

Purpose:

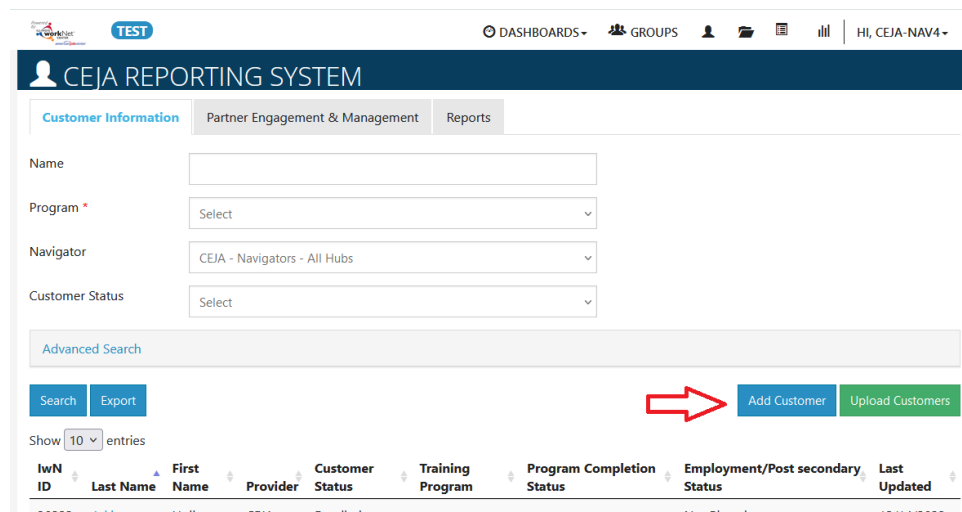
Use the CEJA/FEJA Reporting System to document outreach to customers, customer demographics, customer status/outcomes, and referrals to other programs.

Who Enters/Maintains Data

- Grantees enter customer information and update customer status and outcomes as needed.

Access Customer Details

1. Log into www.illinoisworknet.com
2. Select **My Dashboard**
3. Select **Customer Support Center** under Partner Tools.
4. Select **Groups** in the top menu
5. Select the group **CEJA/FEJA Programs**
6. On the customer list page, Service Providers can add customers to their program.



The screenshot shows the CEJA Reporting System interface. At the top, there is a navigation bar with 'DASHBOARDS', 'GROUPS', and a user profile icon. Below this is a header for 'CEJA REPORTING SYSTEM'. The main content area has three tabs: 'Customer Information', 'Partner Engagement & Management', and 'Reports'. Under 'Customer Information', there are four dropdown menus for 'Name', 'Program', 'Navigator', and 'Customer Status'. Below these is an 'Advanced Search' section with 'Search' and 'Export' buttons. To the right of the search section are two buttons: 'Add Customer' (highlighted with a red arrow) and 'Upload Customers'. At the bottom, there is a table with columns: 'IwN ID', 'Last Name', 'First Name', 'Provider', 'Customer Status', 'Training Program', 'Program Completion Status', 'Employment/Post secondary Status', and 'Last Updated'. The first row of the table shows a customer with ID 20222, Last Name 'Atkinson', First Name 'Bella', Provider 'CEJA', Customer Status 'Enrolled', Training Program 'Not Listed', Employment/Post secondary Status 'Not Listed', and Last Updated '12/14/2022'.

Add Customers Option 1: Enter Individual Customers

1. Select the button Add Customer
2. Enter the information in the Add Customer window

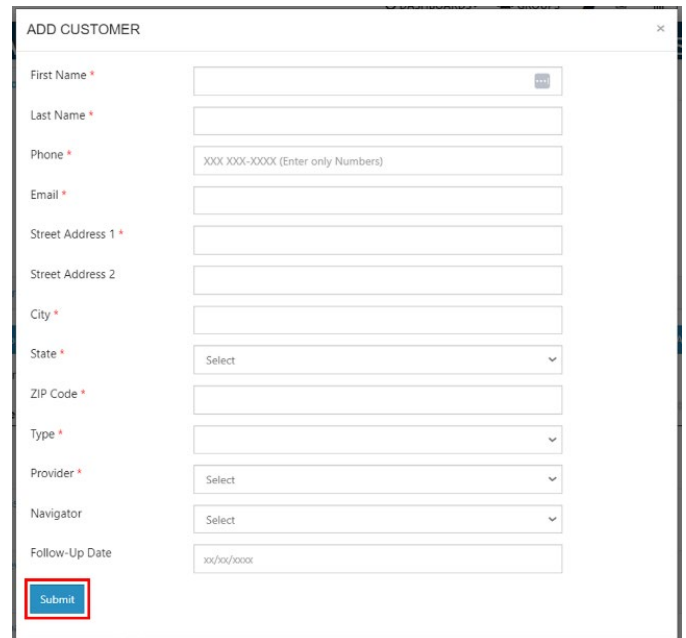
- a. Name
- b. Phone
- c. Email
- d. Address
- e. Customer Type
- f. Provider or Navigator
- g. Follow-Up Date

3. Click the button to Submit.

4. If the customer already exists in the CEJA/FEJA Reporting System (whether added by your organization or another), the system will notify you to submit a ticket through the Help Request System.

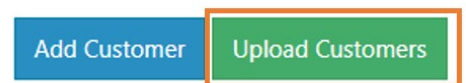
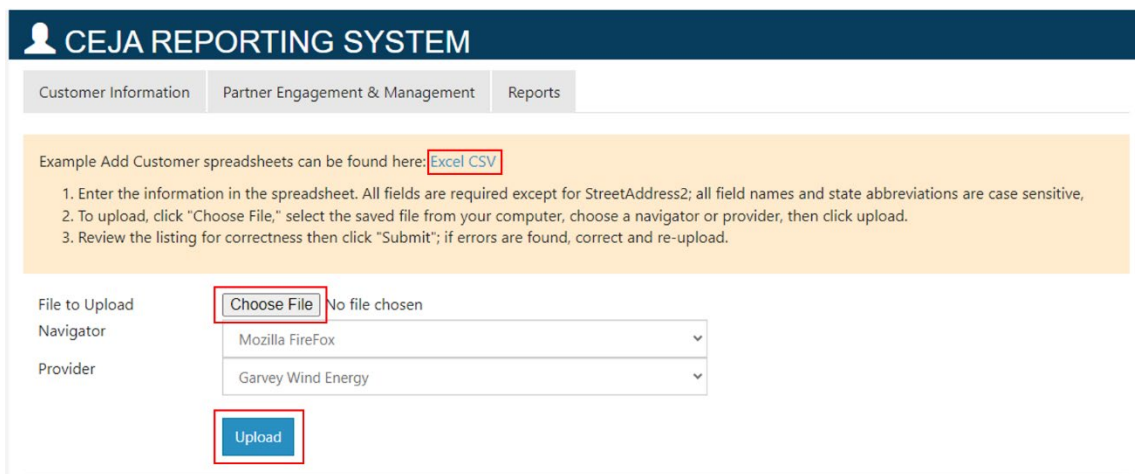
5. If the customer does not already exist in the system, you will then proceed to the customer's prescreening information.

6. At this point the customer status is inquiry unless they have been marked as do not contact.



Add Customers Option 2: Add One or More Customers Using the Upload Tool

1. On the customer list screen click the button "Upload Customers".
2. Click to download the example Excel "CSV file" and update the information in the spreadsheet with your customers' information.
3. Save the updated file and click the "Choose File" button to upload your file.
4. Then select the "Upload" button to add your customers into the Climate Works system.
5. If there are any issues with the data being uploaded, this will be specified on screen. You can update the data and re-upload the customers at that time.

Enter Prescreening

1. If the customer was added using:
 - a. Option 1, the following steps will automatically happen once the customer information has been added to the system
 - b. Option 2, go to the customer list and select the linked customer name to continue with the intake process.
2. Read the consent to the customer. Once the customer verbally agrees to the consent, check the consent box and continue with the prescreening.

APPLICATION CONSENT ×

Illinois workNet helps people reach their training, employment, and career goals.

This application contains voluntary questions to help determine if you are eligible for additional services. This information will be kept confidential and is intended for use solely in connection with record-keeping requirements and to help you identify additional resources that can assist you, including by sharing your information with other workforce training service providers for programs that may best suit your needs, including, but not limited to, the following programs: the Workforce Innovation and Opportunity Act (WIOA), the Climate and Equitable Jobs Act (CEJA), the Illinois Works Pre-Apprenticeship Program and the Job Training and Economic Development Grant Program (JTED). You will not be penalized for your refusal to answer.

Individuals completing this application will receive updates and information to help them reach their career, training, and employment goals. By completing the application, you agree to allow career planners to review your information for potential participation and certify that the information you entered is accurate to the best of your knowledge.

I have read consent to the customer and they agree to the consent.

[Save](#)

1. Enter the fields in the Prescreening window:
 - a. Do you need any accommodations to complete this prescreening or application?
 - b. Name
 - c. Phone
 - d. Email
 - e. Date of Birth
 - f. How did you hear about the program?
 - g. Are you interested in working in construction or the building trades?
 - h. Are you interested in working in the clean energy field? There are several career paths available, such as becoming a solar installer, wind turbine technician, or insulation installer
 - i. Which of the following clean energy industries are you interested in learning more about?
 - j. Are you interested in applying for an apprenticeship program?
 - k. Are you willing and able to put in the time required by this program?
 - l. You may have challenges that make it difficult to participate in the training program. Our program covers training expenses and offers support, such as childcare and transportation vouchers, to help you succeed. You'll also receive a stipend. Are you experiencing any barriers that would keep you from attending the training?

- m. Enter the address to determine if the customer lives in an EJC/R3 area.
 - n. Have you ever been incarcerated for a felony or misdemeanor?
 - o. Are you a graduate of foster care or currently in foster care?
 - p. Are you a displaced energy worker?
 - q. What racial or ethnic groups best describe you?
 - r. Veteran Status
 - s. Do you have a high school diploma, General Education Development (GED) certificate, or High School Equivalency Diploma (HiSED)?
2. A table will show that the customer may be eligible for the Climate Works and/or Workforce Network programs. It also includes check for availability, desire for apprenticeship and interest in Clean Jobs.
3. Select the Program.
4. Select the Provider.
5. Select the prescreening results.
6. Enter the prescreening date.
7. Enter the follow-up date (not required).
8. Click the button to continue.
9. Once the prescreening information has been entered, the system will check to see if there is an existing Illinois workNet account based on this customer's information.
 - a. If no account is identified, a new one will be created. You will see the customer's username and password for their Illinois workNet account. Provide both to the customer.
 - b. If an account is identified, you can sync to that account. Make sure the customer knows their username. If they do not remember their password, they can recover it or you can assist with providing them a temporary password.
 - c. If more than one account is identified or the information conflicts with an existing account, you will need to submit a ticket through the Help Request System. A member of the Illinois workNet Team will then reach out to you to resolve this Provide both to the customer.
10. At this point, the system-generated customer status is prescreening unless they have been manually marked as do not contact.
11. You can then click the button to Continue Initial Application.

Completing Climate Works Application

1. On the **Demographic and Contact Information** screen, enter the following information (**Note:** fields below that are bolded will auto-populate from the prescreening that was entered):
 - a. **First Name***
 - b. **Last Name***
 - c. Do you have an SSN?*
 - d. **Email***

- e. Confirm Email*
 - f. **Street Address 1***
 - g. **Street Address 2**
 - h. **City***
 - i. **State***
 - j. **Zip Code***
 - k. Primary Phone*
 - l. Primary Phone Type*
 - m. Alternate Phone
 - n. Alternate Phone Type
 - o. **Date of Birth***
 - p. **What sex were you assigned at birth, on your birth certificate?***
 - q. How do you currently describe yourself?*
 - r. Are you authorized to work in the US?*
 - s. **What racial or ethnic groups best describe you?***
 - t. **Have you ever been incarcerated for a felony or misdemeanor?***
 - u. **Are you a graduate of foster care or currently in foster care?***
 - v. **Are you a displaced energy worker?***
 - w. **Do you have a high school diploma, GED, or HiSED?***
 - x. Application Submit Date*
2. Click the **Cancel** button or the **Save and Go to the Next Page** button.
 3. The next page is the Eligibility check screen. The eligibility criteria will be listed showing what, if any, criteria the customer is meeting. To proceed with the customer's intake process click the button **Continue to Intake**. If the customer is not interested in participating select the **I'm not interested** button.
 - a. Note: For adult programs, if the customer you have entered is not yet 18, but will be turning 18 while receiving training services, then you may select this from the radio button that appears and clicking the **Continue to Intake** button.

CEJA CLIMATE WORKS PRE-APPRENTICESHIP REPORTING SYSTEM APPLICATION

ELIGIBILITY

Demographic & Contact Information

Eligibility

At least one of the following criteria must be met:

- Lives in an R3 area: Yes
- Lives in an Environmental Justice Community (EJC): Yes
- Is formerly incarcerated: Yes
- Is in foster care or has graduated foster care: Yes

At least one of the following criteria must be met (Age: 18 as of 05/30/2023):

- Age 18+ (Adult Program) Yes

You may be eligible for CEJA Climate Works Services. Please click the button below that best reflects your choice.

Continue to Intake.

I'm not interested.