Contents

Overview

Purpose:

The Career Plan is a tool that case workers and/or career navigators can use with their customers to:

- Review assessment results.
- Create goals based on assessment results.
- Identify steps/services needed to achieve those goals.
- Document current status and flags when intervention is needed.

Who Enters/Maintains Data

All Illinois workNet partners can access the Career Plan builder through the Customer Support Center. It is available in special programs, IWDS groups, and partner person groups. If a personal group is used, partners must invite customers to join the group.

- Partner Role - Staff can view/edit Career Plans for customers in their region/office.
- Customers - Customers can access their information from their career plan located in My Dashboard. They can update the self-service steps in their workNet Career Plan.
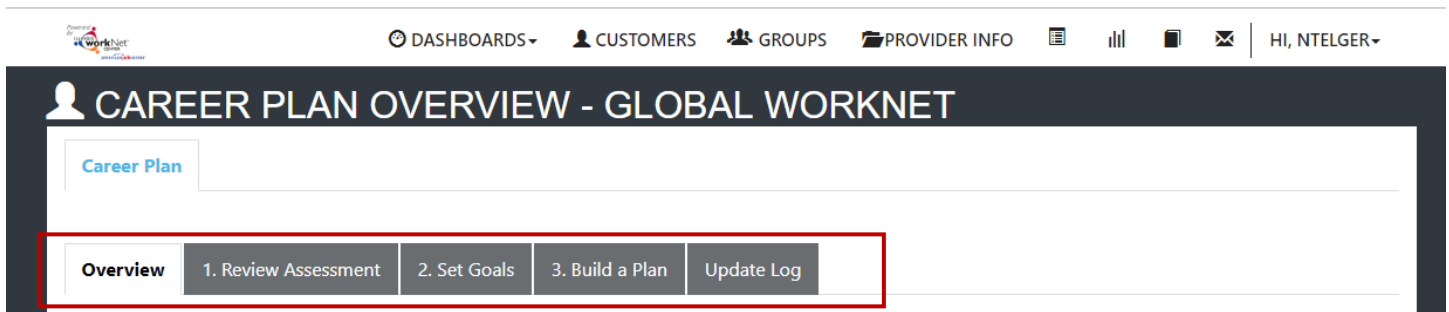
Access Customer Progress Page

1. Log into www.illinoisworknet.com.
2. Select My Dashboard.
3. Select Partner Tools.
4. Select Customer Support Center.

5. Select Groups in the top menu.
6. Select your personal group.
7. Select the customer's name to access their information.
8. Select the Career Plan tab.

How is the Career Plan organized?

The Main Career Plan Navigation

Overview provides a summary view of assessments, career goals, accomplishments, and the steps necessary to achieve their goals.

1. Complete Assessments provides assessment results that are saved in Illinois workNet and an area to write a summary of the assessment results.
2. Set Goals provides an area to identify goals and categorize them as short/long term, type, and status
3. Build a Plan provides system generated recommended services/steps that can be added to the plan.
4. Update Log - Provides a log of Career Plan updates and uploads for customer Career Plan agreements.

Career Plan Sections

Overview

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

Customer Goal/Plan Agreement – This section provides the evidence that the customer participated in the development of their Career Plan. At this time, use the print customer copy button and have the customer sign the bottom of the document, then upload the agreement to the Career Plan.

OVERVIEW   CASE NOTES (0) ▲

Profile: Fast Eddie

Email feddie@noemail123.com

User Name feddie123

Last 4 SSN 4562

See All

[Sync With IWDS]
Last Sync: 9/13/2018 2:02 AM

[Reset Password] [Send Message]

[Print Customer Copy] [Export IWDS Crosswalk]

⟳ **Latest Customer Goals/Plan Agreement: (Status: _Unknown_)**

Select plan status ▼

[Save Status (Send Request)]

⚙ ASSESSMENTS

Career Cluster Inventory
Not Complete
Employment 101 - Pre
Not Complete
Employment 101 - Post
Not Complete
NOCTI
Not Complete
                                    See More

⚙ DESIRED CAREER PATH

Career Pathway Choice
Agriculture, Food, and Natural
Resources
Occupation 1
None
Occupation 2
None
Wage Goal (Per Hour)
None
                                    See More

📄 ACCOMPLISHMENTS

Earned Credentials: 0

Completed Goals: 0

Completed Services: 3

💡 INDIVIDUALIZED, SERVICES, TRAINING AND EMPLOYMENT PLAN (ISTEP)

Goal	Related Steps	Category	Earliest Start Date	Latest Due Date	Status
Increase reading and math level.	Show Next Steps	Education/Training Plan	8/27/2018	12/28/2018	On Track
Earn forklift certificate and get a job in a warehouse.	Hide Next Steps	Education/Training Plan	9/3/2018	9/29/2018	On Track
	Start permanent employment as part of this program.		9/4/2018		Started (Open)
	Receive job retention services.		9/3/2018	9/29/2018	Started/Open

Assessments View is a high level of completed assessments. Select See More to go to the assessment page.

Desired Career Path is part of the Employment Goal assessment. This information can be updated at any time. Select See More to go directly to the Employment Goal assessment section.

Accomplishment provides a quick count of earned credentials, completed goals, and completed services that link to a list of those items.

Career Plan section is organized by goals. It includes a list of the steps/services associated with each goal. The start and end dates for the goals are automatically generated by the steps/services for that goal. Goal status is set by the career planner and is used to identify the current state of goals. Statuses included: not started, on track, off track, and complete.

Complete Assessments

It is important to complete assessments to identify customer skills, interests, goals, and barriers. Some of this information is collected when the customer completes the online application (initial assessment). This information is saved in the Career Plan Complete Assessment and View Results section.

1. Go through each of the assessment sections.
2. Add an Assessment Summary. Saved assessment summaries are available in the Assessment History link

Set Goals

The Basic workNet Career Plan is pre-populated with four goals to help customers prepare to find a job, find training, find support services, and find resources for independent living.

At this time, if additional goals are needed, they need to be added by an Illinois workNet partner. Goals should be written so they address barriers, employment goals, education/training, and related stackable credentials that can be earned to advance the customer through their career pathway. Goals should be realistic, measurable, and attainable.

Use completed assessments as a resource to discuss and develop goals with your customer. The customer will need to agree to the overall initial plan. If customer goals are added or marked as off track, the customer will need to agree to the update.

1. Select Set Goals tab and click Add Goal Statement.
2. Enter a Goal Statement that is 144 characters or less.
3. Select a Category (Support Services, Career Plan, Education/Training Plan).
4. Identify if the goal is a Short Term or Long-Term goal.
5. Set goal status.
   - Not Started: This status is the default setting. The career planner should update when the customer has started working towards this goal
   - On Track: The customer is continuing to progress through the steps in this section of the plan at an acceptable rate.
   - Off Track: The customer is not progressing through the steps in this section of

   the plan at an acceptable rate. *(Coming soon enhancement - A notification is sent to the customer to let them know the plan has been set to off track and the career planner would like to work with them to help them get back on track.)*
   - Complete: The status will be mark as complete if all self-service steps are marked complete. If staff-assisted steps are associated with the goal, the career planner must verify the customer has completed this section of the plan.

Build a Plan

The Basic workNet Career Plan is pre-populated with self-service steps for each of the four goals. The steps provide links to related resources in Illinois workNet. Customers can update the start/end dates, status, number of hours, and other instructions areas for the self-service steps.

Career Planners/Partners can add planned services/steps for the customer to reach their goals.

1. Select steps to add from a list by clicking on System Generated Service Recommendations to identify the planned services (for step 2). Once a step has been added to the planned services, a checkmark will be show it was added. You can add a service more than one time.

2. Edit the planned services to identify the related goals, barriers the step addresses, step status, the service provider, dollar value of service, and more. Select the edit icon to edit the service.

Service/Step Level Information (Not Worksite Placements)

Status

All services include the related goal, status, start date, weekly hours, WIOA funded (answer no for this project), notes, and related barriers. A completion date is required if the status is complete.

Service Provider

Identify who is providing the service. The grantee will be the default provider. If the grantee is not providing the service, enter the provider information.

Dollar Value (not required)

Enter the dollar amount related to the service. For example, if for transportation a bus pass or gas card was provided, you can add it to this service.

Service/Step Level Information (Worksite Placements)
Notes:

- Before you start entering worksite placements into the Career Plan, make sure that all your employers and worksites have been identified in the worksite placement tool.
- Adding the customer to a worksite using the Career Plan will also populate the worksite placement tool. You do not need to do it in both places.
- Payroll is uploaded in worksite placement so that you can enter the information for the entire group.

Status
All services include the related goal, status, start date, weekly hours, WIOA funded (answer no for this project), notes, and related barriers. This type of service/step also includes worksite placement fields:

- Select Add to add the customer and enter the following information:
  - Minimum wage for placement based on your region and customer age/circumstance.
  - Hourly wage will be prepopulated with the information that was entered with the job. You can change this for each customer. Hourly wage must be equal to or greater than minimum wage.
    - Enter the subsidized wage.
    - Days in subsidized employment is listed with each placement.
    - Unsubsidized wage will automatically calculate by subtracting the subsidized wage from the hourly wage.
  - Select the type of position.
    - Full-time.
    - Part-time.
  - Select a Status.
    - Planned/Not Started
    - Started (Open)
    - On Hold (Inactive)
    - Terminated
  - Enter in the Start/End Date.
- Follow-up is required at 30, 60, 90, 180, and 270 days. The follow-up section will be available/activated once each of the timeframes have been met. When the customer reaches each of these milestones, review the information for accuracy, update the subsidized wage as needed, and select that you have verified employment.

7

Service Provider

The grantee will be the default provider.

Dollar Value (not required)

Enter the dollar amount related to the service. Do <u>not</u> use this as payroll upload. Those cost should be added via payroll upload. A possible future enhancement could be to pull in payroll uploads into this section.