



CHICAGO COOK
WORKFORCE PARTNERSHIP

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Office Hours: ITA Transition

January 2025

Patience



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Thank you for your patience so far.

We continue to ask for your patience as we work through this transition.

*****Please allow 48hrs for an email from ISTS*****



Reminders



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- Initial ITA request: Continue to enter the Initial ITA Request service in Career Connect as you normally would.
- Assign a Career Coach: You must still make sure the customer is assigned to a Career Coach in Career Connect. The email from ISTS will go to the assigned Career Coach.
- How to Access ISTS: Email will be sent to the Career Coach as assigned in Career Connect. Can only log in to ISTS once you have received the email that is a result of entering the Initial ITA Request service. **Please allow 48hrs for an email from ISTS.**
- **Please Note:** *You will not be able to access ISTS until you receive an email from them prompting you to begin the application. The email will provide next steps to log in.*

Sample Email



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From: **DoNotReply** <donotreply@applyists.com>

Date: Tue, Dec 17, 2024 at 4:45 PM

Subject: Chicago Cook Workforce Partnership Program - Customer Applications are ready for review.

Dear Justin,

You have one or more customer forms available for entry.

1. Please visit <https://chicookworks.applyists.net/>
2. Complete the form and click "Submit".

You will be able to log-in using your email address as your username.

For your first time log-in, please use the "Forgot Password?" option to create a permanent password.

If you have questions, contact ISTS via email at Chicookworks@applyISTS.com or use the *Help* widget in the application system.

Updates



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- You may need to ask your IT Department to “Whitelist” ISTS email address, so it does not go to your Spam/Junk email.
- The email will come from donotreply@applyists.com
- **You will need to re-enter the Initial ITA service if the following scenarios apply to you:**
 - 1. Your customer is starting school in January and the Initial ITA Service was entered in October, November and up to December 19th.**
 - 2. Your application was denied from EdAssist**
- If you are unable to find your school/training provider in ISTS, please select “Not on List” and then you will be prompted to fill in the necessary information. This is just temporary until the WIOA Approved Training Provider List has been updated to ISTS.

Updates: Revised Checklists



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- We have made some revisions to our new ITA & Apprenticeship Checklists. We have added the following fields:

- ✓ Participants Name (top right)
- ✓ Career Coach, Agency Name and Date (bottom of the page)



- Please begin using these effective immediately. **Make sure the new required information is filled out before uploading to ISTS.**
- Remember, that your application will be denied if this completed form is not uploaded.
- **Please Note:** *If you have already submitted an ITA Application with the old versions, it is ok, your application will not be denied. However, please use the attached versions moving forward. These have also been posted to our Help Desk (LINK below). An official notice will be going out after this meeting.*

LINK: <https://workforceboard.zendesk.com/hc/en-us/articles/32824841286541->

Questions



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Please raise your hand and we will try our best to answer in order



Relationship Management Team



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Your primary contact at The Partnership is your designated **Program Relationship Manager (PRM)**. In order to provide the best and most timely service and follow-up possible, please reach out to your designated PRM as he/she will make certain partnership staff are included as needed. Their names and email addresses are listed below

Renee Francis rfancis@chicookworks.org

Danny Marshall dmarshall@chicookworks.org

Cynthia Rodriguez crodriguez@chicookworks.org

Cassie Vinson cvinson@chicookworks.org

Carlos Valentin cvalentin@chicookworks.org

Joshua Williams jwilliams2@chicookworks.org



If for some reason, you are not aware of your designated PRM, please reach out to Patti Prado at pprado@chicookworks.org



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