



# Free Online Case Management Tools for a Virtual Environment

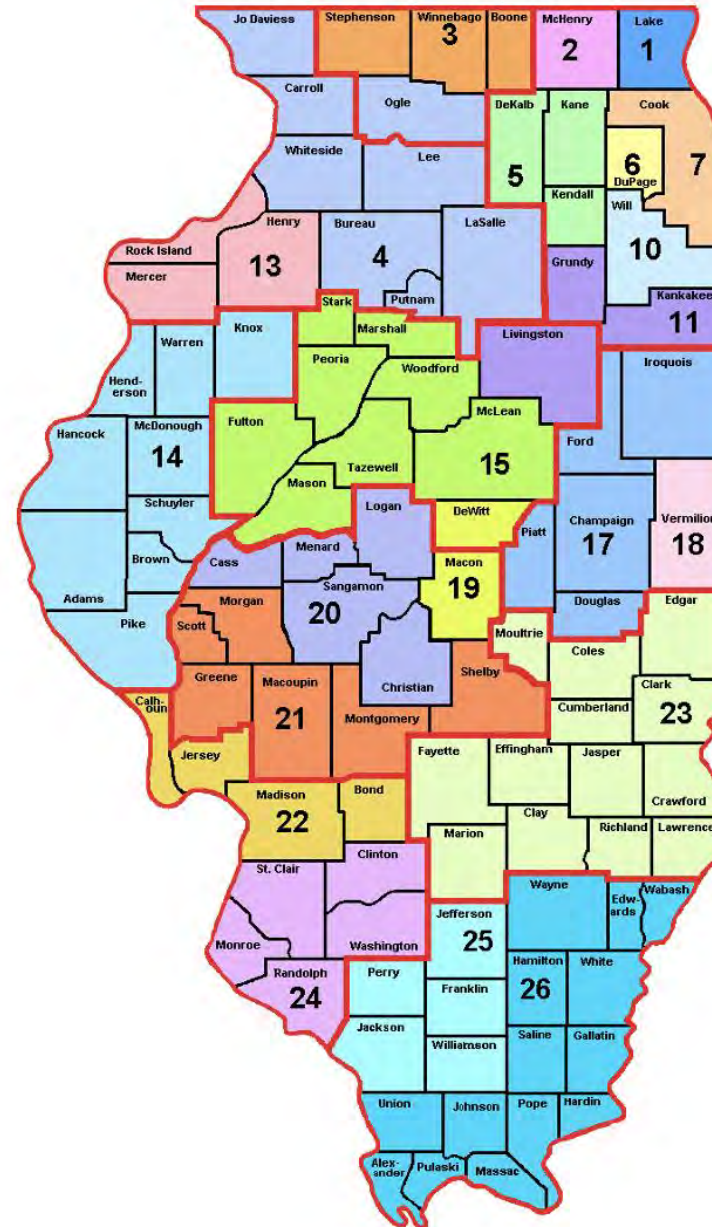
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# Where is Your Local Area?



# Which partner do you best represent?





## Natasha Telger

- Associate Director
  - SIUC Center for Workforce Development
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# Objectives

- Review the Illinois workNet Customer Support Center (CSC) suite of free online tools which includes: Career Plan, Assessments, Messages & Case Notes, Resume Builder, Worksite Placement, Outcomes, and Success Stories.
- Discuss how partner staff can use these tools to communicate with and provide guidance to help their customers reach their career, training, and employment goals.
- Learn how you can get started!

➤ Illinois workNet has free online tools and resources to help individuals and employers reach their training and employment goals.

➤ [www.illinoisworknet.com](http://www.illinoisworknet.com)

The screenshot shows the homepage of the Illinois workNet website. At the top, there is a navigation bar with a menu icon, 'Login', 'Sign Up', the 'ILLINOIS workNet CENTER americanjobcenter' logo, 'Search', 'Español', 'Partners', and 'Share' icons. Below the navigation bar is a row of four images: a construction worker, a woman in a restaurant, a chef, and a woman in a server's uniform. Underneath these images is the heading 'STATE OF ILLINOIS - WORKFORCE PORTAL'. Below this heading is another row of four images: a construction worker in a hard hat and mask, a cityscape, a woman writing in a notebook, and a woman on a phone. At the bottom, there are four main service categories, each with a description and a call-to-action button:

- Employer**: Explore resources, connect to job seekers, & register to receive personalized services to help your business recover, expand, & grow. Buttons: 'Explore Resources >', 'Set Up Virtual Job Fair >'.
- Job Seeker**: Explore virtual job fairs, resources, available services, & register to receive alerts to the latest info on finding a job. Buttons: 'Explore Resources >', 'Build your Resume >'.
- Virtual Job Fair**: Explore virtual job fair resources and opportunities or get access to assistance to easily set up your own virtual job fair. Buttons: 'Set Up Virtual Job Fair >', 'Search Virtual Job Fairs >'.
- Training & Services**: Find training programs as well as local work support services to develop skills for high demand roles. Buttons: 'Find Training >', 'Find Local Services >'.

**Explore Careers**

- Explore Careers Guide
- Skill & Interest Surveys
- Careers, Wages & Trends S
- Demand Occupations Search
- Employment 101
- Labor Market Information
- Planning for the Future Art
- Career Exploration Videos
- Career Exploration Resourc

**Training & Credentials**

- Training and Credentials Guide
- WIOA Approved Training Programs Search
- Public & Private Training Program Search
- Apprenticeship Opportunities
- Adult Education Opportunities
- Employer-Based Training Program
- Planning & Financing Training Articles
- Training & Financial Aid Videos
- Training & Financial Aid Resou

**Qualify for Jobs**

- Prepare to Find a Job Guide
- Virtual Job Fairs
- Job Skills Guides
- Digital Literacy Guides
- Resume Writing Guide
- Marketing Your Skills Articles
- Job Qualification Videos
- Job Qualification Resources
- Job Openings & Recruiting <
- Network & Connect <
- Layoff Assistance <
- Updates & Help <

[www.illinoisworknet.com/](http://www.illinoisworknet.com/)

Select  **Partners** for partner resources.

- Workforce and Education Partners
- Becoming A Partner
- Partner Programs
- Assessments
- Customer Support Center
- Outreach Tools Articles
- Helping Individuals Articles
- Helping Employers Articles
- Partner News & Events <
- Resource Searches <
- Updates



## Customer Support Center (CSC)



- These tools allow a team of Illinois workNet partner staff to provide guidance and to help customers reach their training and employment goals.
- Provider and customer level tools are used for planning, communicating, documenting progress, and reporting.
- Partners are provided approved access based on their role and customer participation agreement.
- CSC Partner Guide: <https://www.illinoisworknet.com/partners/Pages/Customer-Support-Center.aspx>

# Setting Up Your CSC Group



DASHBOARDS CUSTOMERS **GROUPS** HI, NTELGER

1. Invite Others 2. View Customers 3. Create Subgroups 4. View Partners Instructions & Details

Personal Group Invitation

CUSTOMER INVITATION

GROUP INVITATION

CREATE AN INVITATION THAT CAN BE USED WITH A GROUP (OR MULTIPLE) CUSTOMERS TO JOIN YOUR PERSONAL GROUP.

[Personal Group Invitation Overview and Instructions](#)

Pass Code\*

Title\*

Description\*

**YOU ARE INVITED TO WORK WITH A CAREER ADVISER FOR FREE!**

A CAREER ADVISER CAN PROVIDE TOOLS AND GUIDANCE TO HELP YOU REACH YOUR CAREER GOALS.

Accepting this invitation will allow a team of Illinois workNet partners to provide feedback on your:

- Illinois workNet assessments,
- Career/job search plans
- Resumes and interview prep, and
- Offer next steps to help you meet your career, training, and employment goals.

**PROTECTING YOUR INFORMATION IS IMPORTANT**

This is a free service offered by Illinois workNet partners and your information is protected. View the Illinois workNet [privacy policy](#) and [terms and conditions](#) for full details. Learn more about Illinois workNet by going to [about us](#).

Create Invitation

1. Invite Others 2. **View Customers** 3. Create Subgroups 4. View Partners Instructions & Details

View Search Options

Name

Search Export

Show 50 entries

Last Name	First Name	LWIA	User Name	Email	Created	Is Active	
10	NNewuser	20	NNewuser10	ntelger@illinoisworknet.com	7/21/2010	false	Remove
Account	Sample	20	customer41	info@33illinoisworknet.com	6/12/2009	true	Remove
EmpMember	Business	20	BusEmpMember1@gmail.com	BusEmpMember1@gmail.com	2/21/2017	true	Remove
Telger	Natasha	27	lwia27	ntelger@illinoisworknet.com	12/14/2005	false	Remove

# CSC Tools: Assessments

## Partner CSC View

ACCOUNT, SAMPLE

Groups Details Career Plan **Assessments** Optimal Resume Success Stories Worksites Outcomes

Profile: Sample Account

workNet ID 70616

IWDS User ID N/A

Last 4 SSN

User Name customer41

Email info@33illinoisworknet.com

Account Created 6/12/2009

Active Yes

See All

Reset Password Send Message

Assessments

View saved results or complete an assessment for the customer. Illinois workNet offers assessments that are self-access as well as partner initiated assessments. [Learn more](#)

- SKILLS AND INTERESTS
- DISABILITY BENEFITS ESTIMATOR
- EMPLOYMENT 101
- NOCTI RESULTS
- SELF-EVALUATION
- OBSERVATIONAL EVALUATION
- WORKSITE EVALUATION

Assessments Not Available Through Illinois workNet

[ENTER MORE ASSESSMENTS](#)

Add Assessment Results

Assessment Name/Description	Edit/View Results	Assessment Date	Type	Category	Updated
TABE 9-10	15	7/3/2018	Basic Skills	Adult Basic Education-ABE	ntelger 7/10/2018

Showing 1 to 1 of 1 entries

Previous 1 Next

## Customer View

My Dashboard Messages (168) Bookmarks Resumes Skills & Interests

### Natasha's Dashboard

My Tools My Assessments Partner Tools

Settings Messages Career Plan

Update My Profile 168 Messages

Change Password

Update - News Subscription Settings

Employment 101 Your Guide To Prepare: A Career Plan A Job Search Plan To Achieve Your Goals

Pre-assessment - 92% Post-assessment - 96% Certificate of Completion

My Bookmarks Why Attendance and Self-Presentation Skills Mit... Keep Your Business Joseph Business School, The

Resume Builder Resume Builder Guide Cover Letter Saved Interview Practice Saved Resume Saved Assessments Saved Portfolio Saved Website Saved

Job Search Public Health Nurse Armed Diplomatic Secu... RN Telenurse - 40 hrs/...

Program Applications Accelerated Train... Summer Youth and... EPIC (Partner) DEI (Partner) EPIC (Participant)

Assessments SKILLS AND INTERESTS Disability Benefits Estimator Employment 101 NOCTI Results Self-Evaluation

# CSC Tools: Career Plan

Customer View

## Partner CSC View

Overview | 1. Review Assessment | 2. Set Goals | 3. Add Steps/Services | Update Log

Customer Profile / Career Plan

OVERVIEW CASE NOTES (0)

Profile: Natasha Telger (PA) Print Customer Copy Export IWDS Crosswalk

Email: natasha.telger@siu.edu

User Name: ntelger

Last 4 SSN: 2742

See All

Sync With IWDS

Last Sync: N/A

Reset Password | Send Message

Latest Customer Goals/Plan Agreement: (Status: *Unknown*)

Select plan status Save Status (Send Request)

**ASSESSMENTS**

**Career Cluster Inventory**  
Complete [View Interests](#)  
**Employment 101 - Pre**  
Successful -- Score: 92%  
**Employment 101 - Post**  
Successful -- Score: 96%  
[Download Certificate of Completion](#)  
**NOCTI**  
Completed [View Scores](#)  
[See More](#)

**DESIRED CAREER PATH**

**Career Pathway Choice**  
Law, Public Safety, Corrections, and Security  
**Occupation 1**  
Animal Control Workers  
**Occupation 2**  
Counselors, Legal  
**Wage Goal (Per Hour)**  
None  
[See More](#)

**ACCOMPLISHMENTS**

[Earned Credentials: 0](#)

[Completed Goals: 0](#)

[Completed Services: 2](#)

**CAREER PLAN**

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status
Get training to enhance your skills.	<a href="#">Show Next Steps</a>	Education/Training Plan	3/5/2019	1/3/2020	On Track
Get a job or work experience.	<a href="#">Show Next Steps</a>	Career Plan	3/6/2019	2/28/2020	Not Started
Get support to reach your goals.	<a href="#">Show Next</a>	Support Services			Not

My Dashboard | Messages (168) | Bookmarks | Resumes | Skills & Interests

Natasha's Dashboard

My Tools | My Assessments | Partner Tools

Settings | Messages | Career Plan

Update My Profile | Illinois workNet

Career Plan

Skills, Interests & Experiences | **Plan Goals and Steps** | Accomplishments | Job Leads | Update Log

OVERVIEW

CUSTOMER GOALS/PLAN AGREEMENT

No Status update yet! Download Career Plan

**CAREER PLAN**

Goal	Steps	More Info	Earliest Start Date	Latest Planned Due Date	Status
Get training to enhance your skills.	<a href="#">Show Next Steps</a>		3/5/2019	1/3/2020	On Track
Get a job or work experience.	<a href="#">Show Next Steps</a>		3/6/2019	2/28/2020	Not Started
Get support to reach your goals.	<a href="#">Show Next Steps</a>				Not Started
Living independently.	<a href="#">Hide Next Steps</a>		1/1/2020	1/3/2020	Not Started
Update	Use the <a href="#">Money Management Guide</a> to help you reach your financial goals.	Use the <a href="#">Money Management Guide</a> to: <ul style="list-style-type: none"> <li>Help youth learn good money habits.</li> <li>Find ways to help pay for</li> </ul>			Planned/Not Started (Scheduled)

# CSC Tools: Messages & Notes

Partner CSC View

Customer View

# CSC Tools: Resume Builder

## Partner CSC View

TELGER (PA), NATASHA

Groups | Details | Career Plan | Assessments | **Optimal Resume** | Success Stories | Worksites | Outcomes | User Management

Profile: Natasha Telger (PA)

workNet ID 957

IWDS User ID 3978401

Last 4 SSN 1234

User Name ntelger

Email natasha.telger@siu.edu

Account Created 12/14/2005

Active Yes

See All

Reset Password | Send Message

Optimal Resume

View saved resumes and more. Optimal Resume is free to Illinois workNet customers and partners. Tools include a resume builder, letter builder, portfolio builder, assessments, interview tools, and more. [Learn more](#)

NOTE: If the customer's Optimal Resume items are not showing up (and they have them in their account), make sure the email in their Optimal Resume profile and Illinois workNet profile match.

Show 10 entries Search:

Name	Type	Date Created	Date Last Updated	View Options
10-30-2020	Portfolio	10/30/2020	10/30/2020	Web
About Me Responses	Interview	2/20/2015	2/20/2015	Web
clerical	Resume	8/14/2019	8/14/2019	Web - RTF - PDF
CNC Operator	Resume	3/9/2015	3/9/2015	Web - RTF - PDF
copy and paste resume	Resume	3/11/2015	3/11/2015	Web - RTF - PDF
Creative	Portfolio	6/2/2015	6/2/2015	Web
demo 4-30b	Video Resume	4/30/2020	4/30/2020	Web
Demo Dec 5 2019	Letter	12/5/2019	12/5/2019	Web - RTF - PDF
Demo Dec 5 2020	Portfolio	10/16/2020	10/16/2020	Web
dfjklasdjfkoal	Resume	1/18/2017	1/18/2017	Web - RTF - PDF

Showing 1 to 10 of 57 entries

Previous 1 2 3 4 5 6 Next

## Customer View

Natasha's Dashboard

My Tools | My Assessments | Partner Tools

Settings | Messages | Career Plan

Update My Profile | Change Password | Update - News Subscription Settings

168 Messages

Illinois workNet

Employment 101

Employment 101 Plans: Guide

Pre-assessment - 92% | Post-assessment - 96% | Certificate of Completion

Your Guide To Prepare: A Career Plan | A Job Search Plan

To Achieve Your Goals

My Bookmarks

Why Attendance and Self-Presentation Skills Mat... | Keep Your Business | Joseph Business School, The

Add Now | 3 of 13 See All

Resume Builder

Resume Builder | Guide

Cover Letter Saved | Interview Practice Saved | Resume Saved | Assessments Saved | Portfolio Saved | Website Saved

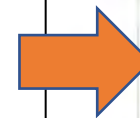
Are your saved items not checked? Next Steps

Job Search

Public Health Nurse | Armed Diplomatic Secu... | RN Telenurse - 40 hrs/...

1 2 3 | 3 of 7 See All

My Bookmarked Jobs



## Partner CSC View

ACCOUNT, SAMPLE

Groups Details Career Plan Assessments Optimal Resume Success Stories **Worksites** Outcomes

Profile: Sample Account

workNet ID 70616

IWDS User ID N/A

Last 4 SSN

User Name customer41

Email info@33illinoisworknet.com

Account Created 6/12/2009

Active Yes

See All

Reset Password Send Message

Worksite Placement

Show 10 entries Search:

Type	Employer	Worksite	Position Type	Hourly Wage	Subsidized Wage	Job Type	Start/End Date
On-the-Job Training	Dee's Remodeling	Dee's Remodeling	Full Time	\$12.00	\$0.00	Construction Laborers	7/1/2020 - Present

Showing 1 to 1 of 1 entries Previous 1 Next

PAYROLL

Show 10 entries Search:

Worksite	Pay Period Start	Pay Period End	Hours Worked	Hourly Wage	Total Wages
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

## Customer View

UPDATE STATUS

Start permanent employment as part of this program.

Add this customer to a worksite. If you do not have any worksites listed, add the employer/worksite in worksite placement. Once added, they will be available in the Career Plan.

Goal\* get a job to to earn money while in school

Employer	Worksite	Job	Total Number of Openings
Construction Laborers	Dee's Remodeling		

Job Title: Construction Laborers

Employer: Dee's Remodeling

Employment Type: On-the-Job Training

Worksite: Dee's Remodeling

Minimum Wage for Placement: 11.00

Start Date: 7/1/2020

Hourly Wage for Placement: 12.00

End Date:

## Partner CSC View

## Customer View

Profile: Natasha Telger (PA)

**Email** natasha.telger@siu.edu

**User Name** ntelger

**Last 4 SSN** 2742

[See All](#)

[Sync With IWDS](#)

**Last Sync:** N/A

[Reset Password](#) [Send Message](#)

[Print Customer Copy](#) [Export IWDS Crosswalk](#)

**Latest Customer Goals/Plan Agreement: (Status: *Unknown*)**

Select plan status
▼

[Save Status \(Send Request\)](#)

**ASSESSMENTS**

**Career Cluster Inventory**  
Complete [View Interests](#)  
**Employment 101 - Pre**  
Successful -- Score: 92%  
**Employment 101 - Post**  
Successful -- Score: 96%  
[Download Certificate of Completion](#)  
**NOCTI**  
Completed [View Scores](#)

[See More](#)

**DESIRED CAREER PATH**

**Career Pathway Choice**  
Law, Public Safety, Corrections, and Security  
**Occupation 1**  
Animal Control Workers  
**Occupation 2**  
Counselors, Legal  
**Wage Goal (Per Hour)**  
None

[See More](#)

**ACCOMPLISHMENTS**

**Earned Credentials: 0**

**Completed Goals: 0**

**Completed Services: 2**

**CAREER PLAN**

Goal	Related Steps	Category	Earliest Start Date	Latest Planned Due Date	Status

Career Plan

Skills, Interests & Experiences

Plan Goals and Steps

Accomplishments

Job Leads

Update Log

### OVERVIEW

**CUSTOMER GOALS/PLAN AGREEMENT**

No Status update yet! ?

[Download Career Plan](#)

**ACCOMPLISHMENTS**

**Earned Credentials: 0**

**Completed Goals: 0**

**Completed Services: 2**

**Remember to update your resume as you gain more skills, experience, and credentials. Use the Resume Builder and Guide to get started.**

**COMPLETED GOALS LIST**

No Completed Goals. Once goal steps are complete, the goal will show in this area.

**EARNED CREDENTIALS LIST**

No Earned Credentials

**COMPLETED SERVICES LIST**

- Organize your information.
- \*Get Started: Learn how to prepare to find a job.

**RESUME BUILDER**

Resume Builder

Guide

- Cover Letter Saved
- Resume Saved
- Portfolio Saved
- Interview Practice Saved
- Assessments Saved
- Website Saved

Are your saved items not checked? Check your dashboard



# CSC Tools: Success Stories

## ACCOUNT, SAMPLE

Groups	Details	Career Plan	Assessments	Optimal Resume	Success Stories	Worksites	Outcomes
Profile: Sample Account							
workNet ID 70616							
IWDS User ID N/A							
Last 4 SSN							
User Name customer41							
Email info@33illinoisworknet.com							
Account Created 6/12/2009							
Active Yes							
<a href="#">See All</a>							
<div style="text-align: right;"> <a href="#">Reset Password</a> <a href="#">Send Message</a> </div>							

Success Stories

[Add Success Story](#)

Show  entries

Search:

Title	Program Type	Service Provider	Career Pathway	Date Created	Status
No data available in table					

Showing 0 to 0 of 0 entries

## SUCCESS STORY GUIDE

### Share Success Stories and Inspire Others

A success story shows how Local Workforce Innovation Area (LWIA) programs are making a difference in people's lives. More than a list of events or activities, it describes a positive change and shows how that change benefits you and the people of Illinois. A good success story uses evidence to show the value of programs.

You can write a success story about a program, workshop or training opportunity that is particularly noteworthy and significant. It may be about how an employer worked with an employment program or about how a person gained personal employment.

Whatever you choose to write about, your story should show how participating with the LWIA program is making Illinois a better place to live – for individuals, families, organizations, businesses, local governments and communities.

#### Participants



- Review the Guide for Writing Your Success Story (PDF).
- Log in and submit your story.

#### Employers



- Review the Guide for Writing Your Success Story (PDF).
- Log in and submit your story.

#### Service Providers



- Review the Partner Guide for Writing:
  - Your Customer's Success Story (PDF).
  - Your Businesses' Success Story (PDF).
- Log in to your account and choose to submit your customer or business story.

The screenshot shows the 'SUCCESS STORIES' section of the website. It features a navigation menu on the left with options like 'Explore Careers', 'Training & Credentials', and 'Updates & Help'. The main content area displays a grid of success story cards, each with a thumbnail image and a title. Examples include 'Trading Army Fatigues For Scrubs', 'Local IBEW path to Great Career!', and 'COVID-19 Rapid Response Grant'. A filter section at the bottom allows users to search by Participant Type, Congressional District, Program Type, and Program Detail Type.

## Real life application



- Demonstration of the CSC Tools
- Discuss how you can use these tools to communicate with and provide guidance to help your customers reach their career, training, and employment goals.



## Next Steps

- Go to Illinois workNet and request a partner account.
- Review the various resources in Illinois workNet and CSC partner guide.
- Determine which tools are best for your situation.
- Invite customers to join your group.



# Questions

## FOLLOW US!

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**HOME:** <https://www.illinoisworknet.com/>



**EMAIL:** [info@illinoisworknet.com](mailto:info@illinoisworknet.com)



FACEBOOK



TWITTER



YOUTUBE



LINKEDIN



LINKEDIN  
GROUP



PINTEREST

