



Returning Residents

CEJA Reporting System Session 1 Part B

April 29, 2025

Illinois workNet® is sponsored by the Department of Commerce and Economic Opportunity.

CEJA REPORTING SYSTEM OVERVIEW

Partner Guide	●	Quick Start Guide
	●	Procedures Manual
	●	Training and TA Session Information
Reporting System	●	Overview
	●	Next Step

RETURNING RESIDENTS PARTNER GUIDE

This guide is intended to be used by grantees participating in the Returning Residents program. This site will be updated as the project progresses and materials are needed.

Only partner accounts that have been granted access will see this program listed in their Customer Support Center Group list.

[Access CEJA Policy Documents](#)



[Access the Returning Residents Reporting System.](#)



View the [CEJA Reporting System Quick Start Guide](#).



ALL RESOURCES



Returning Residents Dashboard
Access the Returning Residents system - forthcoming



Policies and Procedures
Find the full list of resources, instructions, and related policies for Returning Residents.



Technical Assistance, Tutorials, & Videos
Find technical assistance documents, tutorials, training videos, and more.



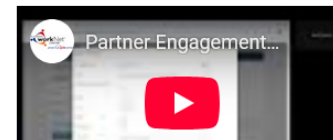
Partner Tool Updates
View this page to see the latest partner tool updates to the Returning Residents Dashboard tool.

RETURNING RESIDENTS REPORTING SYSTEM GUIDE



Add Outreach Events, Partners, and Engagements

1. Go to the Partner Engagement and Management tab
2. Add Outreach and enter required fields
3. Add Outreach and enter required fields



PARTNER GUIDE

QUICK START GUIDES

- High-Level Overview of Steps
- Video Demonstrations
- Links to Detailed Instructions

RETURNING RESIDENTS REPORTING SYSTEM GUIDE

1

Add Outreach Events, Partners, and Engagements

1. Go to the Partner Engagement and Management tab
2. Add Outreach and enter required fields
3. Add Partner and enter required fields
4. Add Engagement and enter required fields
5. Edit Engagement and add Contact Notes

Detailed Instructions: [Partner Engagement and Management](#)



2

Add Customers and Complete Prescreening

1. Go to Customer list and select Add Customer
2. Enter the customer information to create an Inquiry record and follow-up date. Identify customers who do not want to be contacted in the future.
3. Complete Prescreening to identify eligible programs and connect the customer with a program that suits their needs
4. Transfer customers to other CEJA programs as needed.
5. If the customer does not have an existing Illinois workNet account, an account will be created

Detail Instructions: [Add Customer](#), [Add Customer - Returning Residents](#), [Transfer Customers](#)



3

Complete a CEJA Program Application

1. Enter additional demographic and contact information
2. The system will determine eligibility. Enter the customer's interest in participating in the program.
3. Review the application summary

Detail Instructions: [Complete CEJA Application](#), [Complete Returning Resident Application](#)



4

Complete Intake Assessments

1. Document in funds are provided to help the customer complete intake.
2. Complete the Career assessment
3. Complete Service Needs Assessment
4. Provide customer with information on how to access their career plan

Detail Instructions: [Complete CEJA Intake](#), [Returning Resident Intake](#)



5

Send Referrals

1. Make referrals as needed
2. Monitor referral response and follow-up as needed.

Detail Instructions: [Submit CEJA Referrals](#)



6

Career Plan and Services

1. Add/Edit goals
2. Enter or Update Services in the Career Plan
3. Add planned start/end dates and provider information to prepopulated required services.
4. Add other services as needed.
5. Update services status, post-assessments, and credentials.
6. Use the Progress page to easily identify services that need attention.

Detail Instructions: [Update Career Plan](#), [Progress Page](#)

Policy: [Enrollment & Barrier Reduction Policy](#), [Stipend Policy](#)



7

Enter or Update Completion/Follow-Up Information

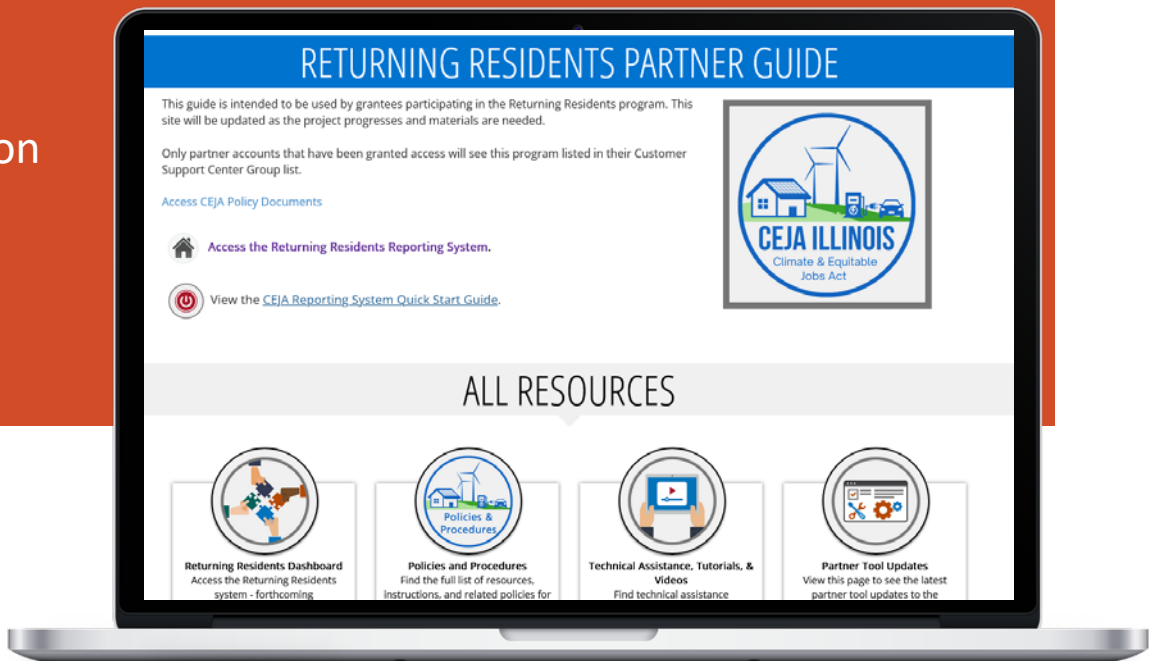
- Enter training completion.
- Enter transition outcomes.
- Enter program completion.
- Enter follow-up case notes.
- Enter success stories.

Detail Instructions: [Program Completion/Follow-Up](#)



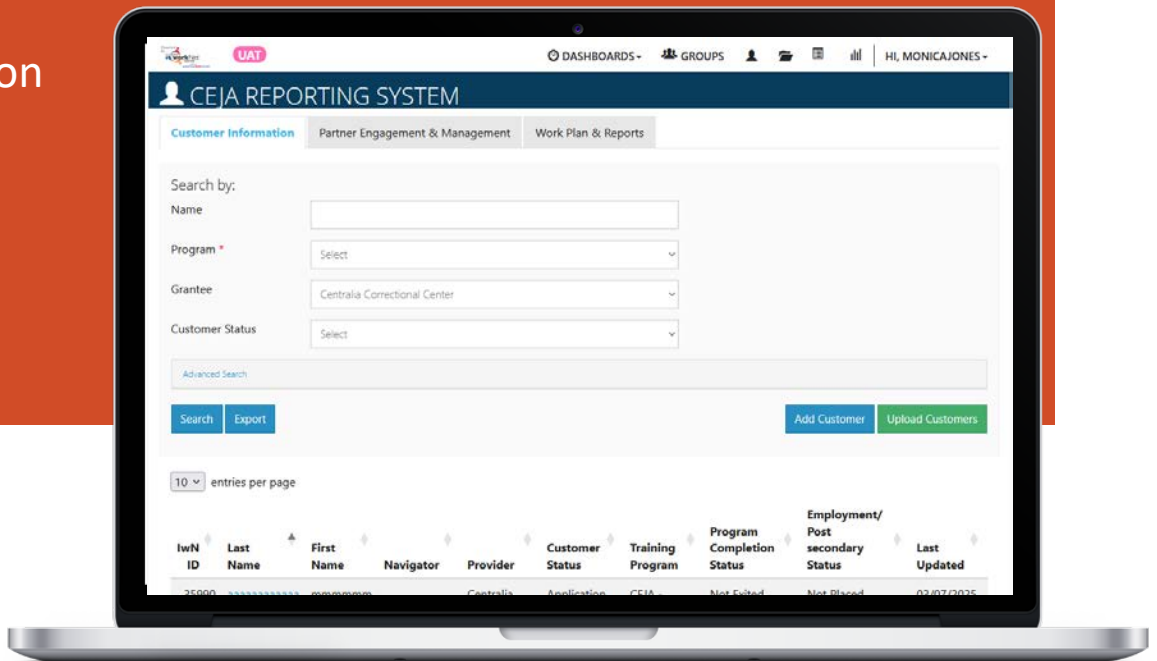
CEJA REPORTING SYSTEM OVERVIEW

- Grant/Provider Information
- Customer Information



CEJA REPORTING SYSTEM **NEXT STEPS**

- Receive a follow-up email with test system information
- Review the test system
- Consider your program workflow and who should have access to the system





THANKS FOR VIEWING!

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. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information please refer to the footer at the bottom of www.illinoisworknet.com.