# 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.

- Grantee/Provider staff - Staff can view/edit Career Plans for customers in their region/office.
- Customers – Customers, who have access to the internet, can view their career plan located in My Dashboard. They can update the self-service steps in their workNet Career Plan.

## Access Customer List View

1. Log into www.illinoisworknet.com.
2. Select My Dashboard.
3. Select Partner Tools.
4. Select Customer Support Center.
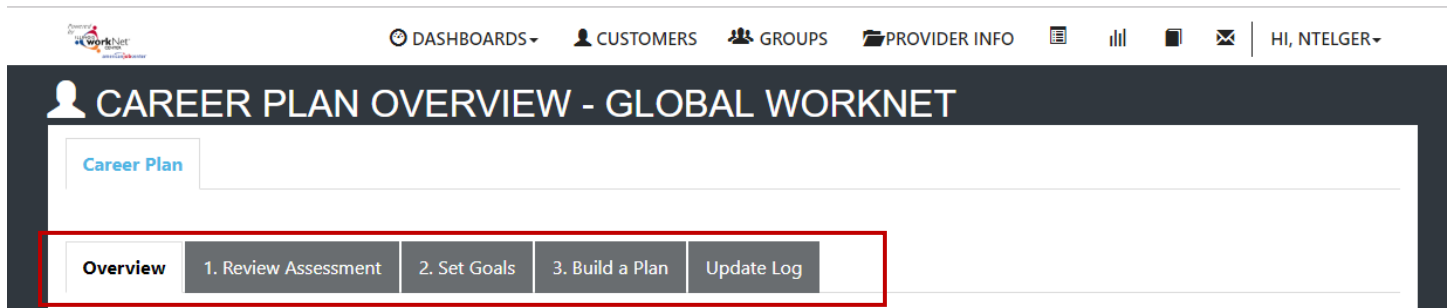5. Select Groups in the top menu.

**Shortcut Tip:**

Go to Returning Citizens Partner Guide.

Select the link for Returning Citizens Partner Tools.

6. Select Returning Citizens.
7. Select Groups in the top menu.
8. Select the customer's name to access their information.
9. 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.

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. The Returning Citizen participant receive a prepopulated Career Plan. Providers can add additional goals and steps.

## 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 Returning Citizen workNet Career Plan is pre-populated with goals to help customers making life skill adjustments, receive training, prepare for their job search, and find resources to help transition back into their community.

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 checklist 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 Returning Citizen workNet Career Plan is pre-populated with steps for each of the goals.

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 Add Step/Service button. 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.

| Step/Service | Note | Status | Other Items |
|---|---|---|---|
| **STEPS FOR: COMPLETE INTAKE AND MANDATORY LIFE SKILLS EDUCATION.** | | | |
| Attend Orientation and Mandatory Life Skills Education Classes. ✏ ✖ | | Planned/Not Started (Scheduled) | |
| Complete assessment and select programs under Social Worker Guidance Requisition Form ✏ ✖ | | Planned/Not Started (Scheduled) | |
| Complete Initial Assessment ✏ ✖ | | Planned/Not Started (Scheduled) | |
| Showing 1 to 3 of 3 entries | | Previous 1 Next | |

## 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:

- This step will most likely not be used for the Returning Citizen program, but the feature is available in the system.
- 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.
- If 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.

**Get permanent employment as part of this program.**

Add this customer to a worksite. If you do not have any worksites listed, add the employer/worksite in worksite placement. Once added, they will be available in ISTEP.

Related Goal: Gain permanent employment wi ▼

Show ▼ entries                                                    Search: [        ]

| | Employer | Worksite | Job | Total Number of Openings |
|---|---|---|---|---|
| Add | Testing CYEP Employer | Testing CYEP Employer | Business Operations Specialists, All Other | 5 |
| Add | Double E | Double E | Computer Operators Level 1 | 1 |
| Add | Double E | Double E | Computer Programmers | 7 |
| Add | Dee's Dogs | Dee's Dogs | Dog Trainer | 2 |
| Add | tests | tests | Geological Sample Test Technicians | 3 |

Showing 1 to 5 of 8 entries                          Previous  1  2  Next

| Job Title | Employer |
|---|---|
| Dog Trainer | Dee's Dogs |

| Employment Type | Worksite |
|---|---|
| Permanent Employment | Dee's Dogs |

| Minimum Wage for Placement * | Position Type * |
|---|---|
| 3.00 | Part Time ▼ |

| Hourly Wage for Placement * | Status * |
|---|---|
| 12.00 | Started (Open) ▼ |

| Subsidized Wage or Training Wage Match * | Start Date * |
|---|---|
| 5.00 | 📅 4/2/2018 |

| Unsubsidized/Employers Wage Match * | End Date |

*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.