ITA Transition Webinar
Part 2

February 25, 2025

Technical Check

Good Afternoon,

Please confirm that you can hear and see the screen by introducing yourself in the chat box.

Your lines are muted. Please enter questions in the chat box and we will answer.

Agenda

- ➢ Welcome and Introductions

- ➢ Reminders
  - o Revised Checklists
  - o ISTS Email

- ➢ Demonstration
  - o Correct Voucher Amount
  - o 3rd Party Voucher Requests (Updated Exploration Form)

- ➢ Revise vs. Cancel a Voucher

- ➢ Wish List

- ➢ Q & A

Presenters

Kristi Chevali
Rosa Marquez
Justin Payette

For more information about The Partnership, visit workforceboard.org, follow us on social media @ChiCookWorks, or Subscribe to In the Works, The Partnership's monthly eNewsletter.

Patience

Thank you for your patience so far.

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

Revised Checklists

➢ 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 been posted to our Help Desk*

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

Reminders

➢ 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 Carer 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 for the first time until you receive an email from them prompting you to begin the application.*

Accessing ISTS

❖ Have you logged in to ISTS at least one time successfully?

  ➢ If yes, then you can log in and look for your customer(s) on your list. If the person's name appears, you can go ahead and submit the application.

  ➢ If no, please ensure 48 hours have passed. If so, and you do not see the customer(s) name on your list, please email ISTS at chicookworks@applyISTS.com

❖ Technically, once you have logged in to ISTS, you don't have to wait for an email, you can just log in and check your list of customers.

❖ If this is your first time initiating an ITA request, you will have to wait **48 hours** from entering the Initial ITA Request service in Career Connect. Then after **48 hours** you should receive an email from ISTS. If you don't receive an email after 48 hours, then you can email ISTS.

Sample Email

❖ 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

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".

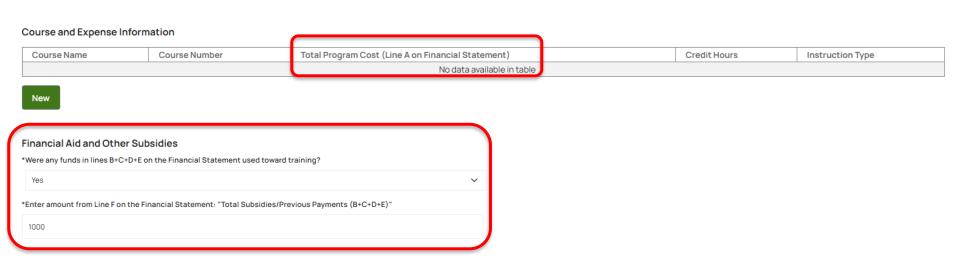You will be able to log-in using your email address as your username.

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: Correct Voucher Amount

❖ Some of you may have initially received vouchers for the incorrect amount. Changes have been made to the ISTS System so that this will no longer occur. When completing the application, please continue to enter the Total Program Cost. What we have added below are the deductions (if applicable) from the Financial Statement. This will ensure the voucher is for the correct amount.

Course and Expense Information

Course Name	Course Number	Total Program Cost (Line A on Financial Statement)		Credit Hours	Instruction Type
		No data available in table			

New

Financial Aid and Other Subsidies

*Were any funds in lines B+C+D+E on the Financial Statement used toward training?

Yes	⌄

*Enter amount from Line F on the Financial Statement: "Total Subsidies/Previous Payments (B+C+D+E)"

1000

Updates: Correct Voucher Amount

❖ If you did receive a voucher with the incorrect amount, we made the necessary adjustments on the back end. You should have received an email with a new link for the corrected voucher. This will not include vouchers needing a 3rd Party Vendor.

❖ If you think you have a voucher that has not been corrected, please email ISTS.

ISTS Email
chicookworks@applyISTS.com

Updates: Exploration Form

❖ **UPDATED Exploration Form:** Third Party Vendor can now be used to request Books and Supplies. Because of this update, you **MUST** include the **name and email of the billing contact person for that Vendor**. This is a requirement in order to request the voucher from ISTS. You cannot move forward with this out this information

❖ **REMINDER:** This also applies when requesting a voucher in general. We need the **correct billing contact person's name and email address**. If the incorrect contact information is provided the school/vendor will not be able to access the ISTS System. You may need to confirm this information with the school to make sure the correct information is provided.

Updates: Exploration Form

Training Provider Exploration Form

All customers applying for WIOA funding for training programs must meet with a school counselor to discuss the following information. *(All customers must visit a minimum of two (2) training facilities.)*

Please return this form to the student's Career Coach:		*at*	

Student's Name			Last 4# SSN		
School Contact Person			Title		
Name of School					
School Street Address				City	
State		Zip Code		School Email	
School Phone #				School Fax #	
School Billing Contact Person	**Name**			**Email**	
Registration Date		Class Start Date		Class End Date	
Name of Program					
Days of Week			Hours Per Day		
Total Program Hours			Total Weeks		

DESCRIPTION OF PROGRAM: *(*Please attach or describe below along with your policies on **payment due dates and tuition refunds** *i.e. brochure, print copy from website, or on your letterhead)*

Program Costs: *Please address each item listed below.*		If books, fees or other expenses are payable to a third-party vendor please provide the vendor's name and amount below. Also, please provide the vendor's billing contact person's name and email address: Name: _____ Email Address: _____	
	Amount	ENTER VENDOR NAME BELOW:	ENTER AMOUNT BELOW:
Tuition cost	$		$
Books	$		$
Fees	$		$
Tests	$		$
Other expenses	$		$
Total Program Cost	$		

13

Demonstration

Updates: Adjusting a Voucher

❖ Vouchers **MUST** be adjusted to the correct amount(s) if these scenarios apply to your customer'
  ➢ Scenario 1: You already requested a voucher with out including the books.

  ➢ Scenario 2: You already requested a voucher but included the cost of the books in the total program cost

❖ How do I do request the corrections?
  ➢ **Please email ISTS. The email <u>MUST</u> include:**
    ✓ **Customer name**
    ✓ **Vendor Name ex: Follet Book Store**
    ✓ **Vendor billing contact person's name & email address**

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chicookworks@applyISTS.com

Revise vs Cancel a Voucher

❖ **REVISE:** If your customer is not going to start within 30 days of the voucher start date.

> ➤ *Example:* Customer could not start for a specific reason, but they will be attending with in 30 days of the original start date. Do not cancel, instead, email ISTS with the revised start date.

❖ **CANCEL:** If your customer will not be attending school at all. Please send an email to ISTS stating the above.

ISTS Email
chicookworks@applyISTS.com

Wish List

❖ During our Office Hours many of you made some requests and we would like to try and honor as many of them as we can. We will not be able to do everything, but we will try our best.

- ✓ **Be able to view customer voucher on your customer list (DONE!)** 🙂
- ✓ **In rejection email, indicate if a correction is needed and/or why the application was denied (DONE!)** 🙂
- o Auto response letting you know the application was received
- o Add customer(s) name(s) to email
- o Financial Statement be able to "do the math" automatically
- o Supervisors being able to manage/view customers assigned to their location
- o Being able to view attendance sheets submitted for customer

Questions

Upcoming Training

Office Hours on various topics:

- ➢ Career Connect Tips & Tricks: entering services, relationship numbers, PII & Help Desk tickets
- ➢ IPATS Reports & Exiting Customers
- ➢ Customer Flow: Order of services
- ➢ IEP/ISS
- ➢ Services vs. Case Notes
- ➢ Performance
- ➢ Reports & highlighting use of Excel
- ➢ Service Matrix Changes

Format of Office Hours will only cover a few slides. Then will be an opportunity for Q & A on designated topic.

Registration LINKS will be sent out soon

Relationship Management Team

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
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