Completion/Follow-Up

September 2024 v3

Overview

The Program Completion/Follow-Up tab captures the customer's program completion information. The tab is only available to be opened and edited when a customer has an enrollment status of prescreening, applicant, and complete. It is not available when a participant is not enrolled or not eligible.

Access Customer Progress Page

1. Log into www.IllinoisworkNet.com.
2. Select My Dashboard.
3. Select Customer Support/IWIS in the partner tools section.
4. Select Groups from the top menu.
5. Select JTED Project Group.
6. Select a customer.
7. Select the Completion/Follow-up tab.

Program Completion

The program completion tab captures the following information:

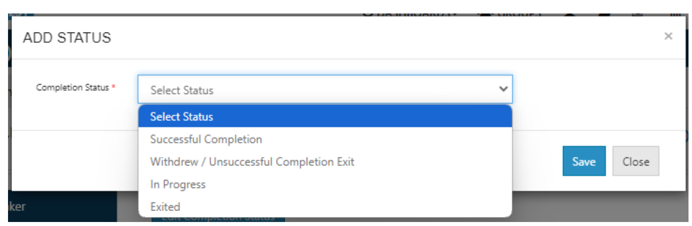
- Current Completion Status
- Employer
- Post-Secondary
- Measurable Skill Gains
- Apprenticeship
- Earned Credentials
- Follow-up Case Notes

Edit Completion Status

To edit the customer's completion status, click the Edit Completion Status button.

Completion Statuses include:

- **In Progress** – The customer is receiving services.
- **Successful Completion** – The customer has successfully completed the training/program.
- **Exited** – The customer has exited the training/program.
- **Withdrew/Unsuccessful Completion Exit** – The customer has withdrawn or unsuccessfully completed the training/program.



If Exited or Withdrew/Unsuccessful Completion Exit is selected, it is required to choose an Exit reason from the dropdown selection. NOTE: All services must be marked complete (successful/unsuccessful completion) prior to changing the status to Exited or Withdrew/Unsuccessful Completion Exit.

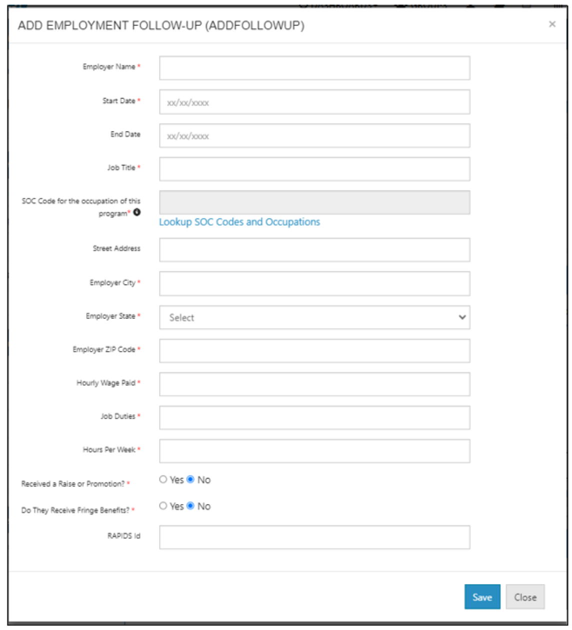
Employer

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.

To add Employment,
click the Add Employer Follow-Up button.

The following information is needed to be completed:

- Employer Name
- Start Date
- End Date
- Job Title
- SOC Code
- Street Address
- Employer City
- Employer State
- Employer ZIP Code
- Hourly Wage Paid
- Job Duties
- Hours Per Week
- Received a Raise or Promotion
- Do They Receive Fringe Benefits?
- RAPIDS id
- Click Save.

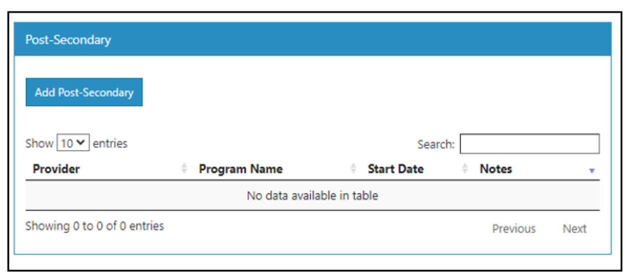


Post-Secondary

This section tracks customer enrollment in a post-secondary program after exiting JTED. To add a post-secondary program, click the Add Post-Secondary button.

The following information is needed to be completed:

- Provider
- Program Name
- Start Date
- Notes
- Click Save.

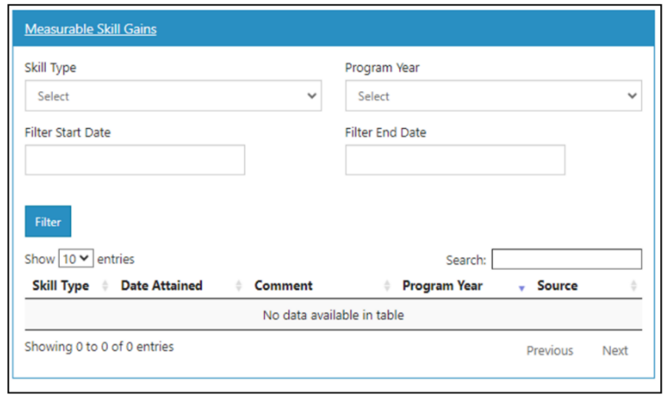


Measurable Skills Gains

This section tracks the Measurable Skill Gains earned by the customer while enrolled in the program.

To filter Measurable Skill Gains:

- Select a Skill Type from the dropdown menu.
- Select Program Year from the dropdown menu.
- Select Start Date.
- Select End Date.
- Click Filter.

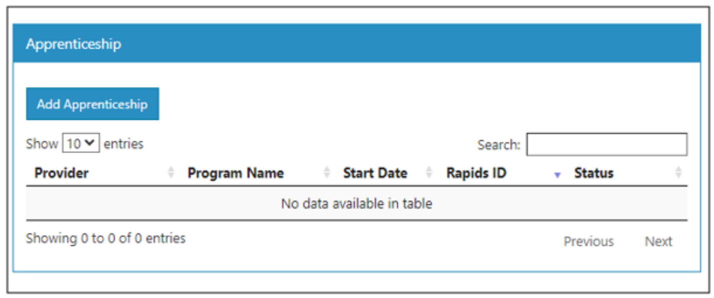


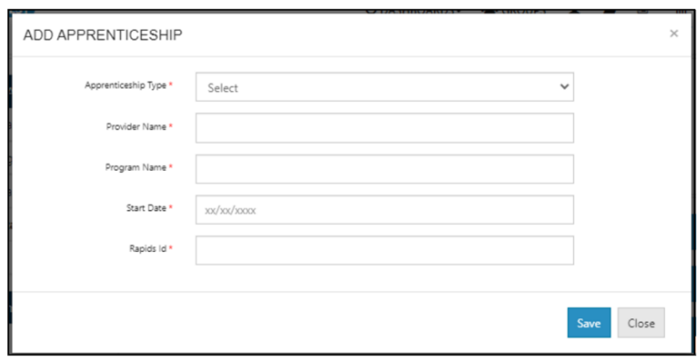
Apprenticeship

This section tracks customer enrollment in a registered apprenticeship program after exiting the program. To add a registered apprenticeship program, click the Add Apprenticeship button.

The following information is needed to be completed:

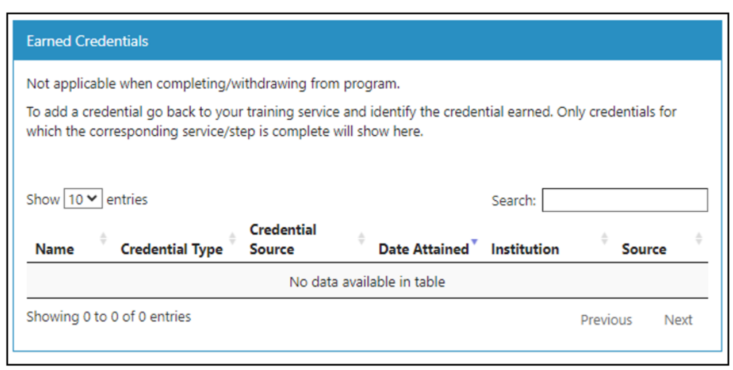
- Enter Apprenticeship Type.
  - Applied to DOL apprenticeship
  - On wait list for DOL apprenticeship
  - Enrolled in DOL apprenticeship
- Enter Provider Name.
- Enter Program Name.
- Enter Start Date.
- Enter RAPIDS ID.





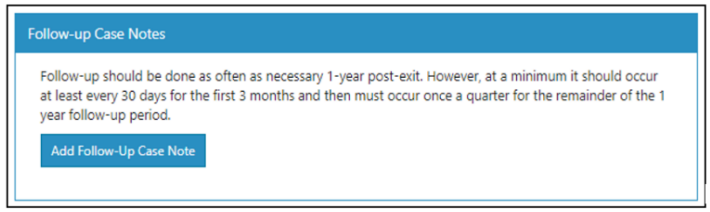
Earned Credentials

This section tracks the Credentials earned by the customer while enrolled in the program. To add a credential, go to the training service and identify the credential earned. Only credentials for which the corresponding service/step is completed will show in this section.



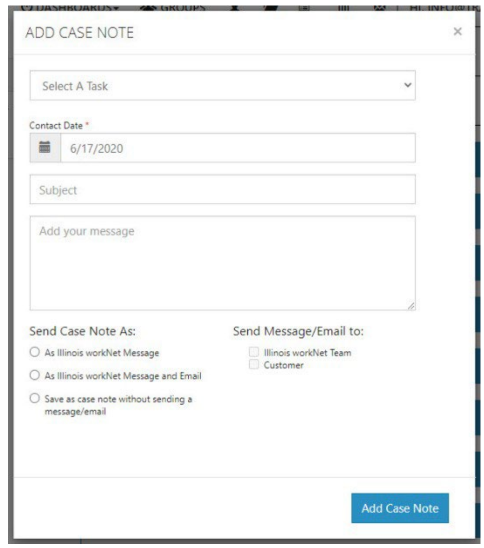
Follow-up Case Notes

This section tracks the follow-up communications had with the customer after exiting the program. To add a follow-up note, click the Add Follow-Up Case Note button.



The following information is needed to be completed:

- Select A Task from the dropdown menu.
- Enter Contact Date.
- Enter the Subject of the note.
- Enter the details of the note in the text box.
- Select how to Send Case Note as.
- Click Add Case Note.



Success Stories

This section displays the success story that has been entered for the customer. To add a success story, click the Add Success Story button.

After clicking the button, you will be taken to the [Success Story Guide](). There are resources on the guide page with success story writing tips for participants, employers, and Service Providers.