

Purpose:

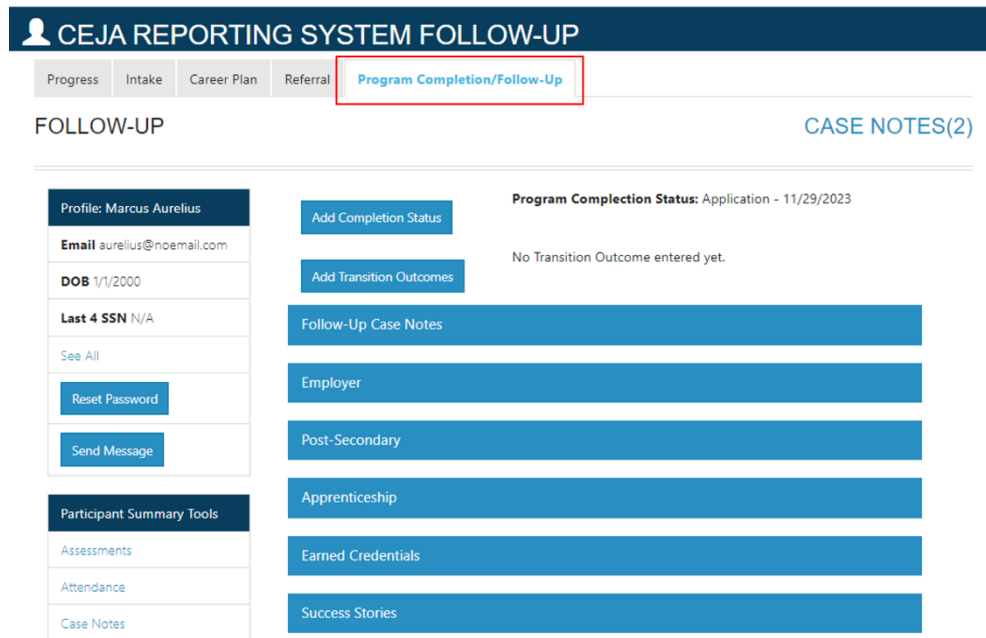
The Completion/Follow-Up tab tracks completion status, completion/exit reasons, and follow-up information.

Access Customer Completion/Follow-Up Page

1. Log into www.illinoisworknet.com.
2. Select **My Dashboard** and then **Customer Support Center/IWIS** under Partner Tools.
3. Select **Groups** in the top menu and then the group **Climate Works**.
4. Select a **customer name** and then select the **Program Completion/Follow-up tab**.

Enter Completion Status

1. To update the customer's status, click the **Add Completion Status** button
2. Select Complete, Withdrawal, or Exited
3. Click the **Save** button
4. Enter a Case Note



The screenshot shows the 'CEJA REPORTING SYSTEM FOLLOW-UP' interface. At the top, there is a navigation bar with tabs for Progress, Intake, Career Plan, Referral, and Program Completion/Follow-Up (which is highlighted with a red box). Below the navigation bar, the page is titled 'FOLLOW-UP' and 'CASE NOTES(2)'. The main content area is divided into two columns. The left column contains a profile card for 'Marcus Aurelius' with fields for Email (aurelius@noemail.com), DOB (1/1/2000), and Last 4 SSN (N/A). Below the profile card are buttons for 'Reset Password' and 'Send Message'. The right column contains a 'Program Completion Status' section with the text 'Application - 11/29/2023' and 'No Transition Outcome entered yet.' Below this are buttons for 'Add Completion Status' and 'Add Transition Outcomes'. At the bottom of the right column, there are several blue bars representing different categories: 'Follow-Up Case Notes', 'Employer', 'Post-Secondary', 'Apprenticeship', 'Earned Credentials', and 'Success Stories'.

Enter Transition Outcomes

1. To enter a transition outcome, click the button **Add Transition Outcome**
2. Select either Apprenticeship, Job Placement, Other Training, or Opened Small Business and complete the information that follows.
3. Click the button to **Save and Add a Case Note**.

👤 **CEJA REPORTING SYSTEM FOLLOW-UP**

Progress
Intake
Career Plan
Referral
Program Completion/Follow-Up

FOLLOW-UP
CASE NOTES(2)

Profile: Marcus Aurelius

Email aurelius@noemail.com

DOB 1/1/2000

Last 4 SSN N/A

See All

Reset Password

Send Message

Participant Summary Tools

Assessments

Attendance

Case Notes

Program Completion Status: Application - 11/29/2023

Add Completion Status

Add Transition Outcomes

No Transition Outcome entered yet.

Follow-Up Case Notes

Employer

Post-Secondary

Apprenticeship

Earned Credentials

Success Stories

Follow-Up Case Notes

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

- Click to Open the Follow-Up Case Note window.
- **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 Case Notes

- ✓ 1 Month - [Add follow-up Case Note](#)
- ✓ 2 Months - [Add follow-up Case Note](#)
- ✓ 3 Months - [Add follow-up Case Note](#)
- ✓ 6 Months - [Add follow-up Case Note](#)
- ✓ 9 Months - [Add follow-up Case Note](#)
- ✓ 1 Year - [Add follow-up Case Note](#)
- ✗ 2 Years - [Add follow-up Case Note](#)
- ✗ 3 Years - [Add follow-up Case Note](#)

ADD CASE NOTE

Select A Task

Contact Date *
12/11/2023

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

Add Case Note

Enter Follow-Up

Employment

This section tracks customer employment after exiting the program. 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 **Employment Name**
- Enter **Start Date**
- Enter **Address Details**

- Enter **Hourly Wage**
- Enter **Job Duties**
- Enter **Hours per week**
- Answer **Yes or No** questions
- Click **Save**

👤 CEJA REPORTING SYSTEM FOLLOW-UP

Progress
Intake
Career Plan
Referral
Program Completion/Follow-Up

FOLLOW-UP
CASE NOTES(2)

Profile: Marcus Aurelius

Email aurelius@noemail.com

DOB 1/1/2000

Last 4 SSN N/A

[See All](#)

Reset Password

Send Message

Participant Summary Tools

[Assessments](#)

[Attendance](#)

[Case Notes](#)

[Credentials](#)

[Training/Services](#)

Add Completion Status

Program Completion Status: Application - 11/29/2023

Add Transition Outcomes

No Transition Outcome entered yet.

Follow-Up Case Notes

Employer

For customers who enter employment, collect a copy of their pay stub to verify employment. A paper copy should be kept in the customer's paper file, and a digital copy should be uploaded via the customer's Uploads Tool.

Number of Active Employments: 0

Add Employer Follow-Up

Show entries

Employer	Job Title	Start Date	End Date
No data available in table			

Showing 0 to 0 of 0 entries
Previous Next

Post-Secondary

This section tracks customer enrollment in a post-secondary program after exiting Climate Works.

- Enter **Status**
- Enter **Date**
- Enter **Paid work experience during time at post-secondary institution**

👤 **CEJA REPORTING SYSTEM FOLLOW-UP**

Progress Intake Career Plan Referral Program Completion/Follow-Up

[CASE NOTES\(2\)](#)

FOLLOW-UP

Profile: Marcus Aurelius

Email aurelius@noemail.com

DOB 1/1/2000

Last 4 SSN N/A

See All

Reset Password

Send Message

Add Completion Status

Add Transition Outcomes

Follow-Up Case Notes

Employer

Post-Secondary

Add Post-Secondary

Program Completion Status: Application - 11/29/2023

No Transition Outcome entered yet.

Show 10 entries Search:

Status	Date	Withdrawn Date	Withdrawn Reason	Complete Date	Entry Date
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

Apprenticeship

This section tracks customer enrollment in a registered apprenticeship program after exiting Climate Works. Enter:

- **Apprenticeship Status**
- **Journeyperson Status**
- **Date**
- **Hourly Wage Paid**
- **Job Duties**
- **Hours per week**
- **Received a raise or promotion**
- **Receive fringe benefits**

👤 CEJA REPORTING SYSTEM FOLLOW-UP

Progress

Intake

Career Plan

Referral

Program Completion/Follow-Up

FOLLOW-UP
CASE NOTES(2)

Profile: Marcus Aurelius

Email: aurelius@noemail.com

DOB: 1/1/2000

Last 4 SSN: N/A

See All

Reset Password

Send Message

Participant Summary Tools

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

Add Completion Status

Add Transition Outcomes

Follow-Up Case Notes

Employer

Post-Secondary

Apprenticeship

Add Apprenticeship

Program Completion Status: Application - 11/29/2023

No Transition Outcome entered yet.

Show entries Search:

Status	Journeyperson Status	Date	Withdrawn Date	Withdrawn Reason	Complete Date	Entry Date
No data available in table						

Showing 0 to 0 of 0 entries Previous Next

Earned Credentials

This section tracks credentials earned while in the Climate Works program. To add a credential go to the training service in the customer’s career plan and identify the credential earned. Only credentials for which the corresponding service/step is complete will show in this section.

Success Stories

This section displays success stories that have been entered for the customer. Select the Add Success Story button to add a success. This section uses the Success Story tool available in Illinois workNet and populates the success story public listing. [Learn more](#).