

Contents

Overview	1
Purpose:	1
Who Enters/Maintains Data	1
Access Customer Progress Page	2
Outcomes Sections	2
Summary	2
Services	2
Goals	3
Measurable Skill Gains	3
Earned Credentials	6
Success Stories	6
Exit.....	7
Employment.....	7
Follow-up	8

Overview

Purpose

The Outcomes tab tracks items that a customer has scheduled to do or has accomplished. The navigators and/or intermediaries can use the Outcomes tab to:

- Check a quick status of items for the customer.
- Review and/or add:
 - Services
 - Goals
 - Measurable Skill Gains
 - Earned Credentials
 - Success Stories
 - Employment
 - Exit
 - Follow-up

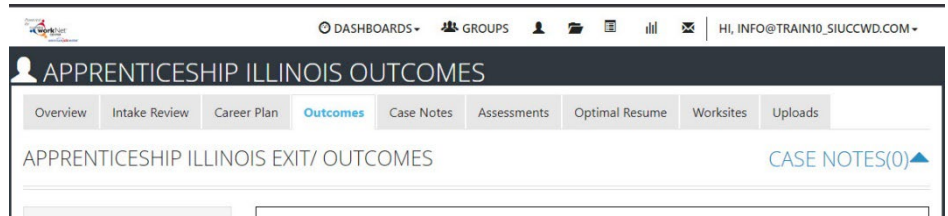
Who Enters/Maintains Data

All Illinois workNet partners with access to Apprenticeship Illinois can view data dependent upon the level of partner access.

- **Partner Role** - Staff can view/edit the items on the tab.
- **Customers** - Customers can access their information about their Outcomes from My Dashboard.

Access Customer Progress 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 **a group**.
7. Select the **customer's name** to access their information.
8. Select the **Outcomes** tab.



Outcomes Sections

Summary

The summary provides a graphic depiction of where the customer stands on each of the performance measures. The results column tracks if items have been entered or achieved. The status column tracks whether the item has been completed.

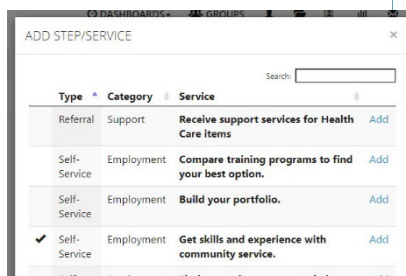
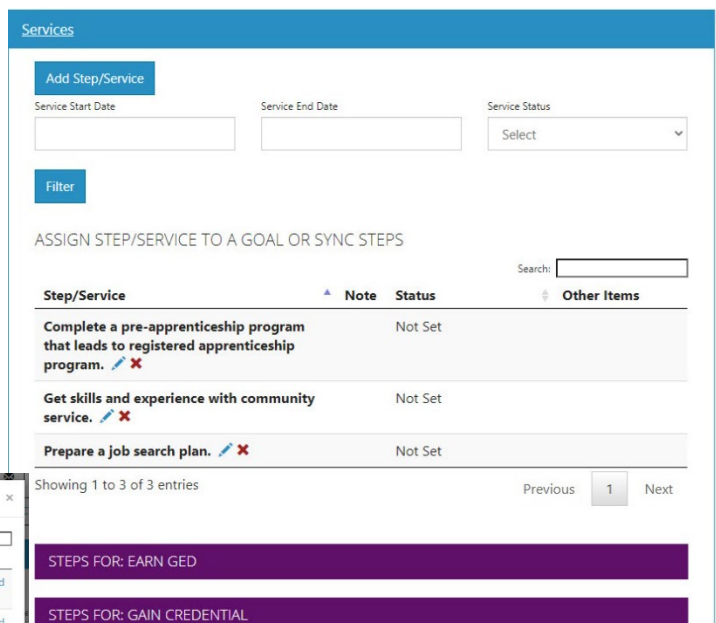
Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Not Completed	Not Complete
2. Measureable Skill Gains (MSG) have been entered.	Not Completed	Not Complete
3. Industry recognized credentials have been entered.	Not Completed	Not Complete
4. Customer is exited.	Not Completed	Not Complete
5. Follow-up is complete.	Not Completed	Not Complete

Services

This section tracks the services entered for the customer. Services can be added in the career plan or in this section. Services should be assigned to goals.

To add a service from the Outcomes tab:

- Select **Add Step/Service**.
- Click **Add** by the desired service.
- Click **the pencil icon** to edit the step.
- Complete the information for the service in the Career Plan. (Check Career Plan directions for more information).



Goals

Goals are items that the customer would like to achieve. They can be added from the Goals section of the Career Plan or in this section. To add a goal from this section:

- **Click** Add Goal Statement.
- Complete the information on the goal window that opens.
 - **Add** a simple goal statement.
 - **Select** a goal category:
 - Support Services
 - Career Plan
 - Education/Training Plan
 - Independent Living
 - **Select** Short Term or Long Term Goal.
 - **Select** Status:
 - Not Started – Preferred
 - On Track
 - Off Track
 - Complete
 - **Click** Add Goal.

Goals are added to the list of goals. Services may be added by clicking **Add**. The goal may be amended by clicking **Edit**.

Measurable Skill Gains

This section tracks skill gain with specific measurements. See the *Illinois Workforce Development System (IWDS) Recording Measurable Skill Gains (MSG) on the Partner page for full definitions.*

Select one of five types of skills gain:

- Educational Functional Level (EFL)
- Secondary Transcript/Report Card
- Postsecondary Transcript/Report Card
- Training Milestone
- Skills Progression/Diploma/Certificate/Degree

Educational Functional Level (EFL)

- Based upon documented test scores added in the Assessments section of the customer profile, i.e. TABE 11/12 with one full grade level increase.

- An additional measure would be those customers who enters Post-Secondary education or training after exit in the same program year whose school status was “Not attending school; H.S. Graduate”.

Secondary Transcript/Report Card

- Applies to participants without a high school diploma or equivalency at program entry.
- Participant’s transcript or report card for secondary education for one semester showing that the participant is demonstrating satisfactory achievement in all classes. The semester must be within the program year (PY).
- The report card/transcript must not show that the participant dropped out of school, was removed from the institution, or any other condition that indicated removal on academic or conduct grounds.
- Any reasonable verification of a transcript or report card will meet the requirement for documentation such as an unofficial transcript or online report card.
 - Answer the questions.
 - Upload the associated document.
 - Enter Date Attained.
 - Add a Comment.
 - Click Save.

The screenshot shows a web form titled "ADD MEASURABLE SKILL GAIN". Under "Select Skill Type*", the "Secondary Transcript/Report Card" option is selected. Below are three numbered questions: 1. "This customer is pursuing their GED/Diploma/certificate and enrolled in secondary education?" with "Yes" and "No" radio buttons. 2. "This customer is in the system with the following Highest Level of Education?" with a dropdown menu showing "H.S. Junior". 3. "Upload Transcript or Report Card for secondary education for one semester showing that the customer is demonstrating satisfactory achievement in all classes. The semester must be within the program year (PY)* that shows a participant is meeting the State unit's academic standards. The documentation must include whether the participant is enrolled full or part-time." Below the questions are fields for "Date Attained*" and "Comment*".

Postsecondary Transcript/Report Card

- Applies to participants enrolled in post-secondary education.
- Full-time Students must achieve minimum of 12 credits within one semester.
- Part-time students must achieve a minimum of 12 credits completed (in accordance with the institutions standards) in two consecutive semesters within the same 12-month period. If the first semester begins in one PY and the second semester ends in the next PY, the MSG would be achieved in the PY that the second semester ends.
- Documentation: Transcript or Report Card that shows a participant is meeting the State unit’s academic standards. The documentation must include whether the participant is enrolled full-or part-time.
- The report card/transcript must not show that the participant dropped out of school, was removed from the institution, or any other condition that indicated removal on academic or conduct grounds.
- Any reasonable verification of a transcript or report card will meet the requirement for documentation such as an unofficial transcript or online report card.
 - Answer the questions.
 - Upload the associated document.
 - Enter Date Attained.
 - Add a Comment.
 - Click Save.

The screenshot shows a web form titled "ADD MEASURABLE SKILL GAIN". Under "Select Skill Type*", the "Postsecondary Transcript/Report Card" option is selected. Below are three numbered questions: 1. "This customer is pursuing their GED/Diploma/certificate and enrolled in post-secondary education?" with two radio button options: "Full time and achieved at least 12 credits within one semester." and "Part-time and achieved at least 12 credits in two consecutive semesters within the same 12-month period.". 2. "This customer is in the system with the following Highest Level of Education?" with a dropdown menu showing "H.S. Junior". 3. "Upload Transcript or Report Card that shows a participant is meeting the State unit's academic standards. The documentation must include whether the participant is enrolled full or part-time." Below the questions are fields for "Date Attained*" and "Comment*".

Training Milestone

- “Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training.” (e.g., training reports showing completed milestones, increases in pay resulting from new skills or increased performance.)
- There are various types of achievements that count towards a Training Milestone gain. Programs should determine appropriate documentation and methods that count towards training milestones.
 - **Upload** the associated document.
 - **Enter** Date Attained.
 - **Add** a Comment.
 - **Click** Save.

The screenshot shows a web form titled "ADD MEASURABLE SKILL GAIN". Under "Select Skill Type *", the "Training Milestone" radio button is selected. Below this, a red instruction reads: "1. Upload document for 'Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training. (e.g., worksite evaluation or observational evaluation in Illinois workNet, training reports showing completed milestones, increases in pay resulting from new skills or increased performance)'". There are input fields for "Date Attained *" and "Comment *". "Save" and "Close" buttons are at the bottom right.

Skills Progression/Diploma/Certificate/Degree

- “Successful passage of an exam that is required for an occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams.”
- Documentation for this gain may include, for example, passage of an exam in a Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of an element on an industry or occupational competency-based assessment, or other completion test necessary to obtain a credential.
- **Skills Progression/Diploma is selected for achievement of a high-school diploma or GED, an industry recognized credential or certificate or an Associate or Bachelor’s Degree.**
 - **Answer** the questions.
 - **Upload** the associated document.
 - **Enter** Date Attained.
 - **Add** a Comment.
 - **Click** Save.

The screenshot shows the same "ADD MEASURABLE SKILL GAIN" form, but with "Skills Progression/Diploma/Certificate/Degree" selected. A red instruction asks: "1. Has this customer successfully passed an exam or benchmarks to receive a high-school diploma or GED, an industry recognized credential or certificate, or an Associates or Bachelors Degree?" with "Yes" and "No" radio buttons. A second instruction reads: "2. Upload documentation: this gain may include, for example, passage of an exam in Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of an element on an industry or occupational competency-based assessment or other completion test necessary to obtain a credential. *". There are input fields for "Date Attained *" and "Comment *". "Save" and "Close" buttons are at the bottom right.

Earned Credentials

This section tracks the achievements, qualifications or credentials earned by the customer. They can be added in the career plan on the associated step/service or in this section. To add a credential from this section:

- **Click** Add Credential. User is redirected to the customer career plan.
- **Select** the activity for which the credential was earned.
- **Enter** the title of the credential.
- **Enter** the institution where the credential was earned.
- **Enter** date the credential was earned.
- **Select** the credential type.
- **Select** the credential source.
- **Select** Yes or No if the customer has experience in the credential field.
- **Click** Save.
- The credential is automatically added to the Outcomes section for credentials.

The screenshot shows the 'Earned Credentials' section with a table containing one entry:

Name	Credential Type	Credential Source	Date Attained	Institution	Source
GED	Apprenticeship Certificate	Copy of Diploma	6/11/2020	Regional Office of Education	workNet

Below the table is a modal form titled 'ENTER NEW CREDENTIAL' with the following fields:

- Title: GED
- Institution: Regional Office of Education
- Date Earned: 06/11/2020
- Credential Type: H.S. Diploma/Equivalency/G.E.D.
- Credential Source: Copy of Diploma
- Do you have work experience in the field that you trained in?: Yes (selected)

The dropdown menu for 'Credential Type' includes the following options:

- Select
- H.S. Diploma/Equivalency/G.E.D.
- A.A. or A.S. Diploma/Degree
- B.A. or B.S. Diploma/Degree
- Occupational Skills License
- Occupational Skills Certificate or Credential
- Other Recognized Diploma, Degree, or Certificate
- Occupational Certification
- Graduate/Post Graduate

The dropdown menu for 'Credential Source' includes the following options:

- Select
- Copy of Credential
- Copy of Diploma
- Copy of Certificate
- Copy of Degree
- Copy of Graduation List
- Written Verification of Transcript

Success Stories

This section displays the Success stories submitted by or about the participant. When the link to add a Success Story is clicked, the user is directed to the WIOA Success Story Guide.

The screenshot shows the 'Success Stories' section with an 'Add Success Story' button and a table with the following headers:

Title	Program Type	Service Provider	Career Pathway	Date Created	Status
No data available in table					

Below the table, it says 'Showing 0 to 0 of 0 entries' and 'Previous Next'.

Success stories added will appear in the list and can be sorted by ordering the column headers.

The screenshot shows the 'SUCCESS STORY GUIDE' page with a navigation bar containing 'Participants', 'Employers', and 'Service Providers'. The page includes a video player for 'Submitting Your Customers' and a section titled 'Share Success Stories and Inspire Others'.

Exit

This section tracks the pieces required to exit a customer. All boxes must be checked before the customer may be exited. They will automatically check from items included in the customer profile.

- All services to have a complete status.
- Measurable Skill Gains have been entered.
- All Industry Recognized Credentials are entered into the system.
- Further Exit information is coming.

To exit a customer who leaves the program early.

- **Check** the box.
- **Enter** the date when customer left.
- **Select** an Exit Reason from the dropdown.
- **Click** Save Exit Status.
- **Complete** a case note about why the customer left the program without completing.

Exit

Customer left program before completion
 Date of Program Exit
 Exit Reason

Complete the following checklist. Once all boxes are checked, you can exit the customer.

- All services to have a complete status.
- Measurable Skill Gains have been entered.
- All Industry Recognized Credentials are entered into the system. Credentials must be the Industry Recognized Credential to count for Performance. Make sure you have all your supporting documentation in the file.

[Save Exit Status](#)

Employment

This section tracks customer employment after exiting the program. It is entered in the Outcome tab. Positions added will appear in the list and can be sorted by ordering the column headers.

- **Click** Add Employment
- Select if position is current.
- **Enter** Employer name.
- **Enter** start date.
- **Enter** address details.
- **Enter** job duties.
- **Enter** hours per week.
- **Answer** Yes or No if the customer has experience in the credential field.
- **Click** Save.

Employment

[Add Employment](#)

Show entries Search:

Name	Start Date	End Date	Job Title
Target	6/8/2020	Present	Backroom Team

Showing 1 to 1 of 1 entries

ENTER NEW EMPLOYMENT

Are you currently employed by this employer? Yes No

Employer Name *

Start Date *

Job Title *

Street Address 1

Street Address 2

Employer City *

Employer State *

Employer ZIP Code *

Job Duties *

Hours Per Week *

Does this job meet your needs? Why or Why not?

[Save](#) [Close](#)

Follow-up

This section tracks the follow-up communications the Intermediary should have with the customer at any time.

- **Select** Add Follow-Up Case Note
- **Complete** the parts of the case note.
- **Select** how it will be saved and to whom it will be sent.

Follow-up

Add Follow-Up Case Note

6/17/2020 12:00 AM
Demonstrating a case note
Adding information about a follow-up conversation
Save as case note without sending a message/email **WPP Train10** 6/17/2020
6:13 PM

ADD CASE NOTE
✕

Select A Task

Contact Date *

📅

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

Add Case Note