where you will see a full list of all reports offered in Illinois workNet.

Scroll down until you locate **Student Support Needs Report** and select it.

The **Student Support Needs Report** allows you to filter program information by:

- Date
- Customer Enrollment Status
- Grantees
- Service Provider
- Service Name
- Flag Type

[Explain to learners that in IWRS **customer** is used for **participant**.]



During the process of entering attendance and post-assessment scores, if participants fall below the attendance and/or post-assessment thresholds, IWRS will add a red flag to the participant's profile. This report will provide an overview of all training services by each participant and show which training service has a red flag.

This tool is extremely helpful for program administrators when they are trying to gain a bird's eye view of the red flags in the system which can help direct student support or data entry staff. This tool also allows users to identify potential data gaps for participant profiles that need to be addressed for close out.

### Reporting Tools - Attendance and Post-Assessment Scores

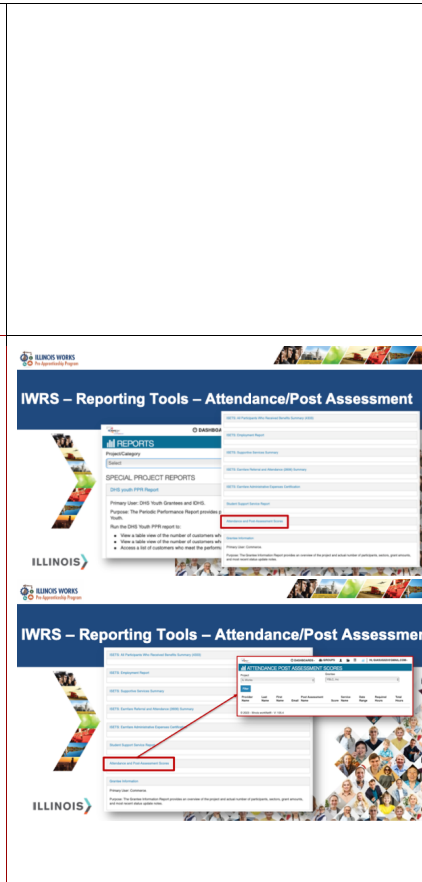
The **Attendance and Post-Assessment Scores Report** debuted in late 2022.

On the navigation bar, select the bar chart icon for **reports**. Scroll down until you locate **Attendance and Post-Assessment Scores** and select it.

This report allows you to access attendance and assessment information per participant.

While the previous report is useful to see red flags, this report will provide detailed attendance and post-assessment information per training module, per participant. This allows program administrators to verify that attendance and post-assessment scores are not only entered but are entered accurately.

[Explain to learners that in 2023, there will be additional enhancements to this report that will allow for greater filtering, an export feature, and total hours by module versus by week.]



## Reporting Tools - Export

The final reporting tool is the **Export** tool. This report can be accessed by navigating to the **Participant Recruitment & Engagement** tab.

Under the filters, just to the right of the **Search** button, you will see a button labeled **Export**.

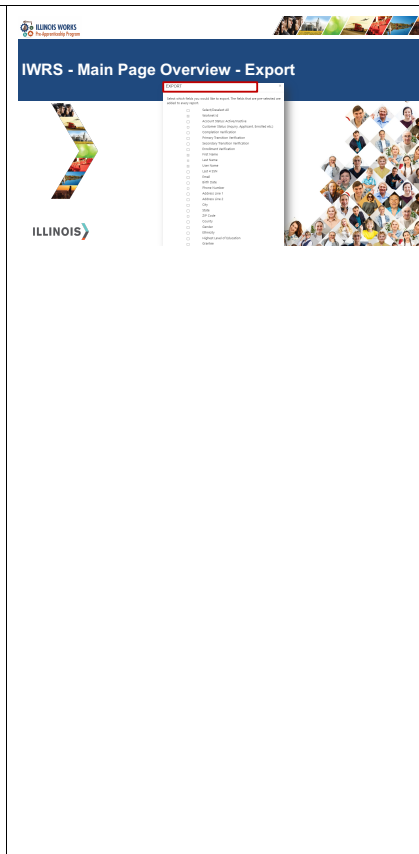
Select **<Export>** and a pop-up will appear showing you a list of 30+ fields. These fields include, but are not limited to:

- Participant demographic information
- Outcome verifications
- Training information
- Red flags
- Transition information

Once you have selected the fields of interest, you can scroll to the bottom of the window and choose **<Export>**. This will automatically download an Excel spreadsheet of the information you selected.

Important items to know about this report:

- You have the ability to select all fields by choosing **<Select all/deselect all.>**
- All export reports will automatically generate the participant's workNet ID, First Name, Last Name, and Username and those fields cannot be deselected.



- If you only want one group of participants such as just those who are enrolled or just those who are applicants, you can do this by going to the **Participant & Recruitment** tab and filtering by that status, then clicking the **Export** button.
- There are four new fields here – Enrollment Verification, Completion Verification, Primary Transition Verification, and Secondary Transition Verification. These are populated after each compliance report and will document for grantees which participants have had their metrics verified.

[Explain to learners that this is the report that their ILW Grant Manager uses during compliance checks so downloading this before a monthly compliance check and ensuring it is accurate can help keep your program in compliance.

Each of the grantees on this call have at one point received a **Completion and Transitions Verification spreadsheet** along with your Monthly Compliance Progress Report and Payment Worksheet. This spreadsheet is the Export report with additional columns added that feature notes from your ILW Grant Manager.]

### Questions

Any questions before we proceed to the next section?

If so, please feel free to unmute your line or post your question in the chat.

[Respond to unmuted questions, as well as questions in the chat. Confirm there are no additional questions.]



## Practice

It is now your turn to practice locating **Reporting** tools.

[Go back to the start of this section and articulate each of the steps for learners to complete.]

### [Student Support Needs Report:

Go to **IWRS Main Page**.

Choose **Student Support Needs Report**.

Select **<Filter>**.

All participants, modules, and any red flags will appear, clicking on a module's name will go to specific module for that participant.

### **Attendance and Post-assessment Scores Report.**

From the **IWRS Main Page**, on the **Navigation bar**, select the reports icon (bar chart).

Scroll to **Attendance and Post-assessment Scores Report**.

Select **<Filter>**.

All participant names, modules, attendance, post assessments will appear.



**Export Report:**

From the **IWRS Main Page**, select the **Participant Recruitment & Management** tab.  
Choose **<Export>**.

Review fields that are available.

Select specific fields from Export window.

Select **<Export>**.]

**Questions**

Any questions before we proceed to the course evaluation?

If so, please feel free to unmute your line or post your question in the chat.

[Respond to unmuted questions, as well as questions in the chat. Confirm there are no additional questions.]





## Mentimeter

[Note: Be sure that the Mentimeter code has been updated on the PPT slide.]

[Describe how to use Mentimeter.]

Log into the website on this slide. Enter the code.

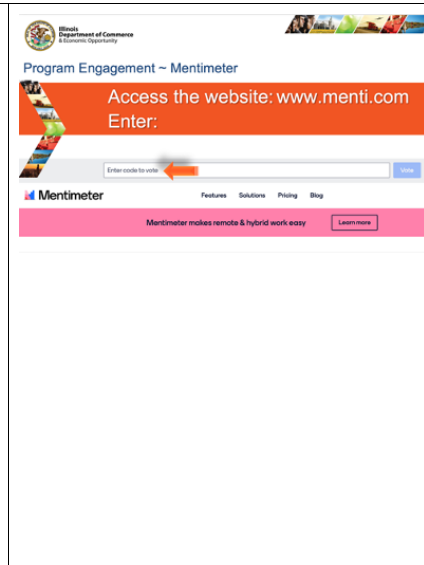
The website and code are also available in the chat.

[Share the following link to the Mentimeter website in the chat, along with the code:

Website: [www.menti.com](http://www.menti.com)

Code: xxxx xxxx]

This will allow you to fully participate during this training, as well as provide us with feedback during today's course evaluation.

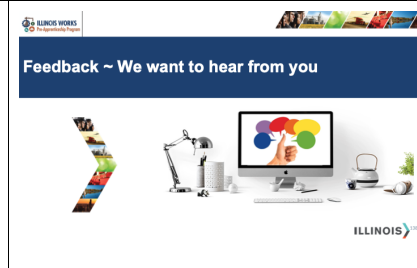


We want to hear from you.

[Review the Mentimeter evaluation questions and responses.]

We appreciate your feedback. It will help us improve the quality of our training.

Thank you!



[Thank learners for their engagement and participation.]

**Thank you, and we are glad  
to have you as part of our  
provider network!**

