

## Overview

The intake process is comprised of five main steps to ensure customers are eligible and suitable to participate in the program.

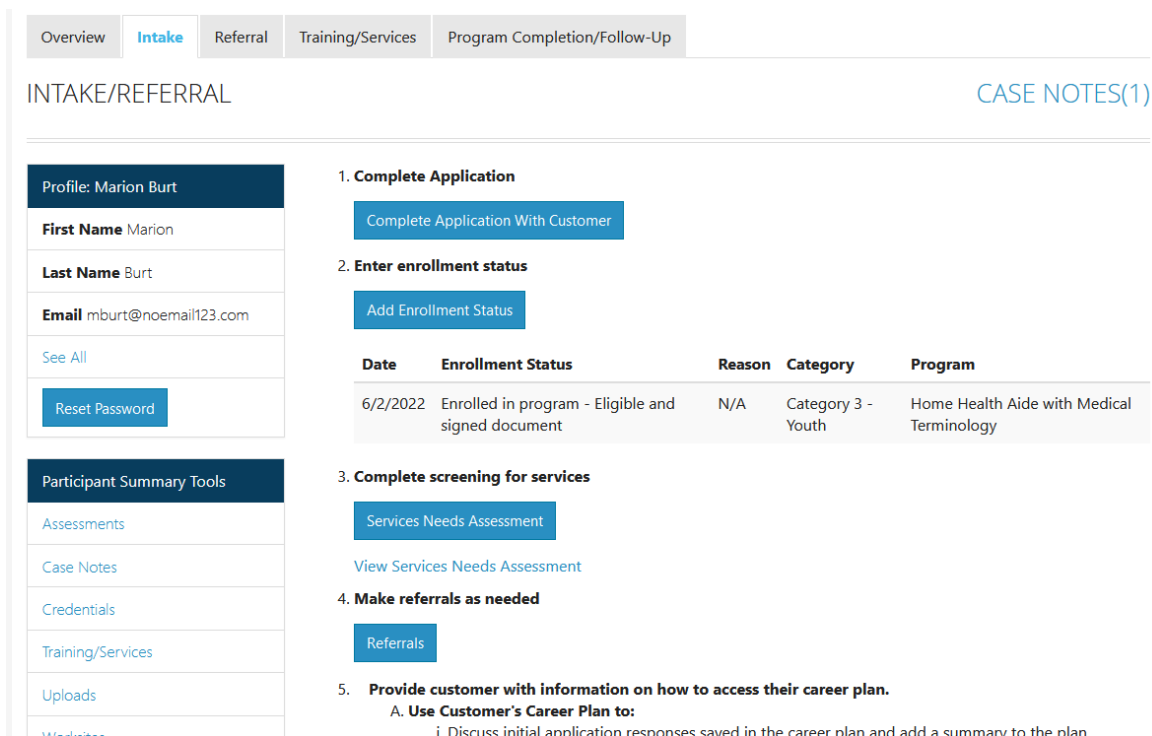
1. Staff complete the online application with the customer. The Illinois workNet system will perform an eligibility determination check to see if customers are eligible before moving further into the application.
2. Staff verify eligibility and enroll customers by:
  - a. Reviewing eligibility requirements and collecting the appropriate documentation.
  - b. Updating the eligibility status field to Enrolled, or Not Enrolled with the reason identified.
3. Staff complete the Service Needs Assessment to identify support/barrier reduction services needed by the customer.
4. Staff make referrals as need using the JTED tools.
5. Staff provide the customer with the necessary information on how to access their career plan.
  - a. The system includes talking points to cover with the customer and a way for the career planner to identify the information was provided.

## Who Enters/Maintains Data

**Grantees/Career Planners** – complete and update their customer’s intake information.

## Access JTED Intake Tools

1. Log into [www.illinoisworknet.com](http://www.illinoisworknet.com).
2. Select **My Dashboard** then select **Dashboard/Partner Tools**.
3. Select **Customer Support Center** in the partner tools section.
4. Click Groups and **select the JTED Project Group**.
5. Select a **customer** and then select the **Intake tab**.



The screenshot shows the 'INTAKE/REFERRAL' section of the system. At the top, there are navigation tabs: Overview, Intake (selected), Referral, Training/Services, and Program Completion/Follow-Up. On the right, there is a link for 'CASE NOTES(1)'. The main content area is divided into a left sidebar and a main panel.

**Left Sidebar:**

- Profile: Marion Burt
- First Name: Marion
- Last Name: Burt
- Email: mburt@noemail123.com
- See All
- Reset Password
- Participant Summary Tools
  - Assessments
  - Case Notes
  - Credentials
  - Training/Services
  - Uploads
  - Workbooks

**Main Panel:**

1. **Complete Application**  
 Complete Application With Customer
2. **Enter enrollment status**  
 Add Enrollment Status
 

Date	Enrollment Status	Reason	Category	Program
6/2/2022	Enrolled in program - Eligible and signed document	N/A	Category 3 - Youth	Home Health Aide with Medical Terminology
3. **Complete screening for services**  
 Services Needs Assessment  
[View Services Needs Assessment](#)
4. **Make referrals as needed**  
 Referrals
5. **Provide customer with information on how to access their career plan.**
  - A. **Use Customer's Career Plan to:**
    - i. Discuss initial application responses saved in the career plan and add a summary to the plan.

### Complete the Intake Process

1. Complete the online application with the customer. (See JTED Application instructions for details.)
2. Enter enrollment.
  - a. Enter the enrollment category, enrollment date, and training program if the customer is enrolled. Note: the training program is populated based on the training programs entered in the Provider Info section of the JTED reporting tools.
  - b. If the customer is not eligible, identify the type of referral that was made.
  - c. If the customer declines to participate, enter the decline reason.
3. Complete the Service Needs Assessment (See Service Needs Assessment instructions for details.). Once the person is enrolled and the Service Needs Assessment is complete, the enrollment cannot be changed. At this point, the person would need to be marked as withdrawn from the program (on the Completion/Follow-up tab).
4. Make referrals using the JTED tools. (See Referral instructions for details.)
5. Provide the customer with information on how to access their career plan. Indicate the information that was provided and continue to the customer's Training & Services/Career Plan.

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711.

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For more information, please refer to the footer at the bottom of any webpage at [illinoisworknet.com](http://illinoisworknet.com)