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Overview

The Capacity Building tab consists of:

- Resources
- Outreach Events
- Organization Information
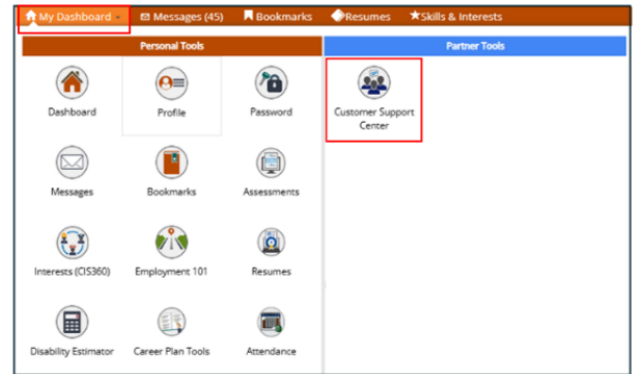- Projects
- Notes

Who Enters/Maintains Data

Grantee staff associated with an agency/program in the Illinois workNet system can view and edit the Capacity Building tabs.
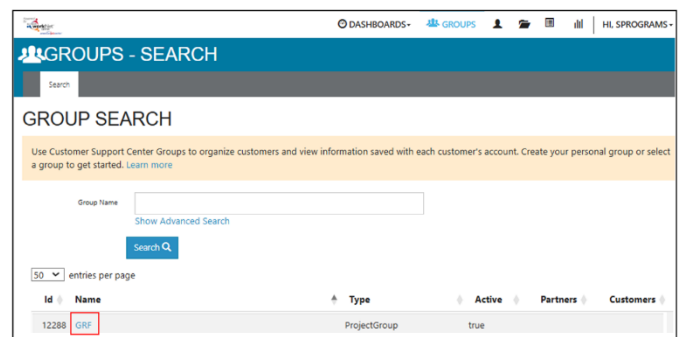
Access Customer Group

1. Log in to www.illinoisworknet.com
2. Select My Dashboard.
3. Select Customer Support Center in the Partner Tools.
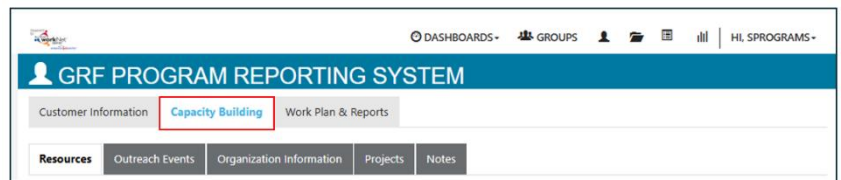
4. Select GRF on the Group Search. This will take you to the customer information.

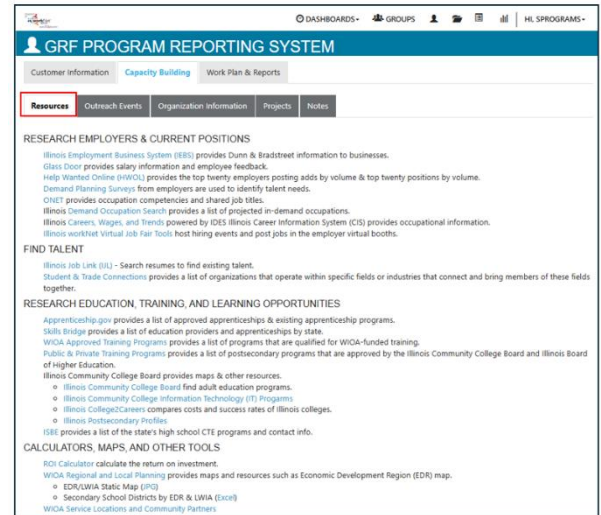## Access Capacity Building
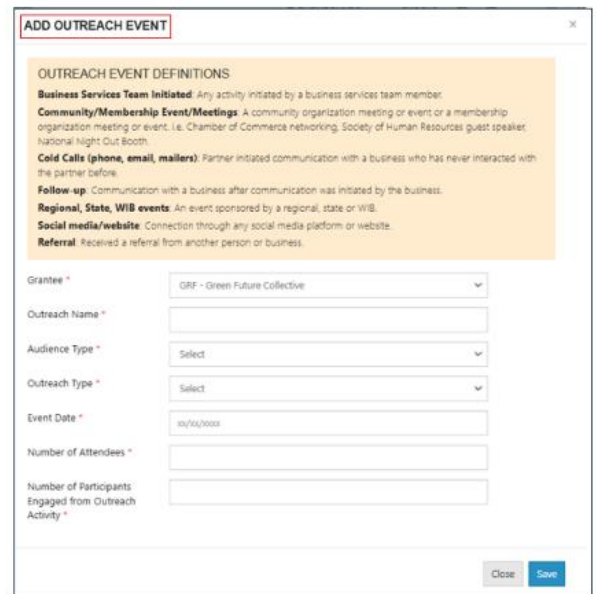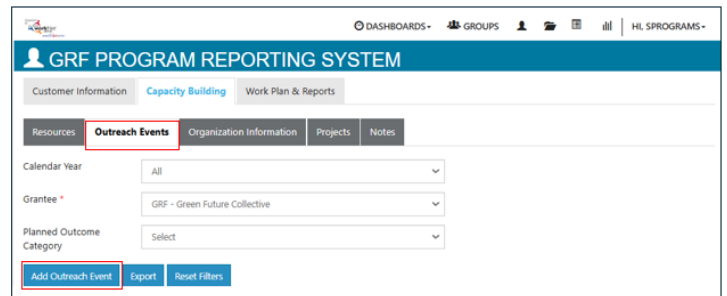
1. Select the Capacity Building tab.

Resources

The first tab is the Resources tab. It has links that are useful in helping businesses and organizations in the partner service area.

Outreach Events

The second tab is the Outreach Events tab. Outreach Events document businesses and individual engagement in the system.

1. To create an outreach event, click Add Outreach Event.
2. Complete the required information:
    - Grantee – This information will auto-populate with your grantee information.
    - Outreach Name – Name of the event
    - Audience Type
        o Individual
        o Business
    - Outreach Type - Outreach Event types are listed above with definitions:
        o Business Services Team Initiated
        o Community/Membership Event/Meetings
        o Cold Calls (phone, email, mailers)
        o Follow up
        o Regional, State, WIB events
        o Social media/website
        o Referral

Virtual Event

3. After selecting the Outreach Type, the next question asks if it is a virtual event.
   - The question will default to no.
   - If the event is virtual and held online, select Yes.
   - When Yes is selected, the following boxes will be provided:
     - Event Date
     - Number of Attendees
     - Number of Participants Engaged from Outreach Activity
   - Click Save

4. If the event is not virtual, keep the button selected as No and complete the following fields:
   - Address 1
   - City
   - State
   - Zip Code
   - Event Date
   - Number of Attendees
   - Number of Participants Engaged from Outreach Activity
   - Underserved Community Outreach
     - If the event is held in a rural location, the box can be checked.
     - *It is not required to select one of these options because the address is checked on the backend for which category it qualifies for.*
   - Click Save

- When all the information has been completed, the outreach event information will be displayed in the table.
- Outreach events can be filtered by:
  - Calendar Year
  - Grantee
  - Planned Outcome Category
    - Expanded business engaged/outreach events
    - Expanded individuals engaged/outreach activities
    - Community Outreach Events (Career Events, Listening Sessions)
- A list of events can also be created by clicking Export.

Organization Information

GRF pings against the IEBS D&B list of more than 600,000 businesses in Illinois. Please note that only businesses that are marketing themselves and not operating strictly on a case basis will be available in the D&B database. Some companies may be registered in another state or using a DBA – Doing Business As name.

1. To add an organization, click Add Organization.
2. Enter at a minimum the organization's name and State to find a match:
   - Organization Name
   - City
   - Address
   - State
   - Click Search

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information, please refer to the footer at the bottom of any webpage at illinoisworknet.com.

3. Select the company that matches your search.
4. The company name will be displayed in the list below.
5. Organization information can be filtered by:
   - Grantee – This information will auto populate with your grantee information.
   - Planned Outcome Category:
     - Expansion of employer and sponsor support for pre-apprenticeship/apprenticeship
     - New or expanded partnerships (CBO, Employers, Education, Government)
     - Community Outreach Events (career events, Listening Sessions)
     - Targeted industry sectors supported
     - Equipment: Community engagement (kiosks, VR headsets, laptops, subscriptions)
     - Training & Education: Staff Professional Development

Projects

This is a list of the projects for the organization that can be filtered by the grantee.
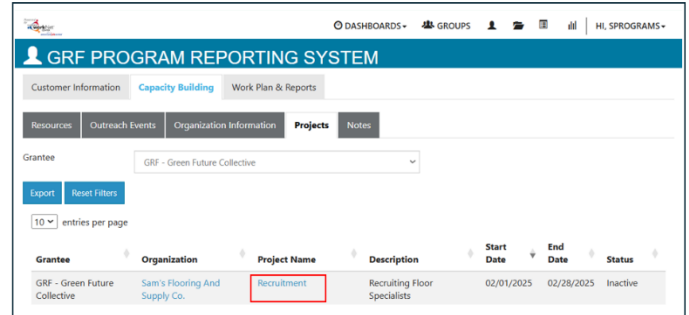
1. The list includes the following project information:
   - Grantee
   - Organization
   - Project Name
   - Description
   - Start Date
   - End Date
   - Status
     - Active
     - Development

General Revenue Funds (GRF)

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- o Inactive
- o Tabled

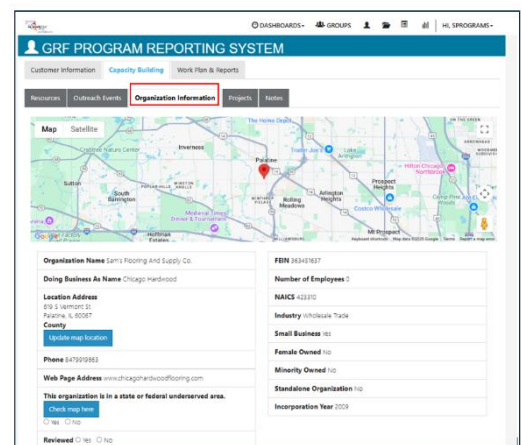2. Clicking the project name opens a modal that allows you to make edits to the project information.

3. Clicking the organization name opens an Organization Information tab for that specific organization.

Organization Information

1. The top section of the organization information tab includes:
   a. Map of where the organization is located
   b. Organization Name
   c. Doing Business As Name
   d. Location Address
   e. Phone
   f. Web Page Address
   g. This organization is in a state or federal underserved area
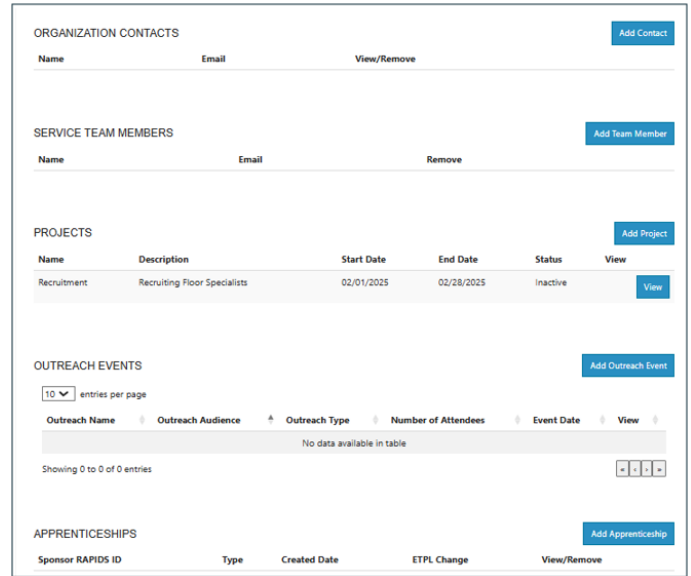   h. FEIN
   i. Number of Employees

j. NAICS
k. Industry
l. Small Business (yes/no)
m. Female Owned (yes/no)
n. Minority Owned (yes/no)
o. Standalone Organization (yes/no)
p. Incorporation Year

2. The middle section of the organization information tab includes:
    a. Organization Contacts
    b. Service Team Members
    c. Projects
    d. Outreach Events
    e. Apprenticeships

3. **Organization Contacts** – To add a contact, click Add Contact.
4. Complete the required fields:
    a. First Name
    b. Last Name
    c. Title
    d. Email
    e. Phone
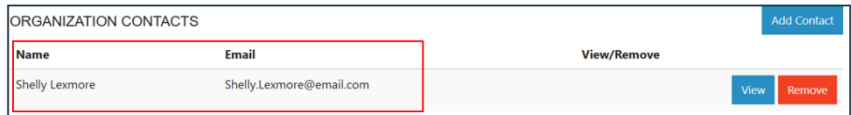   f. Click Save
5. The contact's information will display in the section.

6. **Service Team members** – To add a member, click Add Team Member.

7. Click Select next to the Team Member you want to add.

8. The member's information will display in the section.

9. **Projects** – To add a project, click Add Project.

10. Complete the required information and click save.

    a. The Contacts and Service Team Members that you previously added will be able to be selected and added to the project information.

11. The project information will be displayed in the section.

15. **Outreach Event** – To add an event, click Add Outreach Event.

16. Complete the required information and click save.

17. The outreach event information will be displayed in the section.

18. **Apprenticeships** – To add an Apprenticeship, click Add Apprenticeship.

19. Complete the required information and click save.

20. The apprenticeship information will be displayed in the section.

APPRENTICESHIPS

Sponsor RAPIDS ID	Type	Created Date	ETPL Change	View/Remove
123456	New Program	03/04/2025		View Remove

Add Apprenticeship

21. The bottom section of the Organization Information tab is **Capacity Building & Outcomes**. Check and complete the boxes that apply and click Save Capacity Building & Outcomes.

CAPACITY BUILDING & OUTCOMES

Save Capacity Building & Outcomes

- ☑ Expansion of employer and sponsor support for pre-apprenticeship/apprenticeship
- ☑ New or expanded partnerships (CBO, Employers, Education, Government)
- ☑ Targeted industry sectors supported
- ☑ Equipment: Community engagement (kiosks, VR headsets, laptops, subscriptions)
- ☑ Training & Education: Staff Professional Development
- ☐ Other
- ☑ Number of positions filled by program participants to fill critical vacancies
  - 20
- ☑ Total cost savings per employer from grant-funded training
  - 10.00
- ☑ Percentage of leveraged funds to increase skill development
  - 10.00
- ☑ Number of employees participated in workforce grant programs to become more competitive in their industry and support job retention
  - 20
- ☐ Number of additional participants served through expanded partnerships
- ☐ Estimated Return on Investment (ROI) for the state in terms of economic impact
- ☐ Employer satisfaction rate with program participants ⓘ

22. The final section of the Organization Information tab is the **Organization Notes**. To add a note, click Add Note.

23. Complete the required information and click Save.

ORGANIZATION NOTES

Add Note

10 ▼ entries per page

Subject	Comment	Entered By	Entered Date	View
		No data available in table		

Showing 0 to 0 of 0 entries

ADD NOTE ✕

Case Note Type *

Follow-Up ▼

Contact Date *

Subject *

Comment *

Delivery Method
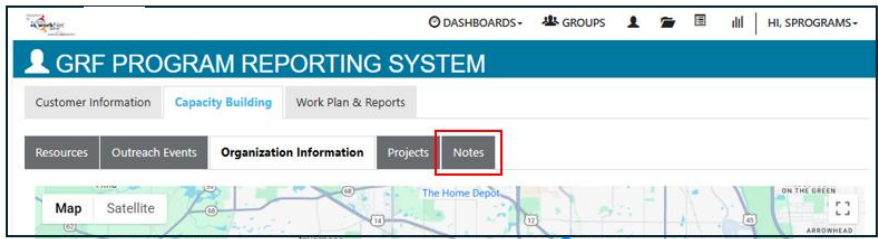◉ Save as Event Note without sending as Message/Email

Close Save

24. The note will be displayed in the section.
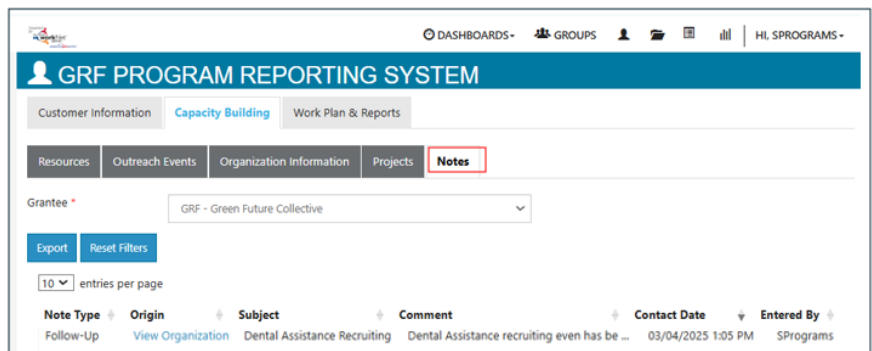

Notes

1. Click the Notes tab at the top of the tab.

2. All the notes will be displayed here. They can be exported by clicking the Export button.