Purpose:

To provide a tool case workers/career navigators can use to develop an Individualized Services, Training and Employment Plan that:

- Documents achievements and goals,
- Identifies steps needed to achieve those goals and,
- Documents current status and flags when intervention is needed.

Highlights:

- Customer information submitted during the EPIC application process is used to populate the ISTEP.
- The career navigator reviews the information and identifies recommended next steps that include start/end dates, status, notes, and earned credentials (when applicable upon successful completion of the item).
- The career navigator adds recommended step by selecting from a list of steps/services that are aligned to IWDS services. Co-enrolled EPIC/WIOA customers that have ISTEP services identified will automatically populate IWDS.
- Customers will have a view available through their Illinois workNet account. Recommended steps will be displayed using customer friendly text with links to related resources in Illinois workNet.
- The ISTEP was developed based on feedback from Commerce and career planners. This is the initial release and development is ongoing. Career navigators and program partners will continue to be involved in the co-engineering process to develop a useful universal tool for all Illinois workNet partners.
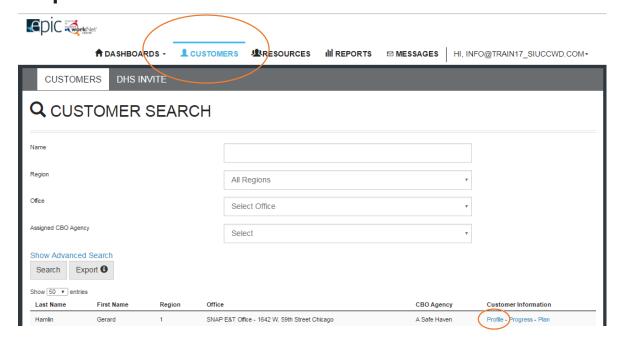
Who can use the ISTEP? Only staff and customers that have been given access to the program can view the ISTEP.

- **Statewide User Roles-** Statewide staff view/edit ISTEPs for all customers who have submitted an EPIC application.
- **Career Planner/Case Worker Role-** Staff can view/edit ISTEPs for customers in their region/office who have submitted an EPIC application.
- **CBO Role**- Staff can view/edit ISTEPs for customers in their region/office who have submitted an EPIC application.
- **Partner Roles-** Staff can view/edit ISTEPs for customers in their team who have submitted an EPIC application. Some personal identifiable information is hidden from this role (i.e., email, address, phone, etc.)
- **Customers-** Customers who have submitted an EPIC application will be able to view their ISTEP through their EPIC program tools located in My Dashboard. *(Coming soon.)*
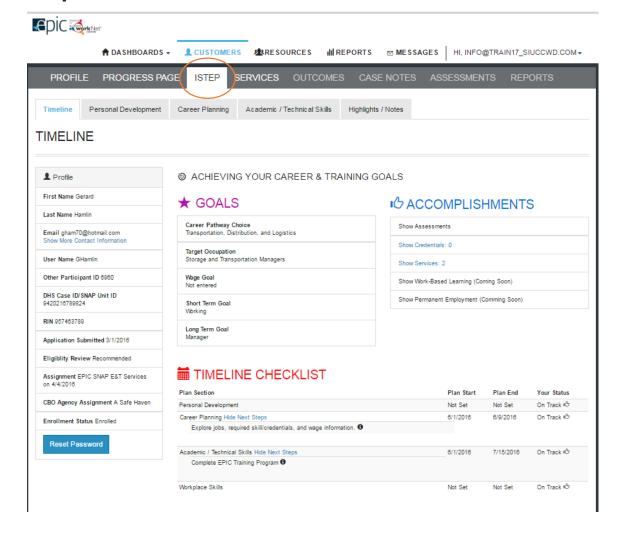
How do you access the ISTEP?
1. Go to www.illinoisworknet.com and log in to your account.
2. Go to My Dashboard and select Partner Tools.
3. Select EPIC Partner Tools.
4. Access the list of customers and select the customer's Profile link.
5. Once in the customer's profile, select the ISTEP tab.

TIMELINE

Timeline	Personal Development	Career Planning	Academic / Technical Skills	Highlights / Notes

👤 Profile

First Name Gerard
Last Name Hamlin
Email gham70@hotmail.com Show More Contact Information
User Name GHamlin
Other Participant ID 6960
DHS Case ID/SNAP Unit ID 9420216789824
RIN 957463789
Application Submitted 3/1/2016
Eligiblity Review Recommended
Assignment EPIC SNAP E&T Services on 4/4/2016
CBO Agency Assignment A Safe Haven
Enrollment Status Enrolled
Reset Password

⊙ ACHIEVING YOUR CAREER & TRAINING GOALS

★ GOALS

Career Pathway Choice Transportation, Distribution, and Logistics
Target Occupation Storage and Transportation Managers
Wage Goal Not entered
Short Term Goal Working
Long Term Goal Manager

👍 ACCOMPLISHMENTS

Show Assessments
Show Credentials: 0
Show Services: 2
Show Work-Based Learning (Coming Soon)
Show Permanent Employment (Comming Soon)

📅 TIMELINE CHECKLIST

Plan Section	Plan Start	Plan End	Your Status
Personal Development	Not Set	Not Set	On Track 👍
Career Planning Hide Next Steps	6/1/2016	6/9/2016	On Track 👍
Explore jobs, required skill/credentials, and wage information. ❶			
Academic / Technical Skills Hide Next Steps	6/1/2016	7/15/2016	On Track 👍
Complete EPIC Training Program ❶			
Workplace Skills	Not Set	Not Set	On Track 👍

How is the ISTEP organized?

The Main ISTEP Navigation

PROFILE	PROGRESS PAGE	ISTEP	SERVICES	OUTCOMES	CASE NOTES	ASSESSMENTS	REPORTS

Timeline	Personal Development	Career Planning	Academic / Technical Skills	Highlights / Notes

Timeline includes:
- Customer goals
- Easy access to customer accomplishments documented in Illinois workNet
- ISTEP timeline and status overview
- History of ISTEP updates

Personal Development includes a checklist and notes area to identify potential employment barriers. A referral area provides a tool to communicate local resources and services that can help the customer manage or overcome their barriers.

Career Planning includes a summary of academic achievements documented in the system. It also includes an area for career navigators to identify the steps needed to gain the academic, technical, and work place skills to earn the credentials to make them a competitive job candidate.

Academic/Technical Skills includes an area to identify training and career goals. It will also include an area for career planners to identify the steps needed to make informed decisions in developing a career plan.
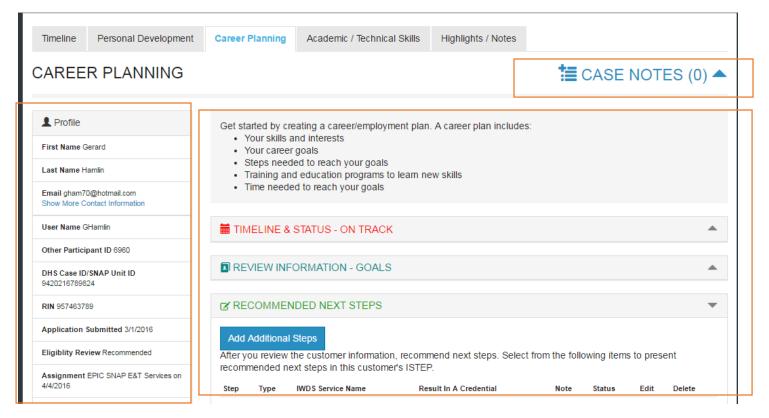
Find a Job *(coming soon)* will include an area to review the customer's employment history. It also includes an area for career navigators to identify the steps for developing a job search plan and preparing for the application and interviewing process.

Work Experience *(coming soon)* will include an area to review the customer's work experience (i.e., job shadowing, intern, work site placement, etc.). It will also include an area for career navigators to identify steps for preparing and completing a training work experience.

Highlights/Notes is a summary of the files and case notes that were entered for each section of the ISTEP.

Main Page Sections

Case Notes allows career planners/partner to enter case notes to document changes, updates, and other notes.

Profile provides a:

- Summary of customer information
- Message button
- Upload file tool

Brief Intro is visible to both career planners and customers.

Timeline and Status includes start and end dates for the section. The start and end dates are automatically generated by the recommended next steps for the section. It also includes a section status tool to identify:

- On Track = The customer is continuing to progress through the steps in this section of the plan at an acceptable rate. This status is the default setting.
- Off Track = The customer is not progressing through the steps in this section of the plan at an acceptable rate. This status has to be set by a career planner or partner.
- Complete = The career navigator or partner has verified the customer has completed this section of the plan. This status has to be set by a career planner or partner.

Review Information includes customer information that will be helpful in recommending next steps for the section. When possible, customer information that has been entered into the system via the customer's application and achievements will populate this area. The career navigator/partner can update this section manually by selecting the edit button within the section, make changes, and then save the updates.
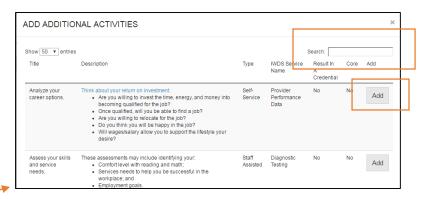
Recommended Next Steps are selected by the career navigator/partner.

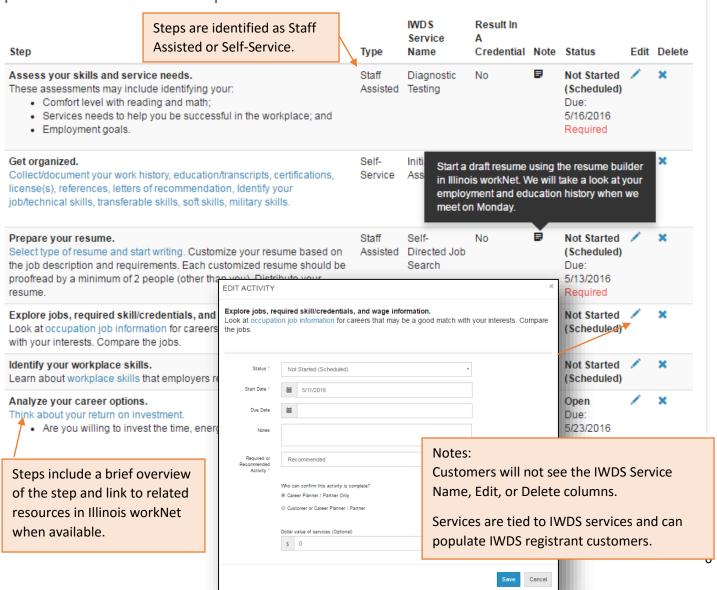The default display does not include steps.

Add steps by selecting the Add Additional Steps button.

- Search using a keyword to narrow your results.
- Steps will populate in the order they were entered *(Future enhancement = add a default order and sort functions in each column).*

ADD ADDITIONAL ACTIVITIES ×

Show 50 ▼ entries   Search:

Title	Description	Type	IWDS Service Name	Result In A Credential	Core	Add
Analyze your career options.	Think about your return on investment. • Are you willing to invest the time, energy, and money into becoming qualified for the job? • Once qualified, will you be able to find a job? • Are you willing to relocate for the job? • Do you think you will be happy in the job? • Will wages/salary allow you to support the lifestyle your desire?	Self-Service	Provider Performance Data	No	No	Add
Assess your skills and service needs.	These assessments may include identifying your: • Comfort level with reading and math; • Services needs to help you be successful in the workplace; and • Employment goals.	Staff Assisted	Diagnostic Testing	No	No	Add

Add Additional Steps

After you review the customer information, recommend next steps. Select from the following items to present recommended next steps in this customer's ISTEP.

Steps are identified as Staff Assisted or Self-Service.

Step	Type	IWDS Service Name	Result In A Credential	Note	Status	Edit	Delete
Assess your skills and service needs. These assessments may include identifying your: • Comfort level with reading and math; • Services needs to help you be successful in the workplace; and • Employment goals.	Staff Assisted	Diagnostic Testing	No	📄	Not Started (Scheduled) Due: 5/16/2016 Required	✏️	✖
Get organized. Collect/document your work history, education/transcripts, certifications, license(s), references, letters of recommendation, Identify your job/technical skills, transferable skills, soft skills, military skills.	Self-Service	Initia... Ass...					✖
Prepare your resume. Select type of resume and start writing. Customize your resume based on the job description and requirements. Each customized resume should be proofread by a minimum of 2 people (other than you). Distribute your resume.	Staff Assisted	Self-Directed Job Search	No	📄	Not Started (Scheduled) Due: 5/13/2016 Required	✏️	✖
Explore jobs, required skill/credentials, and ... Look at occupation job information for careers... with your interests. Compare the jobs.					Not Started (Scheduled)	✏️	✖
Identify your workplace skills. Learn about workplace skills that employers r...					Not Started (Scheduled)	✏️	✖
Analyze your career options. Think about your return on investment. • Are you willing to invest the time, energ...					Open Due: 5/23/2016	✏️	✖

Start a draft resume using the resume builder in Illinois workNet. We will take a look at your employment and education history when we meet on Monday.

EDIT ACTIVITY ×

Explore jobs, required skill/credentials, and wage information.
Look at occupation job information for careers that may be a good match with your interests. Compare the jobs.

Status *   Not Started (Scheduled)   ▼

Start Date *   📅 5/11/2016

Due Date   📅

Notes

Required or Recommended Activity *   Recommended

Who can confirm this activity is complete?
◉ Career Planner / Partner Only
◯ Customer or Career Planner / Partner

Dollar value of services (Optional)
$ 0

Save   Cancel

Steps include a brief overview of the step and link to related resources in Illinois workNet when available.

Notes:
Customers will not see the IWDS Service Name, Edit, or Delete columns.

Services are tied to IWDS services and can populate IWDS registrant customers.

Entering/Editing Steps

Notes:
- Once a (co-enrolled) customer is in IWDS and their application has been certified, services that are identified with a start date on or after the IWDS application certification date with a status that is open/completed will automatically populate IWDS.
- Steps can be entered more than once. For example, you work with a customer to complete a resume during training and then work with them to update their resume after training.

Set the status: Not Started (Scheduled), Open, Successful Completion, Unsuccessful Completion, or Deleted.

Start Date: The earliest start date, out of the steps in this section, will populate the timeline area.

Due Date: The latest due date, out of the steps in this section, will populate the timeline area.

Notes: These will be visible to the customer when they hover over the icon.

Required or Recommended: Identify if the step is required or recommended.

Who can mark this step as complete? For the initial release, only the career planner/partner can mark the step complete. *(Future enhancements can include a function to allow the customer to mark the item complete.)*

Some steps have allowed you to indicate if a credential has been earned.

For those steps, you will see the option to indicate a credential was earned upon successful completion of the step.

When "yes" is selected, additional fields appear below the question. These are required fields. The credential will populate IWDS for IWDS registrant customers.

You can upload an electronic copy of the credential into the ISTEP.

Establish Training Plans by Model

These models are approved to use for the EPIC program. The full document may be found in the EPIC Partner Resource Guide. *EPIC Training Models and How to Document the Models*

Enter and add steps to a customer's Academic/Training plan based upon these parameters:

Model I: Bridge program to help individuals with reading and math levels below 8th grade and/or needs English as a Second Language (ESL) training. This prepares them for Model II or III.

- English Language Acquisition (EAL/ESL)
- Reading remediation
- Math remediation

Model II: Adult education for individuals that need to earn their high school equivalency certification, upgrade their basic skills, earn a community college basic certificate and/or obtain an industry-recognized credential.
- Adult Education only
- Adult Education plus Career & Technical Education (CTE)
- Adult Education plus Industry Recognized Credential

Model III: Lacking industry related skills or credentials; or SNAP participants that have successfully completed Models I and II. Community-based organizations will offer enhanced short-term training opportunities to SNAP recipients in key growth industry areas.
- College Credit (must be a community college or credit-bearing postsecondary that is working with the CBO.)
- Industry-Recognized Credential Only (must be an actual industry recognized credential i.e. AWS – American Welding Society.)
- Work Experience Only

CBOs will use the Individualized Services, Training and Employment Plan (ISTEP) to document the models. CBOs will enter the components as steps in ISTEP and the system will use the combination of data points to determine the EPIC model. **The following steps determine the EPIC Model.**

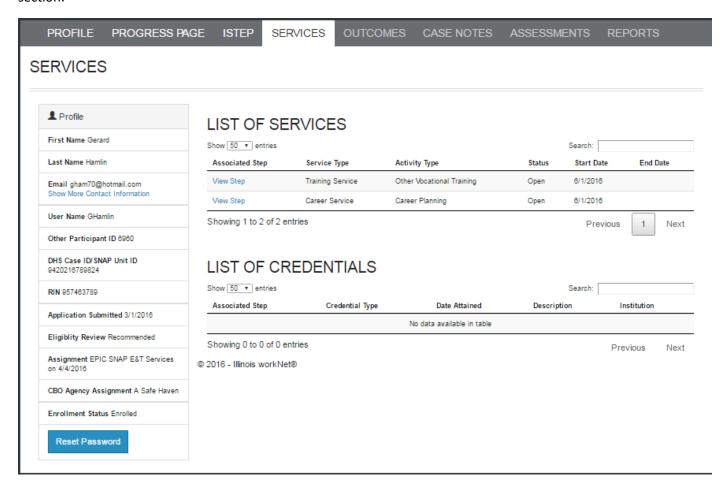| Step Title	Step Description
Raise your Math and Reading skills to 8.0 through a Bridge program.	Bridge Programs provide basic skill instruction that is combined with: • job knowledge and skills, • career awareness and development activities, and • services that help you move to the next level of training. The program does not provide training in a specific job. It does introduce key concepts and industry terms that are built into basic skills instruction.
Improve your English language skills to 8.0 through a Bridge program.	English Language Acquisition Programs (ELA/ESL) will teach you to read, write, understand, and speak English more fluently by enhancing your grammar, vocabulary, and communication skills. Bridge Programs provide basic skill instruction that is combined with: • job knowledge and skills, • career awareness and development activities, and • services that help you move to the next level of training. The program does not provide training in a specific job. It does introduce key concepts and industry terms that are built into basic skills instruction.
Attend adult education and literacy classes.	Adult Education programs will help you get the basic skills you need to be more productive.
Complete EPIC Training Program (CTE/College Credit)	Career & Technical Education (CTE) programs provide work-based academic and technical training. You will earn college credit and get the skills needed to get a job. You will gain the core set of skills to help you succeed if you choose to continue your education and training.
Complete EPIC Training Program (Industry-Recognized Certificate Only)	Work-based technical training programs provide you with the skills and industry-recognized credential needed to get a job. It does not provide college credit, but you will gain the core set of skills to help you succeed if you choose to continue your education and training.
Complete EPIC Training Program (Work Experience)	Your career navigator will help connect you to an employer related to the career pathway you are pursuing. This is great opportunity for you to get experience and enhance your workplace/soft skills, and to build your network of job contacts.

Use the following steps to identify which components a customer will be following:

Already In Plan	Title	Description	Type	IWDS Service Name	Result In A Credential	Core	Add
	Improve your English language skills.	English Language Programs (ESL) can teach you to read, write, understand, and speak English more fluently by enhancing your grammar, vocabulary, and communication skills.	Staff Assisted	English Language Proficiency	Yes - Credential is earned upon	No	Add
	Attend adult education and literacy classes.	Adult Education programs can help you get the basic skills you need to be a more productive worker. These programs focus on basic skills such as reading, writing, math, learning English, and problem-solving.	Staff Assisted	Ad and Literacy Activities	Credential is earned upon successful completion.		Add

> May need to add one of these prior to enrolling in a Bridge program.

Already In Plan	Title	Description	Type	IWDS Service Name	Result In A Credential	Core	Add
	Raise your Math and Reading skills to 8.0 through a Bridge Program.	Bridge Programs provide basic skill instruction that is combined with: • job knowledge and skills, • career awareness and development activities, and • services that help you move to the next level of training. The program does not to provide training in a specific job. It does introduce key concepts and industry terms that are built into basic skills instruction.	Staff Assisted	Remedial Training	Yes - It prepares participants to complete credential assessment.	No	Add
	Improve your English language skills to 8.0 through a Bridge program.	English Language Acquisition Programs (ELA/ESL) will teach you to read, write, understand, and speak English more fluently by enhancing your grammar, vocabulary, and communication skills. Bridge Programs provide basic skill instruction that is combined with: • job knowledge and skills, • career awareness and development activities, and • services that help you move to the next level of training. The program does not to provide training in a specific job. It does introduce key concepts and industry terms that are built into basic skills instruction.	Staff Assisted	En La Proficiency	prepares participants to complete credential assessment.		

> Include one or both of these when customer needs a Bridge program.

Already In Plan	Title	Description	Type	IWDS Service Name	Result In A Credential	Core	Add
	Complete EPIC Training Program (CTE/College Credit)	Career & Technical Education (CTE) programs provide work-based academic and technical training. You will earn college credit and get the skills needed to get a job. You will gain the core set of skills to help you succeed if you choose to continue your education and training.	Staff Assisted	Occupational Classroom Training	Yes - It prepares participants to complete credential assessment.	No	Add
	Complete EPIC Training Program (Industry-Recognized Certificate Only)	Work-based technical training programs provide you with the skills and industry-recognized credential needed to get a job. It does not provide college credit, but you will gain the core set of skills to help you succeed if you choose to continue your education and training.	Staff Assisted	Occupational	Yes - It	No	
	Complete EPIC Training Program (Work Experience)	Your career navigator will help connect you to an employer related to the career pathway you are pursuing. This is great opportunity for you to get work experience and enhance your workplace/soft skills. This is a great opportunity for you to build your network of job contacts.	Staff Assisted	Work-based Learning	Yes - It prepares participants to complete credential assessment.	No	Add

> Select one or more of these for the EPIC training program options.

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epic

Services and Credentials that are entered through the ISTEP or IWDS are recorded in the Services/Notes/Reminders section.

| PROFILE | PROGRESS PAGE | ISTEP | SERVICES | OUTCOMES | CASE NOTES | ASSESSMENTS | REPORTS |

SERVICES

👤 Profile

First Name Gerard

Last Name Hamlin

Email gham70@hotmail.com
Show More Contact Information

User Name GHamlin

Other Participant ID 6960

DHS Case ID/ SNAP Unit ID
9420216789824

RIN 957463789

Application Submitted 3/1/2016

Eligiblity Review Recommended

Assignment EPIC SNAP E&T Services
on 4/4/2016

CBO Agency Assignment A Safe Haven

Enrollment Status Enrolled

Reset Password

LIST OF SERVICES

Show 50 ▼ entries   Search: [   ]

Associated Step	Service Type	Activity Type	Status	Start Date	End Date
View Step	Training Service	Other Vocational Training	Open	6/1/2016	
View Step	Career Service	Career Planning	Open	6/1/2016	

Showing 1 to 2 of 2 entries   Previous [1] Next

LIST OF CREDENTIALS

Show 50 ▼ entries   Search: [   ]

Associated Step	Credential Type	Date Attained	Description	Institution
		No data available in table		

Showing 0 to 0 of 0 entries   Previous Next

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SNAP
Supplemental
Nutrition
Assistance
Program
Putting Healthy Food
Within Reach

USDA

IDHS
Illinois Department of Human Services

Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
Bruce Rauner, Governor

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