





Track III Administrator and Program Manager

Community of Practice (CoP)

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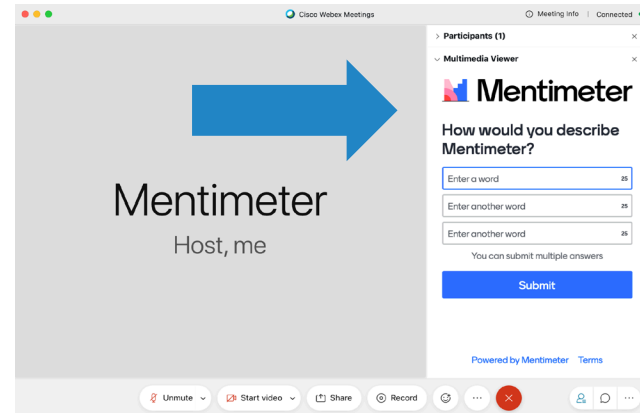
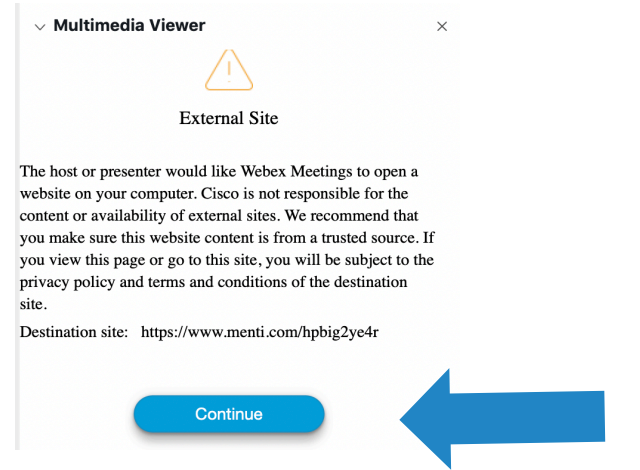
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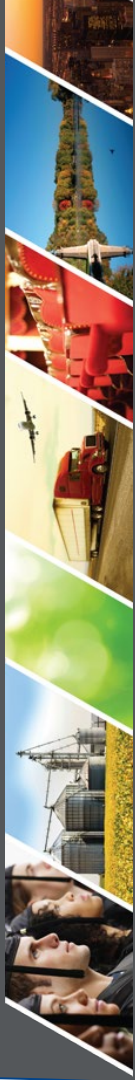


Section 2: Program Expectations



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

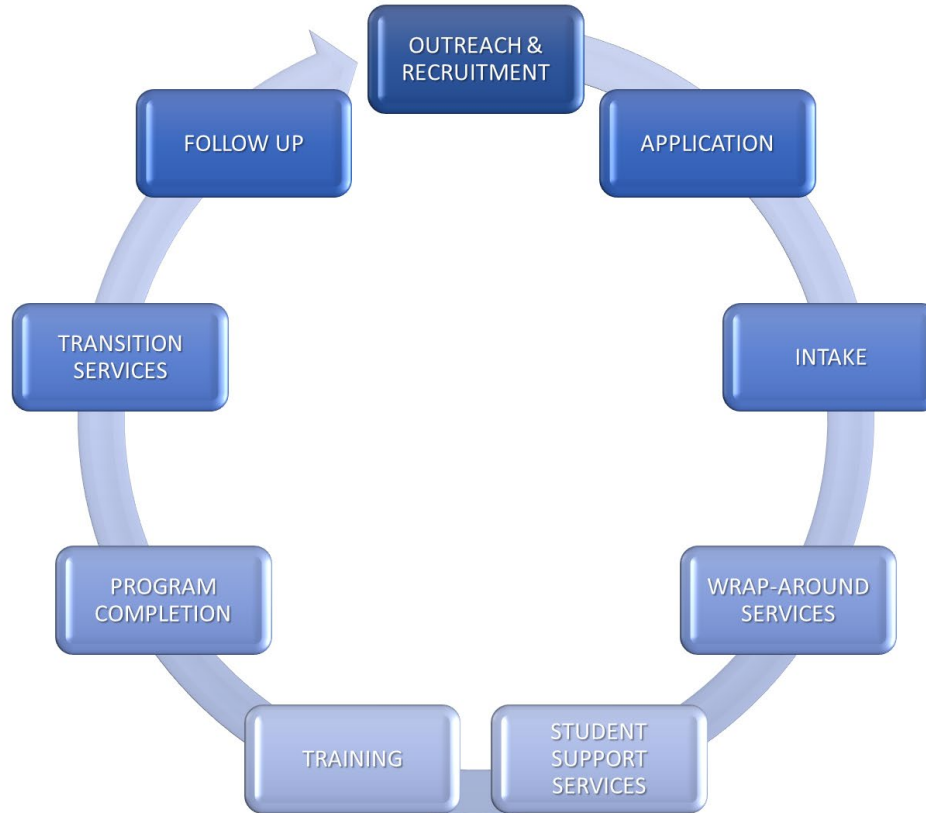
- Successfully complete participant requirements
- Improve transition outcomes
- Avoid common closeout mistakes
- Understand how completion and transition impacts reimbursement and renewal
- Build stronger relationships with RAPs and employers



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Why This Matters





Success is More Than Graduation

Illinois Works measures:

- 
- ✓ Completion
 - ✓ Certifications
 - ✓ Transition
 - ✓ Employment
 - ✓ Documentation
 - ✓ Performance Outcomes

The participant's career is the outcome—not the graduation ceremony.



Best Practices

Before anyone is marked complete...



- ☒ Required curriculum completed
- ☒ Required attendance achieved
- ☒ Make-up hours completed
- ☒ Required assessments passed
- ☒ Certifications earned
- ☒ Stipends properly documented
- ☒ IWRS records complete



Attendance Matters

Attendance is more than a classroom issue.

It affects:

- Graduation eligibility
- Stipend eligibility
- Outcome verification
- Certification eligibility
- Compliance reviews
- Monitoring/audit readiness

Attendance documentation is specifically required to verify participant completion and stipend payments.



Respond Early to Participant Risk



Throughout the Grant Year

- Verify attendance records
- Enter IWRS data promptly (do not enter data you do not have the documentation to back up)
- Upload required documentation
- Resolve participant status issues
- Track certifications and transition activities

As Closeout Approaches

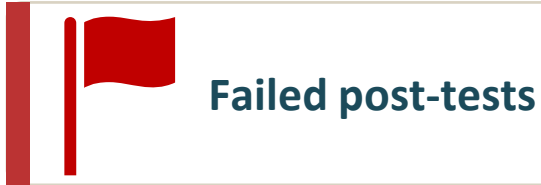
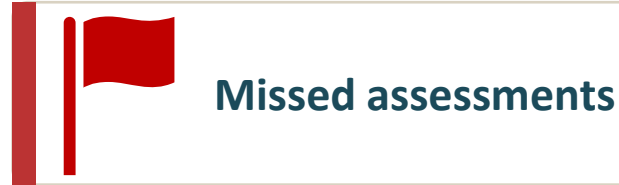
- Review participant files for completeness
- Verify completion and transition outcomes
- Confirm required documentation is in IWRS
- Resolve outstanding data discrepancies/Monthly Compliance flags
- Coordinate with your Grant Manager on closeout requirements

Successful closeout is the result of consistent documentation throughout the year. It's not a last-minute effort.



Student Support Before Participants Fail

RED FLAGS INCLUDE



Intervention through Student Support Services as the flags appear. Not waiting until the end of training.



Certification is the Currency.



Participants came for careers.

Employers hire skills.

Certifications validate skills.

Never discover missing certifications after graduation.

Ask: Who still needs...

**OSHA 10
Construction**

CPR

NCCER

MC3

ICCB



Stipends

Performance-based stipends are intended to:

Increase retention

**Reduce financial
barriers**

**Encourage
attendance**

**Support
performance**

Ensure every stipend:

- ✓ Meets policy
- ✓ Matches attendance
- ✓ Is documented
- ✓ Can withstand monitoring/audit



Transition Starts Before Graduation.

Career planning begins during training—it is Managed by the program's Transitions Coordinator. Participants should already know:



- 01** Which RAPs interest them
- 02** Which employers they're targeting
- 03** Who their contacts are
- 04** Their resume and application status
- 05** Their next step



RAP Applications

Every graduate should have evidence of:

**Applications
submitted**

**Interviews
completed**

**Recruiter
conversations**

**Referral
emails**

**Orientation
attendance**

**Application
status**

Document everything.



RAP Applications: What Counts as Evidence

Examples:

- RAP application confirmation
- Receipt showing application fee is paid
- A notice of testing
- A letter or email from the RAP confirming the participant's application
- Documentation the individual is on a RAP waiting list
- A sponsorship letter from an employer



Documentation protects both participants and grantees. See guidance in 2026 Grantee Manual Section 13 pp. 231-232 for definitive list).



Top Five Closeout Mistakes

The most common issues identified during grant monitoring and closeout include:

- ✗ Waiting until the end of the grant to review participant files
- ✗ Missing or incomplete attendance documentation
- ✗ Missing certifications or required completion documentation
- ✗ No documented evidence of RAP applications or transition activities
- ✗ IWRS records that do not match participant files



Internal Illinois Works Partnership (Career Services)



Your ILW Career Specialist should be invited to speak to participants, so they are aware of how Career Services will follow up after graduation.



External Illinois Works Partnerships (RAPs)



Think Like an Employer



Employers Ask:

- “ Will they show up?
- “ Can they pass certification?
- “ Are they work ready?
- “ Can they communicate?
- “ Do they understand construction culture?
- “ Can the work in teams?

Help participants answer “Yes”



Documentation Wins Grants

If it isn't documented... Illinois Works cannot count it.

Completed?

→ *Need evidence.*

Applied?

→ *Need evidence.*

Transitioned?

→ *Need evidence.*

Career fair?

→ *Need documentation.*

Employer meeting?

→ *Need documentation.*



Closeout Begins Months Earlier

Closeout should never be a scramble.

90 days before

**Review participant
files**

60 days before

**Resolve missing
documentation**

30 days before

Verify outcomes

Final review

Quality assurance



Performance Metrics Drive Renewal





Performance Metrics That Matter

Participant Success:

- Complete required training
- Earn certifications
- Complete attendance requirements
- Apply to RAPs
- Transition successfully
- Obtain employment

Program Success:

- Accurate IWRS reporting
- Monthly compliance
- Complete participant documentation
- Performance outcomes achieved
- Successful closeout
- Strong grant renewal position



Best Practices of High Performing Programs



They:

- Monitor weekly
- Review participant files continuously
- Track RAP applications
- Solve problems before graduation
- Meet across staff roles
- Engage employers early
- Document everything



Team Accountability



Would This Participant Be Ready for Completion?

Instructions

Read the following participant scenario and decide:

Is this participant ready to be marked as "Complete" and transitioned?

Use the chat to respond:

A = Yes

B = Not Yet



Would This Participant Be Ready for Completion?

Student A

- Completed all classroom instruction
- Attendance: 87%
- Missed 10 hours of training due to illness
- OSHA-10 Construction completed
- NCCER Core completed
- Passed all required assessments
- Received all eligible stipends
- Resume completed with Career Services
- Attended the Illinois Works Career Fair
- Applied to two Registered Apprenticeship Programs
- One application confirmation email is saved in her file
- Make-up hours have not been completed
- IWRS attendance has not been updated for the final week



Scenario Debrief

Before Student A Can Be Completed:

- ✓ Complete required make-up hours
- ✓ Verify final attendance
- ✓ Update IWRS
- ✓ Confirm participant record is complete

Everything else appears ready.

Discussion Question

What process could your organization implement to catch these issues before graduation day?



Which issue causes your organization the most difficulty?



1. Attendance tracking
2. Certifications
3. Documentation
4. RAP applications
5. IWRS updates
6. Employer relationships

Type the number in chat.



Action Planning



The Goal.

We don't measure success by how many people start.

We don't even measure success by how many graduate.

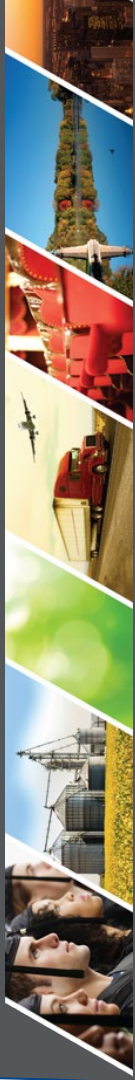
**Success is measured by helping participants launch sustainable careers
and documenting every step that demonstrates that success.**

Complete.

Transition.

Document.

Renew.



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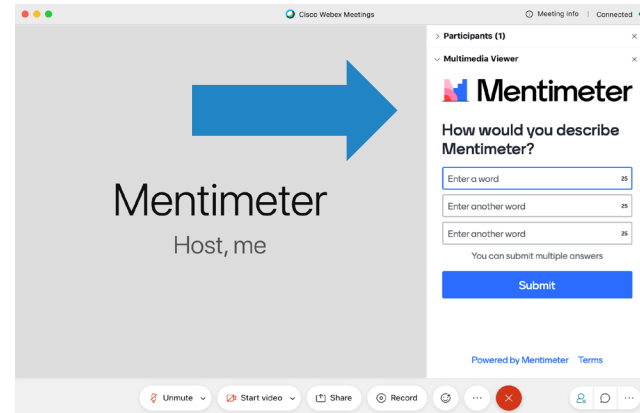
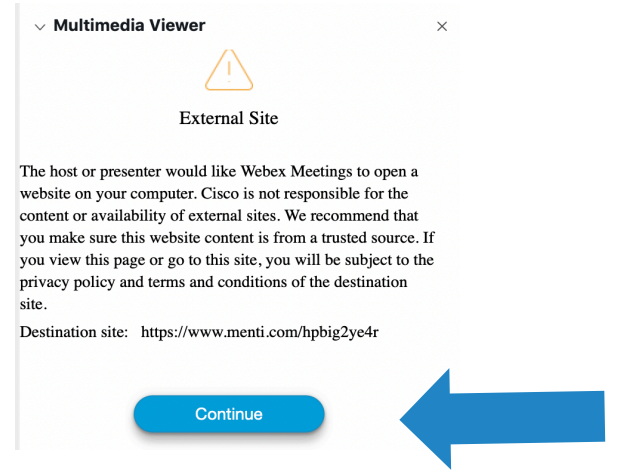
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