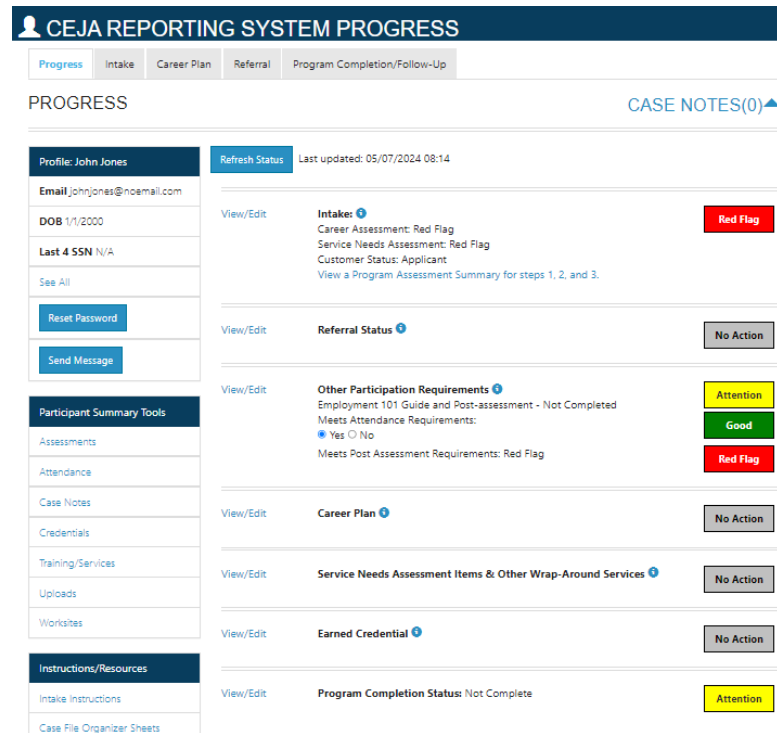


Overview:

The customer's Progress tab is a customer-level dashboard that codes the section Status as either Good, Needs Attention, or Red Flag.

Access Climate Works Customer Progress 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 **Progress tab**.



CEJA REPORTING SYSTEM PROGRESS

Progress | Intake | Career Plan | Referral | Program Completion/Follow-Up

PROGRESS CASE NOTES(0)▲

<p>Profile: John Jones</p> <p>Refresh Status Last updated: 05/07/2024 08:14</p> <p>Email: johnjones@noemail.com</p> <p>DOB: 1/1/2000</p> <p>Last 4 SSN: N/A</p> <p>See All</p> <p>Reset Password</p> <p>Send Message</p>	<p>Intake ●</p> <p>Career Assessment: Red Flag Red Flag</p> <p>Service Needs Assessment: Red Flag</p> <p>Customer Status: Applicant</p> <p>View a Program Assessment Summary for steps 1, 2, and 3.</p>
	<p>Referral Status ●</p> <p>No Action</p>
	<p>Other Participation Requirements ●</p> <p>Employment 101 Guide and Post-assessment - Not Completed</p> <p>Meets Attendance Requirements:</p> <p>● Yes ○ No</p> <p>Meets Post Assessment Requirements: Red Flag Red Flag</p>
	<p>Career Plan ●</p> <p>No Action</p>
	<p>Service Needs Assessment Items & Other Wrap-Around Services ●</p> <p>No Action</p>
	<p>Earned Credential ●</p> <p>No Action</p>
	<p>Program Completion Status: Not Complete Attention</p>

Participant Summary Tools

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

Instructions/Resources

- Intake Instructions
- Case File Organizer Sheets

Section & Links	Content Displayed	Status: Good	Status: Needs Attention	Status: Red Flag	Status: No Action Needed
Section: Intake Links to: Intake tab	Career Assessment completed, Service Needs Assessment completed, Customer Status	Career Assessment and Service Needs Assessment complete.	Career Assessment and Service Needs Assessment not complete.	Career Assessment and Service Needs Assessment not complete within 10 days of adding the customer to the system.	The application is complete, and the person is not going to be enrolled in the program.
Section: Referral Status Links to: Referral tab	Referrals	Referral(s) sent and response(s) received as accepted or rejected.	Referral(s) sent and response received as pending; or open referral that does not have a response.	Referral(s) sent and received response as pending; or open referral that does not have a response within 10 days; or the response is pending - no contact from customer; or customer requires a referral but none has been sent.	No referral required.
Section: Other Participation	Confirm attendance	Attendance requirements met	Attendance requirements not	N/A	Customer is not enrolled/eligible or

Requirements	requirements met and employment 101 has been completed	and employment 101 complete.	met or employment 101 not complete.		has withdrawn.
Section: Career Plan Links to: Career Plan	List the services with the status and start/end dates	Training/Career services start/completion statuses meet the deadlines set with the start/end dates.	At least one service where the start/completion status does not meet deadlines set with the start/end dates.	Training/Career services have not been added.	Customer is not enrolled/eligible or has withdrawn.
Section: Service Needs Assessment Items & Other Wrap-Around Services Links to: Career Plan	This section will display the list of support services that are needed based on the most recent Service Needs Assessment. Each service listed includes a status. The status of this section is based on the worst status in the group (i.e., Needs attention or Red Flag). If all services have a good status, the status for this	A service that is needed has been addressed by adding a related service to the career plan or by entering a related wrap-around service cost.	A service that is needed still needs to be addressed or a wrap-around service with estimated cost needs to be updated.	N/A	Customer is not enrolled/eligible or has withdrawn.

	section is good.				
<p>Section: Earned Credential</p> <p>Links to: Career Plan</p>	<p>Credential Name and Date</p> <p>None</p>	A credential was earned.	The customer has started a training service and does not have a credential entered into the system.	The customer completed a training service and does not have a credential entered into the system.	Customer is not enrolled/eligible or has withdrawn.
<p>Section: Program Completion Status</p> <p>Links to: Completion tab</p>	Completion Status	Completed Climate Works program.	Not Complete.	N/A	Customer is not enrolled/eligible or has withdrawn.