



CHICAGO COOK
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Career Connect Updates

June 27, 2019



- **Improved** WIOA Application Format
- **New & Improved** Shared Placement Procedure
- **Coming Soon:** Auto password reset
- **New & Updated** Resources:
 - Lit/Num Procedure
 - 1N/1E Procedure
 - Report Guide

WIOA Application Updates



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- Formatting changes **only**
- Cleaner look & feel
- More helpful error messages
- Add case notes from within the application
- Less data on the Participation screen

WIOA Application Updates



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- New question on Veteran screen:
 - This is for Dislocated Worker categories 7 & 8 & does not qualify the applicant for priority of service.
 - This is NOT for “Qualified Spouse”

General Veteran Information

Please enter the information below regarding the individual's military service.

* Are you the spouse of a member of the armed forces who is on ☐ Yes ☒ No active duty?

* Eligible Veteran Status (WIOA specific)

- ☐ Yes <= 180 days
- ☐ Yes, Eligible Veteran
- ☐ Yes, Other Eligible Person
- ☒ No

Verify:

[[Verify](#) | [Scan](#) | [Upload](#) | [Link](#)]



- Qualified Spouse is defined as:

*You are a **Qualified Spouse**, if you are the spouse of a veteran who has a 100% service-connected disability, who died from a service-connected disability or has been missing in action, has been captured or has been detained by a foreign power for more than 90 days.*

- Use “Yes, Other Eligible Person” for Qualified Spouse & verify.

Please enter the information below regarding the individual's military service.

* Are you the spouse of a member of the armed forces who is on active duty? ☐ Yes ☒ No

* Eligible Veteran Status (WIOA specific)

- ☐ Yes <= 180 days
☐ Yes, Eligible Veteran
☒ Yes, Other Eligible Person
☐ No

* Verify:

[[Verify](#) | [Scan](#) | [Upload](#) | [Link](#)]

WIOA Application Updates



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- New Application should be available on Fri. 6/28 or Mon. 7/1
- Please report any issues to the Help Desk as soon as you find them (helpdesk@chicookworks.org)

WIOA Application Demonstration

New & Improved Shared Placement



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- Effective July 1, 2019
- New, dedicated “Shared Placement” service (replaces “Job Referral & Placement” for shared placements)
- Only added when the customer has been placed
- Active service that transfers to IWDS as Job Referral & Placement
- Procedure available at:
<https://workforceboard.zendesk.com/hc/en-us/articles/360029587491-NEW-Shared-Placement-Procedures>

Shared Placement Demonstration

Automatic Password Reset



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Coming Soon: staff will be able to request an automatic Career Connect password reset instead of contacting the help desk:

- Must add a security question & response to your account
- Make sure that your email address is updated in CC
- No specific roll-out date yet

Account Update Demonstration

Account Update Steps



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1) Upon login, go to “My Staff Account” using either link

Menu Home My D

Quick Search

Enter Search...

My Staff Workspace

My Staff Dashboard

My Staff Resources

My Staff Account

Directory of Services

Career Connect

Welcome to My Staff Workspace Den

This page allows you to customize the content you
another function from the menu on the left hand :

My Staff Dashboard My Staff Resources **My Staff Account** Directory of Services

Labor Market Services

Labor Market Facts
Find answers to commonly asked questions
about the local labor market.

Area Profile

Need help or

Assist
Find t

Learn
Watch

Account Update Steps



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2) Select your Security Question & Response

Login Information

User Name: 4532

Login Name: DALKHATIB

Password: [Change password](#)

Last Changed: 6/3/2019 1:34:34 PM, Dena Al-Khatib

*** Security Question:**

What is your pet's name? ▼

*** Security Question**

Response:

Rex

Account Update Steps



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3) Scroll down & check your email address. If it is incorrect, update it with your **work** email address. (You can update any of your contact info.)

E-mail Address

* **Primary E-mail:**

helpdesk@chicookworks.org

[Create E-mail Account](#)

* **Confirm Primary
E-mail Address:**

helpdesk@chicookworks.org

Account Update Steps



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4) Scroll to the bottom of the page & click “Update Account”. You will receive a message that your account has been updated.

My Staff Dashboard

My Staff Resources

My Staff Account

Directory of Services

Update successfully saved

Return to My Staff Account

New Resources on Help Desk



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- New 1N (NDWG) & 1E (Statewide Additional Rapid Response) Eligibility & Service Procedures:
<https://workforceboard.zendesk.com/hc/en-us/articles/360029586971-NEW-1N-1E-Eligibility-Service-Procedure>
- Updated Lit/Num Procedure with instructions for entering TABE 11/12: <https://workforceboard.zendesk.com/hc/en-us/articles/115006352528-UPDATED-6-19-2019-Educational-Functioning-Level-for-Measurable-Skills-Gain-Formally-Literacy-Numeracy->
- Updated Reporting Guide: <https://workforceboard.zendesk.com/hc/en-us/articles/115002782311-UPDATED-Case-Management-BSR-Report-Guide>
- Updated Income Table: <https://workforceboard.zendesk.com/hc/en-us/articles/360001560432-UPDATED-6-13-2019-Income-Guidelines>

Questions & Support



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New Help Desk email address:

helpdesk@chicookworks.org

Help Desk website is still:

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