

Purpose:

Illinois workNet case note area is a communication tool used to document case notes and send Illinois workNet messages/emails to customers and partners. Case notes provide information related to intake, assessments, referrals, training, placement, employment/training plans, two-way communication, post-exit follow-up, and more. They can be filtered and exported using the tool.

Who Enters/Maintains Data

- **Grantee/Provider staff** enters case notes into Illinois workNet. Staff can also use the tool to send messages to the customer, partners, and the Illinois workNet Team.
- **Customers** receive Case Notes sent as messages in their Illinois workNet account messages. They receive Case Notes sent as emails based on the email that is associated with their Illinois workNet account.

Access Customer Case Note 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 **Community Youth Employment Program**.
7. Select the **customer's name** to access their information.
8. Select the **Case Notes** tab.

Shortcut Tip:

Go to www.illinoisworknet.com/CYEPpartners.

Select the link to the **Community Youth Employment Program** Partner Tools.

The Case Note page is a summary:

- Entered on other pages.
- Entered on the Case Note page.

Add Case Note

1. Select Add Case Notes using the Case Note page or one of the other pages.
 - a. If you create the Case Note on the Progress page, it will display on the Progress page as well as the Case Note page.
 - b. If you create the case note on the Case Note page, it will only display on the Case Note page (and in IWDS).
2. Select a task.
3. Enter subject and enter case note.

4. Select how to send the Case Note:
 - a. As an Illinois workNet message. This will also save as a Case Note.
 - b. As an Illinois workNet message and email. This will go to the email associated with the Illinois workNet account. This will also save as a Case Note.
 - c. Save as a Case Note without sending a message/email.
5. If you choose to send it as a message/email, select who the message/email should be sent to.

ADD CASE NOTE ✕

Two Way Communication: Phone ▼

Subject

Add your message

Send Case Note As:

As Illinois workNet Message
 As Illinois workNet Message and Email
 Save as case note without sending a message/email

Send Message/Email to:

Illinois workNet Team
 Customer
 train partner11
 WPP Train16
 train partner13

[Add Case Note](#)

Case Notes can be:

- Filtered by date range.
- Sorted by task, comment, entered by, and date entered.
- Exported into an excel file.

Application
Suitability
Progress
Services/Outcomes
Case Notes
Assessments
Optimal Resume
Worksite Placement

CASE NOTES

Profile

First Name Walter

Last Name Apprenticeship

Email me1@you.com
[Show More Contact Information](#)

User Name WalterA

Last 4 SSN 0201

workNet ID 20237

Program Name N/A
[Show More Program Information](#)

DOB 2/14/1998

Start Date End Date

[Add Case Note](#)
[Filter](#)
[Export](#)

Show entries Search:

Task	Comment	Entered By	Entered
Referral	this is a referral case note	WPP Train10	1/24/2018 8:01 PM
Assessment	this is an assessment case note	WPP Train10	1/24/2018 8:01 PM
General	reason for this	WPP Train10	1/10/2018 11:40 AM