Purpose:

The Overview page provides summary of customer level action items and progress related to:

- Participant Status
- Profile
- Program/Transition to Mandatory Supervised Release (MSR) LWIA
- Illinois workNet Career Plan
- Outcomes
- 30 Day Review History

The main headings and are linked to the pages where information is updated. Each action item has a status displayed to easily identify areas that need updated at the customer level.

Who Enters/Maintains Data

- Grantee/Provider staff enters contact information, reviews and updates the action items when needed. Staff verifies the information for accuracy monthly.

Access Customer Overview 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 Returning Citizen.
7. Select the customer's name to access their information.
8. Select the Overview tab.

Shortcut Tip:

Go to the Returning Citizens Partner Guide.

Select the link for Returning Citizen Partner Tools.

Progress Accuracy Verification (30 Day Review)

Providers are required to verify the customers information is up-to-date and accurate every 30-days. An alert is initially posted to the Overview page 30-days after the customer's enrollment date. Use the Dashboard to easily find a list of customers who need to have their Overview page updated.

1. Review the information and update as needed.
2. Check the box to indicate you have reviewed and updated the information.

Overview | Checklist | Career Plan | Case Notes | Outcomes | Assessments | Optimal Resume | Uploads | Worksites

OVERVIEW

Profile: ken jones

DOC Number dfgsfdfdggfdg

Email

User Name kjones

Last 4 SSN

See All

Reset Password | Send Message

PARTICIPATION STATUS IN PARENT INSTITUTION

Action Item	Result	Status
Active ▼ Save	Show Participation History	Complete

CHECKLIST

Action Item	Result	Status
1. Identify Integrated Resource Team Partners Select ▼ Save	View Partners	Action Needed
2. Keep IDOC profile information updated.	Completed	Complete
3. Complete profile information that can be synced with IWDS.	Not Completed>	Action Needed
4. Complete Explore Career Pathways and Training section.	Not Completed	Action Needed
5. Complete Job Search Preparation section.	Not Completed	Action Needed
6. Complete Transition for Release section.	Not Completed	Action Needed
7. Schedule appointment with post-release LWIA Career Planner. Schedule Appointment	View Appointments	Action Needed

CAREER PLAN

Action Item	Result	Status
1. Review assessments and write a summary.	Summary Not Added	Action Needed
2. Set goals.	Goals Added	Complete
3. Identify planned services to reach goals.	Services Added	Complete
4. Document at least one service in IWDS.	Services Not Added	Action Needed
5. Document credentials in IWDS.	Credentials Not Added	Action Needed

OUTCOME STATUS

Action Item	Result	Status
1. Grantee updates customer program outcomes in IWDS.	View Outcomes	Action Needed

30 DAY REVIEW HISTORY

Name	Email	Phone	Date Reviewed

Add/Update Contacts and Appointments

The customer's primary partner contacts are identified on this page. These contacts will receive notifications sent through the system regarding the customer.

1. Select Integrated Resource Team Contacts.
2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools.
3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button.