

Purpose: To provide guidance on the components that partners should include when working with a customer to create an Illinois workNet Career Plan.

Category	Exceed standards	Meets standards	Below standards	Customer Support Center Related Tools
Quality of Information		<ul style="list-style-type: none"> Information is accurate and current. Free from or minimal typos. Uses language that all partners and customers understand. If acronyms are used, spell them out the first time or use a legend to define. 	Does not meet all “meets standards” criteria.	
Contact information	Meets standards and includes: <ul style="list-style-type: none"> 2 or more additional contacts 	Initial Plan <ul style="list-style-type: none"> Don’t include full Social Security Number (SSN) Customers legal name and the name they go by/use Address Customer phone/text Social media for customer contact 1 additional contact person Case worker/Career Planner Contact Information Update Plan Review and update contact information as needed.	Does not meet all “meets standards” criteria.	Customer enters initial information into the online Illinois workNet Intake Form. Update customer information in their profile. Partner can identify partner contacts on the customer’s Overview Page . Partners can add contact and social media information in case notes and use the message feature to alert other partners that contact information has changed.
Assessment	Meets standards and includes one or more of the following: <ul style="list-style-type: none"> Assess Aptitudes Assess Everyday Life Skills Assess to determine if 	Initial Plan <ul style="list-style-type: none"> Provide Assessment Summaries based on the following: <ul style="list-style-type: none"> Assess Barriers Assess Basic Skills for Adult Education/English As A Second Language Assess Employment/ Education History Assess Family/ Support System Assess Job/ Employability Skills 	Does not meet all “meets standards” criteria.	Customer enters initial information into the intake form and completes the skills and interest assessments in Illinois workNet. Partner completes/updates the barriers assessment, employment goals, and other assessment results

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	customer meets specific employer job requirements	<ul style="list-style-type: none"> ○ Assess Skills and Interests <p>Update Plan</p> <ul style="list-style-type: none"> ● Reassess for basic skills for measurable skill gain ● Reassess current barriers ● Reassess job/employability skills 		<p>and assessment summaries in the Career Plan.</p> <p>Partners can review saved Optimal Resume items (i.e., assessments, resumes, cover letter, interview practice).</p> <p>Partner can update the “Other Assessment Information” on customer’s assessments tab or in the Career Plan.</p>
Goals	<p>Meets standards and includes one or more of the following:</p> <ul style="list-style-type: none"> ● Identify 1 year (short term) goal benchmarks ● Identify long term goal benchmarks 	<p>Initial Plan</p> <ul style="list-style-type: none"> ● Goals identify barrier to be addressed, education/training, occupations and related stackable credentials that can be earned to advance the customer through their career pathway. ● Identify immediate goals (short term) and benchmarks (i.e., state outcomes that are realistic, measureable, and attainable.) <ul style="list-style-type: none"> ● What is the biggest challenge to overcome right now? ● Where do you see yourself in 90 days if this barrier could be overcome? ● Identify 1-year (short term) goals ● Identify long term goals <ul style="list-style-type: none"> ● Long-term – 5 years ● Long-term – 10 years <p>Update Plan</p>	Does not meet all “meets standards” criteria.	<p>Customer enters initial information into the intake form.</p> <p>Partner completes/updates the goals in the customer’s Career Plan.</p>

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		Revisit goals to identify new immediate goals, 1 year goals, and long term goals as needed. (e.g., quarterly review)		
Customer Centered Holistic Services	<p>Meets standards and includes one or more of the following:</p> <ul style="list-style-type: none"> Use case notes message feature to remind them of upcoming deadlines. Document two-way communication in case notes. 	<p>Initial Plan</p> <ul style="list-style-type: none"> Initial plan is developed with the customer. Customer signs the career plan electronically or a signed copy is kept in the customer file. A copy of the plan is provided to the customer. The customer access an updated plan through their Illinois workNet account. Service can be provided by an in-house service, by a partner, or self-accessed. Each service should identify the provider of the service, planned start date, planned end date and projected number of weekly hours to dedicate to the service. Identify supportive services based on goals and initial assessments such as a family/support system and barriers. Each barrier show be addressed. Identify training services based on goals and initial assessments such as basic skills, employment/education history, job/employability skills, and skills and interests. Identify career/job search services based on goals and initial assessments such as basic skills, employment/education history, job/employability skills, skills and interests, and employers specific expectations and ensure customer services address those needs <p>Updating Plan</p>	Does not meet all “meets standards” criteria.	<p>Partner completes/updates the services on the customer’s Career Plan. Actual service reporting is completed in IWDS.</p> <p>Partners can use the case note message feature to send messages to the customer and/or partners.</p> <p>Partners can use the case note to document two-way communication and other service related information.</p> <p>Partners can review saved Optimal Resume items (i.e., assessments, resumes, cover letter, interview practice).</p> <p>.</p>

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		Document the following for each service identified in the plan: <ul style="list-style-type: none"> • Service – Name of service • Status – Not Started, Open, Complete, Did not Complete • Start Date • Due Date • Completed Date • Provider • Credentials Earned 		
Timeliness	Initial Plan Developed in less than 5 days of completing assessments.	Initial Plan Developed within 5 days of completing assessments. Update Plan Review plan every 30 Days	Does not meet all “meets standards” criteria.	Use dashboard to: Identify those who do not have a Basic Career Plan. <ul style="list-style-type: none"> - Youth Career pathway dashboard: Enrolled Customers Initial Career Plan Status Identify plans that need a 30-day review <ul style="list-style-type: none"> - Youth Career pathway dashboard: 30 Day Review Status

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 any webpage at illinoisworknet.com.