



## Training on Using Illinois workNet & DEI Tools

July 2015



*This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.*


The DEI program goal is to increase outreach and services to individuals with disabilities to achieve career, training and employment goals.




Staff-assisted WIA services are **provided and coordinated** through the regions' integrated network of partners using DEI tools in Illinois workNet.



## Tools For Integrating The DEI Project Model

-  **Services:** (Self-guided and Staff-assisted)
- Employment Search
  - Training
  - Financial Counseling and Assistance
  - Support Services

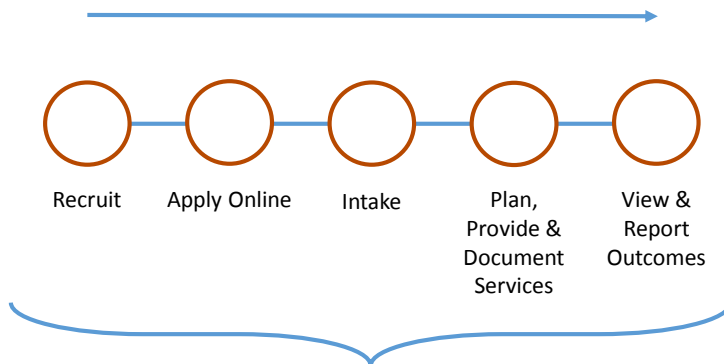
-  **Tools:**
- Assessments
  - Guidance/Plans (linked to online resources)
  - Communication Tools
  - Reporting



Integrate all aspects of service provision with day-to-day LWIA activities so the service model continues after the DEI grant ends.



## High Level Overview of Online Tools



- Use Illinois workNet tools to:
- Communicate with partners and customers
  - Facilitate and report DEI activities

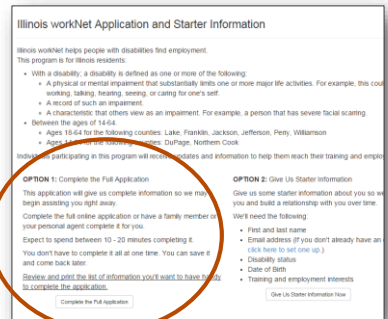
# Scenario 1: Anna's Story



Anna is a female with a disability in LWIA 25.

She received a DEI flyer and went to the DEI customer website ([www.illinoisworknet.com/aboutdei](http://www.illinoisworknet.com/aboutdei)).

She decided to complete the full online application because she needs a job and support services to help her take care of her daughter.



# Scenario 1: Anna's Story



She completed and submitted the application for herself.



**Please select one of the following:**

I am a person with a disability. I have read the information above and I would like to complete the application.

I am a legal guardian or agent acting on behalf of a person with a disability. I have read the information above and I would like to complete the application in their behalf.

Save and Go to the Next Page    Cancel

**Preview Application**

Review all of the information below. Make any corrections and then submit.

**Applicant's information**

Edit Section

First Name: Anna  
 Middle Name:  
 Last Name: Sample  
 Email Address: nteiger@anna\_succwd.com  
 Social Security Number (xxx-xx-xxxx): xxx-xx-8956  
 Street Address 1: 1305 North Russell Street  
 Street Address 2:  
 City: Marion  
 State: IL  
 ZIP Code: 62959

**Congratulations!**

Thank you for completing the application. Your application will now be submitted for review. You cannot change it once submitted.

Once submitted, a location serving your area will contact you concerning your eligibility for the program. An email will be sent to you confirming your submission.

Cancel    **Submit Application**

# Scenario 1: Anna's Story



Dan, a DEI Career Planner in LWIA 25, uses his DEI dashboard along with his daily tasks to ensure all DEI customers are assigned to integrated resource teams.

This allows his regional partners to:

Intake and Services Section				Count	Percent	Loss Rate	Pass Rate
1. DEI Customers Pool							
Source: RWDS							
Eligible PWD Pool	0	0%	0%				
Marked as DEI (Without DEI application)	0	0%	0%				
Does Not Want To Participate	0	0%	0%				
Source: Online Application							
Incomplete Application	0	600%					
Completed Starter Application	1	100%					
Completed Full Application	1	100%					
<b>Total Eligible Customers and Submitted Applications</b>	<b>1</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>			
2. Enrolled DEI Customer Ticket to Work Status							
Customer Does Not Have A Ticket	2	100%					
Status is Not Set	0	0%					

- View information for specific customers, such as assessments, training plans, job search plans, etc.
- Identify services that are or have been provided to the customer.
- Communicate with the customer and other partners for the purpose of helping the customer reach their career, training and employment goals.

Dan looks at the completed application and sees Anna submitted the online application.

# Scenario 1: Anna's Story



Dan reviews her application in her profile. **He contacts Anna to:**

**1. Learn more about her situation.**

Last Name	First Name	LWIA	Address	Options
Sample	Anna	LWIA 25	1305 North Russell Street	Profile

**2. Assign her to an Integrated Resource Team (IRT).**

Dan realizes that an IRT team is not currently set up in the system to meet Anna's needs. He creates a team and adds partners that can assist Anna. Then, he adds her to the team. This will allow the partners to view Anna's information.

**Manufacturing IRT Team Details**

Group Name: Manufacturing IRT

Description: Integrated Resource Team that provides support services (Child Care, transportation, learning disability) and work manufacturing career pathway.

**Partners**

Last Name	First Name	Remove
Train11	WPP	Remove

**Customers**

Last Name	First Name	Profile
-----------	------------	---------



## Scenario 1: Anna's Story

**Dan verifies Anna's Ticket To Work Status in the SSA system and updates her ticket status in her profile.**

**Lynn provides financial asset development services.**

**Walter is a partner who provides work and training support services as well as employment services.**

**Sammy is the trainer for the entry level manufacturing courses.**

**Ticket To Work Status**

Update Status

Update Status

- Customer Has Not Been Assigned
- Assigned To LWIA
- Assigned To Other Organization

**2. Enrolled DEI Customer Ticket to Work Status**

Customer Does Not Have A Ticket	4	44%
Status Is Not Set	4	44%
Not Assigned	0	0%
Assigned To LWIA	0	0%
Assigned To Other Organization	1	11%
<b>Total Customers</b>	<b>9</b>	<b>100%</b>

**3. LWIA Staff Assisted Services**

Customer That Do Not Have WIOA Services	0	0%
---	---	----

## Scenario 1: Anna's Story



Services that are entered into IWDS and Illinois workNet populate the DEI Dashboard.

Options: Have IWDS Access

- Complete Guided Application for Anna and enter services into IWDS.
- Have Anna stay at the customer level in IWDS (no application) and enter services through Illinois workNet.\*

**3. LWIA Staff Assisted Services**

Customer That Do Not Have WIOA Services	0	0%
Career Services	0	0%
Employment	0	0%
Financial Ass	0	0%
Training	0	0%
Work and Trai	0	0%
Exited Without Services	0	0%
<b>Total Services</b>	<b>0</b>	<b>0%</b>

**4. Integrated Partner Services**

Not Set	0	0%
Integrated Resource Team	0	0%
Co-enrolled Partner	0	0%
Exited Without Services	0	0%
<b>Total Partner Services</b>	<b>0</b>	<b>0%</b>

Options: Do Not Have IWDS Access

- Enter services through Illinois workNet.

Definitions let you know where the system is pulling information and what is included in the count.

\* Note: Financial Asset Development and Integrated Resource Team are entered at the customer level in IWDS. These services are local services for LWIA 1 and 25.

# Scenario 1: Anna's Story



Communication Services Provided

Partners enter services, referrals, notes and reminders through Illinois workNet.

# Scenario 1: Anna's Story



Staff that have been given the Career Planner access level can run reports and export lists with additional customer information.



Staff with Partner level access cannot run reports or export detailed customer information.

**Reporting Option 1:** Use the dashboard to access a list of customers. Then, export detailed customer information.

Intake and Services Section	Count	Percentage
<b>1. DEI Customers Pool</b>		
Source: WIDS		
Eligible PWD Pool	0	0%
Marked as DEI (Without DEI application)	0	0%
Does Not Want To Participate	0	0%
Source: Online Application		
Incomplete Application	6	75%
Completed Starter Application	1	12%
Completed Full Application	8	100%
<b>Total Eligible Customers and Submitted Applications</b>	<b>8</b>	<b>100%</b>
<b>2. Enrolled DEI Customer Ticket to Work Status</b>		
Customer Does Not Have A Ticket	4	44%
Status Is Not Set	4	44%
Not Assigned	0	0%
Assigned to LWIA	0	0%
Assigned to Other Organization	1	11%
<b>Total Customers</b>	<b>9</b>	<b>100%</b>
<b>3. LWIA Staff Assisted Services</b>		
Customer That Do Not Have WIOA Services	0	0%

Customer Search	Name	LWIA	Address	Options
DEI Customers				
WIDS Customers				

5. Outcomes	Count	Percentage
Customers Enroll With WIOA Career Services	0	0%
Customers Enrolled With Core Services	0	0%
Customer Enrolled With Intensive Services	0	0%
Customer Enrolled With Training Services	0	0%
Customer Enrolled With Only Partner Services	0	0%
Customer Earning An Industry Recognized Credential	0	0%
Exited Without Services	0	0%
<b>Total</b>	<b>0</b>	<b>0%</b>

## Scenario 1: Anna's Story



**Reporting Option 2:** Use the Reports tab to access a list of custom reports. Search criteria and filters will vary based on the report.

Customer Pool Report

Application Date Range: 9/8/2015 To

Show Advanced Search

Export Refresh

Last Name	First Name	Address	City	State	ZIP Code
Evans	Amy	345 E St Charles Rd	Elmhurst	IL	60126
Garcia	Maria	200 E Palatine Rd	Arlington Heights	IL	60004
Grayson	Dick	842 Merrill Ln	Grayslake	IL	60030
Joplin	Janis	200 E Palatine	Arlington Heights	IL	60004
Lowery	Brett	369 Rte 173	Antioch	IL	60002
Masten	Scott	Scott Road	Lake Forest	IL	60045
Ortega Vaquero	Jose Luis	2237 Old Jacksonville Road	Springfield	IL	60002
Rollins	Amanda	213 S Court Street	Marion	IL	62959

Showing 1 to 8 of 8 entries Previous 1 Next

### Example Reports:

#### DEI Starter Application Report

**Description:** Use the filters in this report to pull customer information for those who have completed a starter DEI application. Starter application customers should receive follow-up within 5 business days. Use the date range filters to identify those who have submitted their application within the last five days.

#### DEI Enrolled/Applicant Customer Pool Report:

**Description:** Use the filters in this report to pull demographic information for customers who have applied for the DEI program or have been identified in IWDS DEI customers.

## Scenario 2: Chuck's Story



Chuck is a Career Planner/Navigator in LWIA 1 who is actively recruiting DEI customers.

He works with partners to distribute DEI flyers and provide orientation sessions that direct customer to the DEI customer website ([www.illinoisworknet.com/aboutdei](http://www.illinoisworknet.com/aboutdei)).

He also contacts eligible IWDS customers that have not been identified as DEI customers. He can access this list of customer through his DEI dashboard.

Disability Employment Initiative  
Reach Career, Employment and Training Goals

Free services offered through Blind workforce include:

- Employment Services
- Training
- Financial Counseling and Assistance
- Support Services

Learn more.

DEI Intake Dashboard

Intake and Services Section	Count	Percent	Loss Rate	Pass Rate
1. DEI Customers Pool				
Source: LWIA				
Enable PWD Pool	0	0%	0%	
Marked as del (without DEI application)	0	0%	0%	
Does Not Want to Participate	0	0%		

Source: Online Application

## Scenario 2: Chuck's Story



Recruit

Chuck accesses his list of eligible IWDS customers that have not been identified as DEI customers through the DEI dashboard.

He contacts them to see if they would like to participate.

Move to Does Not Want To Participate

- An automatic instruction email is created.
- It can be customized with specific contact information.
- It will be sent to the customer's email.

Pat wants to participate, so Chuck sends the email.

## Scenario 2: Chuck's Story



Apply

Pat received the email.

You are eligible to participate in the Disability Employment Initiative which provides career, employment, and training services for persons with a disability.

Free services offered to individuals with disabilities include:

- Employment Search
- Training
- Financial Counseling and Assistance
- Support Services

If this program sounds like it could help you get on the road to success, you have two options:

- Complete the full online application on your own or have a family member or personal agent complete it for you. It takes about 10-20 minutes to complete. You do not have to complete it all at one time. You can save it and come back later. This will give us complete information to begin assisting you right away. Get started: [www.illinoisworknet.com/aboutDEI](http://www.illinoisworknet.com/aboutDEI)
- Chuck Zimmer is a case manager with your local Illinois workNet Center. Chuck can help you complete the online application.

How to contact this case manager:  
 ChuckZimmer@gmail.com  
 Phone: 1-800-555-1212

Pat can't remember his password to log into his Illinois workNet account so that he can complete the online application. He calls Chuck.

Chuck accesses his information using one of the following options:

- Dashboard - Pat is still listed with the Eligible PWD in IWDS since he has not started his online application.
- Go to the Customer tab and search IWDS Customers.

He gives Pat information to recover his password.

Pat recovers his password and submits his application.

Customer Information

First: Pat Last: Jones  
 LWIA 1  
 Home Phone: 3127871212  
 Cell Phone:  
 Email: Pjones@gmail.com  
 1200 W. Maple  
 Libertyville, IL 60048

Help Recover Password



## Scenario 2: Chuck's Story



Dashboard Customers Teams Reports

### DEI Intake Dashboard

LWIA \*  
LWIA 1

Team \*  
All

Filter

Intake and Services Section	Count	Percent	Loss Rate	Pass Rate
<b>1. DEI Customers Pool</b>				
Source: NWDS				
Eligible PWD Pool	0			
Marked as DEI (Without DEI application)	0		0%	
Does Not Want To Participate	0	0%		
Source: Online Application				
Incomplete Application	6	150%		
Completed Starter Application	1	25%		
Completed Full Application	4	100%		
<b>Total Eligible Customers and Submitted Applications</b>	<b>4</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>
<b>2. Enrolled DEI Customer Ticket to Work Status</b>				
Customer Does Not Have A Ticket	2	50%		

Chuck follows up with customers to make sure they are continuing to move through the intake process by completing their application.

He can access a list from the dashboard and view their information.

He can also help them complete the application.



Dashboard Customers Teams Reports

Profile Services/Referrals/Notes/Reminders

### Customer Profile

First Name: Alex  
Last Name: Gaskarth  
Email: info@train1\_siuccwd.com  
Lwds User Id:  
**Help Customer Finish Application**

## Demonstration Time



### DEI Partner Guide

Get to Know Us | About Us | Contact Us

**All Resources**

- Getting Started & Onboard
- Provide & Document Services
- Reporting

**Guidance by Category**

- Get Started
- Provide & Document Services
- Reporting

**Archived Webinars**



DEI Customer Website:  
[www.illinoisworknet.com/aboutdei](http://www.illinoisworknet.com/aboutdei)

### Disability Employment Initiative

Career, Employment, and Training Services for Persons with a Disability

**Our Goal is to Help You Meet Your Goals**

Illinois has a goal to employ 100,000 people with disabilities by 2020. We are committed to helping you meet your goals. We offer a variety of services to help you find a job, including:

- Job search assistance
- Resume and cover letter writing
- Interview preparation
- Job placement services
- Job retention services
- Job coaching
- Job accommodations
- Job training
- Job referrals
- Job referrals

DEI Partner Guide:  
<http://www.illinoisworknet.com/DEIpartner>

This is the partner "go to" place for updates, instructions, documents, FAQs and videos.

## Next Steps: What Can You Do This Week?

Use DEI tools in Illinois workNet for customer who complete the online application.



●○○○○○ **Recruit**  
Use the webpage and flyer to direct customer to the online application.

●●●●●● **Reports**  
Run reports to see who needs a follow-up call for completing a full application.

●●○○○○ **Apply**  
Help customers complete the online application. Reach out to those who have complete the starter application.

●●●○○○ **Intake**  
Follow-up with those who have a full application. Enter their Ticket to Work status.

●●●●○○ **Services**  
Customers registered in IWDS—  
Enter services in IWDS.  
Customer not registered in IWDS—  
Enter services in Illinois workNet.

## Next Steps: What Can You Do Next Week?

Existing DEI customers and the related IWDS services will be migrated/synced during the week.



●○○○○○ **Recruit**  
Follow-up with DEI eligible customers in IWDS. Direct them to the online application.

●●●●●● **Reports**  
Run reports to see who needs a follow-up call for completing a full application.

●●○○○○ **Apply**  
Help customers complete the online application. Reach out to those who have complete the starter application.

●●●○○○ **Intake**  
Follow-up and enter Ticket to Work status for those who have a full application or they are existing DEI customers.

●●●●○○ **Services**  
Customers registered in IWDS—  
Enter services in IWDS  
Customer not registered in IWDS—  
Enter services in Illinois workNet

*IWDS services start populating the dashboard at the end of the week.*

*Existing customers will be pulled in midweek.*

## Stay Tuned In



- Migrate DEI Users
- Pull/Sync Services with IWDS
- DEI Progress Page
- More Reports
- Career/Training Plan
- Job Search Plan
- Current Feature Enhancements

[www.illinoisworknet.com/partnernews](http://www.illinoisworknet.com/partnernews)

**Mock-up: DEI Progress**

**Profile** | **DEI Progress** | Assessments | Services/Notes/Referrals/Reminders | Timelines

First Name: Anna  
Last Name: Sample  
Email: msalger@anna\_sample.com  
IWDS User ID: 2748908

Enrollment Status: **Enrolled**

Ticket to Work Status: **Customer Does Not Have A Ticket**

**Career Goals:** Select up to 3 careers (SOC Codes)

Career Cluster: **Manufacturing**

Career Pathway: **Production**

First Career Choice: **Metal and Plastic Processing Workers**

Second Career Choice: **Welding and Soldering Machine Operator**

Third Career Choice: **Tool and Die Maker**

**Services**

This person is registered in IWDS and requires WIDA services to be entered through IWDS.

Status	Service	Provider	Status	Status Date	Start Date	End Date
Completed	Career Planning	John A Logan	Completed	07/14/2015	01/14/2015	07/10/2015
Completed	Financial Asset Development	John A Logan	Completed	07/14/2015	01/14/2015	07/10/2015

Which of the following topics have been covered in Financial Asset Development?

- Use of beneficial tax provisions:
- Individual development accounts:
- Work Incentive and Benefits counseling:
- Coordinator/CWIC and Work Incentive Navigation:
- Managing money and credit:
- Self-employment:
- Home ownership:
- Other:

**Training:** List employment training completed while enrolled in DEI.

This person is registered in IWDS and requires WIDA training to be entered through IWDS.

Status	Service	Provider	Status	Status Date	Start Date	End Date
Completed	Full-Model Class Size Training	John A Logan	Completed	07/14/2015	01/14/2015	07/10/2015

**Qualify:** List industry recognized credentials earned while enrolled in DEI.

This person is registered in IWDS and requires credentials to be entered through IWDS.

Status: Credentials have not been to be entered into IWDS.

**Employment:** Employment History

Before enrolled in DEI: List employment history from application.

Since enrolled in DEI: List employment history from application.

Current Employer(s): Dickey-john

Employment History: Shawn Cole Roofing