

Purpose

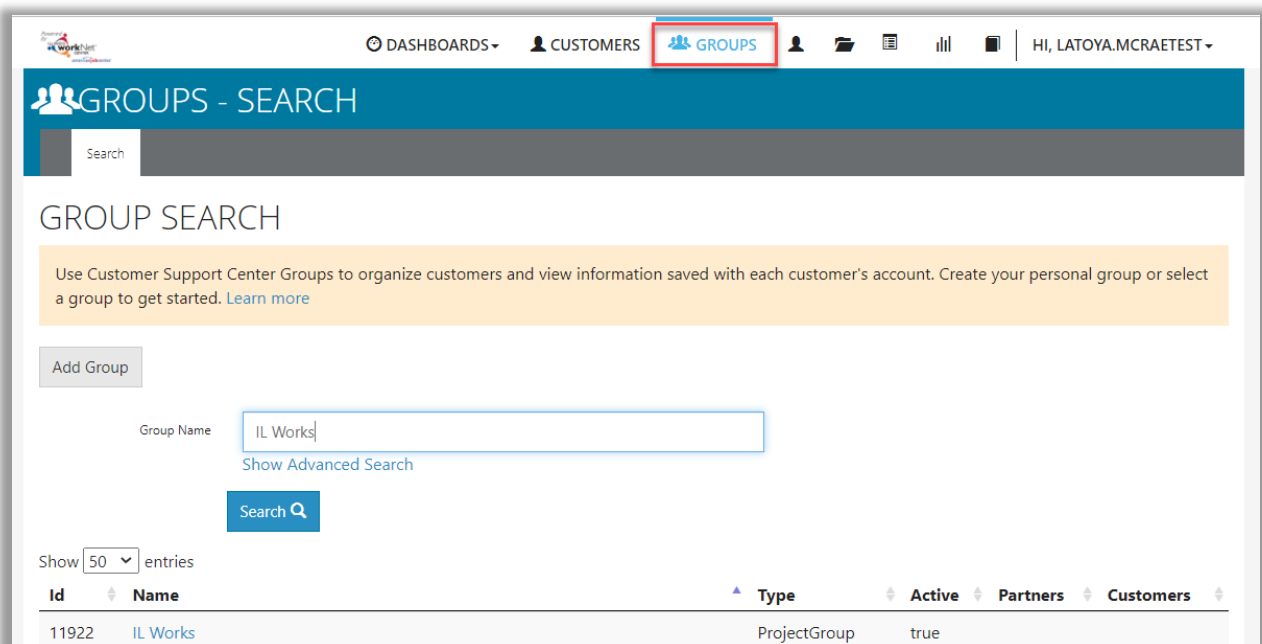
On the Intake Screen, Service Providers have access to their designated organization's participants' information and related program applications and interviews, enrollment status, wrap-around support services screening, career assessment, participant summary, and resources.

Who Enters/Maintains Data

- [Grantee/Service Provider](#) enter and update participant program intake information.

Access Participant Details

1. Log into www.illinoisworknet.com
2. Select **My Dashboard**
3. Select **Customer Support Center/IWIS** under Partner Tools.
4. Select **Groups** in the top menu.
5. Select the group **IL Works**.



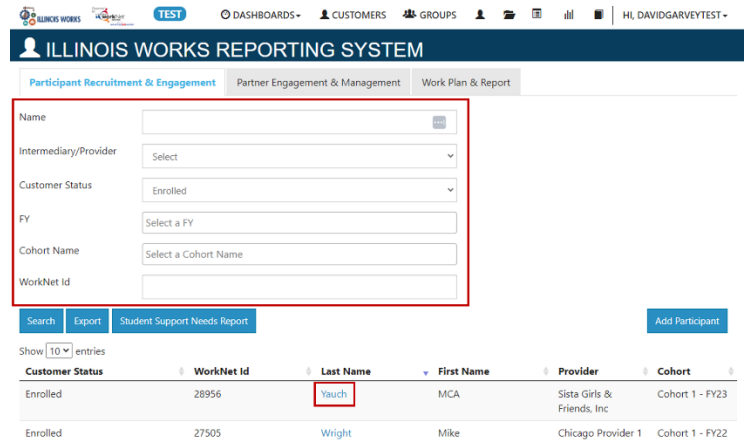
The screenshot shows the 'GROUPS - SEARCH' interface. At the top, there is a navigation bar with 'DASHBOARDS', 'CUSTOMERS', and 'GROUPS' (highlighted with a red box). Below the navigation bar is a search bar with the text 'GROUPS - SEARCH'. A search input field contains 'IL Works'. Below the search bar is a 'GROUP SEARCH' section with a yellow background containing instructions: 'Use Customer Support Center Groups to organize customers and view information saved with each customer's account. Create your personal group or select a group to get started. [Learn more](#)'. Below this is an 'Add Group' button and a 'Group Name' input field containing 'IL Works'. There is a 'Show Advanced Search' link and a 'Search' button. Below the search bar, there is a 'Show 50 entries' dropdown. At the bottom, there is a table with columns: 'Id', 'Name', 'Type', 'Active', 'Partners', and 'Customers'. The table contains one row with the following data: '11922', 'IL Works', 'ProjectGroup', 'true', and empty cells for 'Partners' and 'Customers'.

Id	Name	Type	Active	Partners	Customers
11922	IL Works	ProjectGroup	true		

On the Participant Recruitment & Engagement screen, Service Providers can add intake information for each participant within the program.

Start Intake Process

1. Search for a participant by entering:
 - a. Name
 - b. Intermediary/Provider
 - c. Customer Status
 - i. Select **Applicant**.
2. Select the **Search** button.
3. Click on the **Last Name** of the participant.
4. Click on the **Intake** tab located at the top of the menu.
5. Note: You may also search through the participant list by: Fiscal Year (FY), Cohort Name, and workNet ID. You may select multiple FYs and Cohorts.



The screenshot shows the 'ILLINOIS WORKS REPORTING SYSTEM' interface. The 'Participant Recruitment & Engagement' tab is active. A search form is visible with fields for Name, Intermediary/Provider, Customer Status, FY, Cohort Name, and WorkNet Id. Below the form is a table of participants. The 'Last Name' column is highlighted, and the name 'Yauch' is selected.

Customer Status	WorkNet Id	Last Name	First Name	Provider	Cohort
Enrolled	28956	Yauch	MCA	Sista Girls & Friends, Inc	Cohort 1 - FY23
Enrolled	27505	Wright	Mike	Chicago Provider 1	Cohort 1 - FY22

Complete Application

Note: If need be, please refer to the [Add Participant instructional document](#).

1. Click the Complete **Application with Customer** button.

Enter the applicant's demographic/contact, education, and work history information. Once the application has been completed, you will then upload proof of high school graduation.

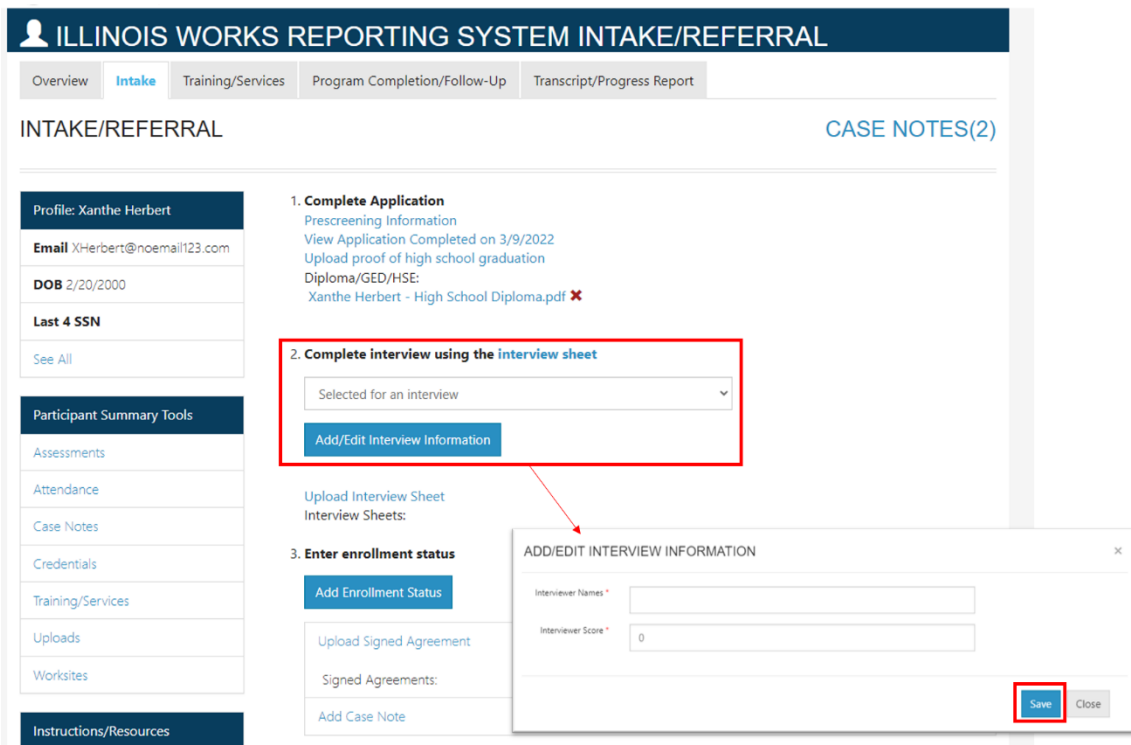
Upload Proof of High School Graduation

Directly below the link to view the completed application, select **Upload proof of high school graduation**. In the **Upload File** window select a file from your computer and click to **Upload**.

Complete Interview

1. Click on the **interview sheet** hyperlink to download the Illinois Works Pre-Apprenticeship Training Program Interview Questionnaire.

2. Click on the **Select Interview Status** dropdown menu and select a status.
 - a. Selected for an interview
 - b. Not selected for an interview
3. Click on the **Add/Edit Interview Information** button.
4. Enter the following interview information:
 - a. **Interviewer Names**
 - b. **Interviewers Average Score %**
5. Click on the **Save** button to continue.
6. Select the **Upload Interview Sheet** hyperlink to upload the applicant's interview sheet and to leave a note in the description.
7. Click on **Choose File** to upload the file.
8. Click on the **Upload** button to continue.



The screenshot displays the 'ILLINOIS WORKS REPORTING SYSTEM INTAKE/REFERRAL' interface. The main content area is divided into three sections:

- 1. Complete Application:** Includes 'Prescreening Information', 'View Application Completed on 3/9/2022', 'Upload proof of high school graduation', and 'Diploma/GED/HSE: Xanthe Herbert - High School Diploma.pdf'.
- 2. Complete interview using the interview sheet:** Features a dropdown menu set to 'Selected for an interview' and an 'Add/Edit Interview Information' button. A red box highlights these elements.
- 3. Enter enrollment status:** Includes an 'Add Enrollment Status' button, 'Upload Signed Agreement', and 'Signed Agreements'.

An 'ADD/EDIT INTERVIEW INFORMATION' modal window is open, containing the following fields:

- Interviewer Names ***: An empty text input field.
- Interviewer Score ***: A text input field containing the value '0'.

A red box highlights the 'Save' button in the bottom right corner of the modal window.



Illinois Works Reporting System Participant Intake

Enrollment Status

1. Click on the **Add Enrollment Status** to enter the applicant status.
2. Select the **Enrollment Status** dropdown menu.
 - a. Enrolled in Program - Eligible and signed document
 - i. Enter the following information:
 1. Social Security Number
 - Note: This can be updated/added in at a later date.
 2. Confirm Social Security Number
 3. Cohort Name
 4. Enrollment Date
 - ii. Click on the **Save** button.
 - b. Not Enrolled – Customer Declined to participate
 - i. Select **what referral was made**
 1. Referred to ABE/ESL Program
 2. Referred to another industry program
 3. Referred to other support services
 - c. Not Enrolled – Eligibility Not Complete
 - d. Not Enrolled – Not Able to Complete Eligibility
3. Click on the **Save** button.
4. Select the **Upload Signed Commitment Agreement** hyperlink and upload the program agreement.
5. Click on **Choose File** to upload file and to leave a note in the description.
6. **Click** on the **Upload** button to continue.
7. Select the **Add Case Note** hyperlink to add a case note.
8. Enter the following Case Note information
 - a. Select a Task
 - b. Contact Date
 - c. Subject
 - d. Add your Message
 - e. Send Case Note as
 - i. As Illinois workNet Message
 - ii. As Illinois workNet Message and Email
 - iii. Save as case note without sending a message/email
 - f. Send Message/Email to
 - i. Click the check box to send a Message/Email to the Illinois workNet Team.

9. Click on the **Add Case Note** button to continue.

ILLINOIS WORKS REPORTING SYSTEM INTAKE/REFERRAL

Overview Intake Training/Services Program Completion/Follow-Up

INTAKE/REFERRAL CASE NOTES(3)

Profile: Charley Crockett

Email ccrockett@noemail.com

DOB 2/20/2000

Last 4 SSN

See All

Participant Summary Tools

- Assessments
- Attendance
- Case Notes
- Credentials
- Training/Services
- Uploads
- Worksites

- Complete Application**
View Application Completed on 4/7/2022
- Complete interview using the interview sheet**
Select Interview Status
Add/Edit Interview Information
Upload Interview Sheet
Interview Sheets:
- Enter enrollment status**
Add Enrollment Status
Upload Signed Agreement
Signed Agreements:
Add Case Note

Date	Enrollment Status	Reason
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ADD ENROLLMENT STATUS

Enrollment Status * Select Status

Save Close

Wrap Around Support Services Screening

1. Click on the **Wrap Around Support Services Screening** button.
2. Enter the following Wrap Around Services:
 - a. Transportation Costs
 - b. Childcare/Family Member Care
 - c. Technology Assistance for Virtual Learning (Broadband and Hardware) - If Virtual Learning Will Be Employed
 - d. Driver's Education Fees
 - e. Financial Literacy
 - f. Digital Literacy
 - g. Other Wrap-Around Support Services
3. Click on the **Save** button to continue.

Career Assessment

Note: This is where both the orientation and transition career assessments will be uploaded.

1. Click on the **Add Career Assessment** button.
2. Enter the following career assessment information:
 - a. Assessment Date
 - b. Do you have an up-to-date resume?
 - c. Do you have experience taking part in job interviews?
 - d. Will you be readily available to participate in your transition to a DOL registered apprenticeship program immediately after program completion?
 - e. Primary Goal
 - f. Secondary Goal
 - g. If career goals are related to construction is there a specific trade(s) you're interested in

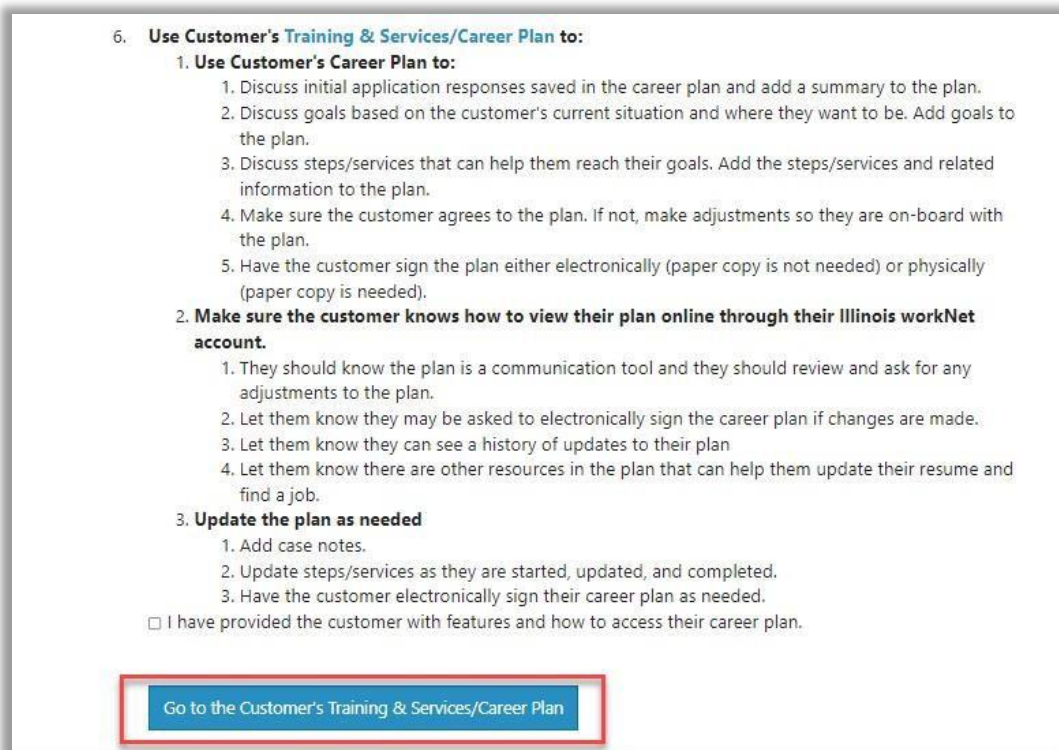
pursuing? (Select at least one)

3. Click on the **Save** button to continue.

Training & Services/Career Plan

1. Before proceeding to the Training & Services/Career Plan, read the instructions.
2. Click on the **check box** to confirm you have provided the participant instructions on the features and how to navigate their career plan.
3. Click on the **Go to the Customer's Training & Services/Career Plan** button.

Note: For more details on how to navigate the Training Services screen, refer to the Training/Services Instructions Guide.



6. **Use Customer's Training & Services/Career Plan to:**

1. **Use Customer's Career Plan to:**
 1. Discuss initial application responses saved in the career plan and add a summary to the plan.
 2. Discuss goals based on the customer's current situation and where they want to be. Add goals to the plan.
 3. Discuss steps/services that can help them reach their goals. Add the steps/services and related information to the plan.
 4. Make sure the customer agrees to the plan. If not, make adjustments so they are on-board with the plan.
 5. Have the customer sign the plan either electronically (paper copy is not needed) or physically (paper copy is needed).
2. **Make sure the customer knows how to view their plan online through their Illinois workNet account.**
 1. They should know the plan is a communication tool and they should review and ask for any adjustments to the plan.
 2. Let them know they may be asked to electronically sign the career plan if changes are made.
 3. Let them know they can see a history of updates to their plan
 4. Let them know there are other resources in the plan that can help them update their resume and find a job.
3. **Update the plan as needed**
 1. Add case notes.
 2. Update steps/services as they are started, updated, and completed.
 3. Have the customer electronically sign their career plan as needed.

I have provided the customer with features and how to access their career plan.

Go to the Customer's Training & Services/Career Plan