

Career Connect WIOA Participant Case Assignment Instructions

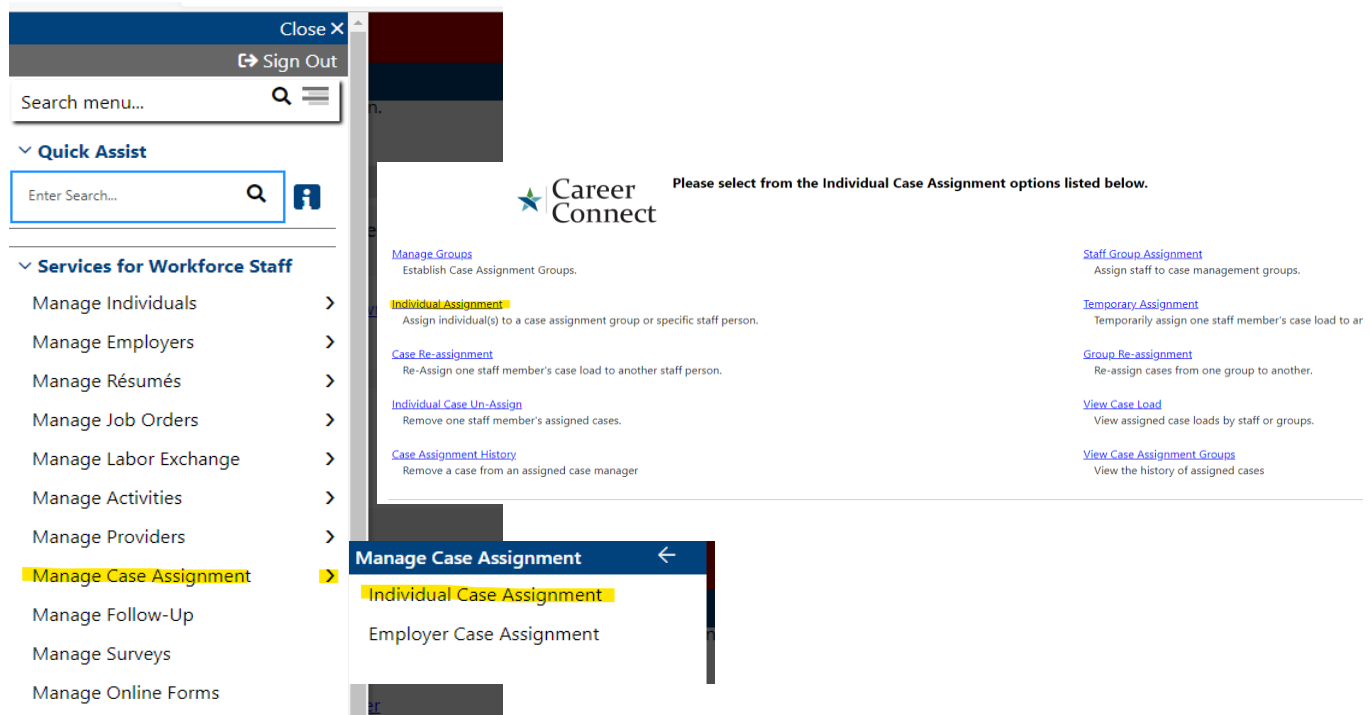
Overview

These instructions are for assigning or reassigning a WIOA participant to a Case Manager (Career Coach) if the case assignment option on the Eligibility tab of the WIOA application or on the WIOA service activity screen is not working.

New Case Assignment Instructions

If the participant is **not currently case assigned**, follow these instructions. All WIOA staff have access to assign a case using these instructions. If the participant is already assigned to a Case Manager/Career Coach, please see the “Case Reassignment” instructions below.

1. Login to Career Connect site:
<https://www.chicagolandcareerconnect.org/vosnet/Default.aspx>
2. From the left-hand menu, go to Services for Workforce Staff > Manage Case Assignment > Individual Case Assignment > Individual Assignment



3. Complete all required fields as described below:

- **Program:** Workforce Innovation and Opportunity Act (WIOA) Program or Applicable Program
- **LWIA Region:** Chicago Cook Workforce Partnership
- **Office Location:** Select the office of the WIOA application
- **Enter Customer First Name**
- **Enter Customer Last Name**
- **Application Status:** All
- **Case Status:** All
- **Click “Search”**

* **Program:**

* **LWIA/Region:**

Office Location:

First Name:

Last Name:

Last 4 digits of SSN:

Application Status: ☐ Active ☐ Exited ☒ All

Case Status: ☐ Assigned ☐ Unassigned ☒ All

(Give the page a moment to load)

4. Check the “Assign” checkbox

Individual List

Click a column title to sort.

Search:

App ID	First Name	Last Name	Assign	Case Manager	Status
[REDACTED]	[REDACTED]	[REDACTED]	<input checked="" type="checkbox"/>		

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Rows: 10

Showing 1 to 1 of 1 entries

* Individuals without a checkbox are already assigned. Please go to the Case Re-assignment section.

5. Click Assign Staff

6. Select the Staff username you would like to add to your customer.

- A Career Connect prompt will appear on your screen to confirm if you would like the selected staff to be assigned to your customer

7. Select “Ok” to assign or Select “Cancel” to back out of the assignment.
 - **Be sure to assign the participant to the correct Case manager the first time. Otherwise, you will need to re-assign.**
8. Congratulations! You have assigned your customer

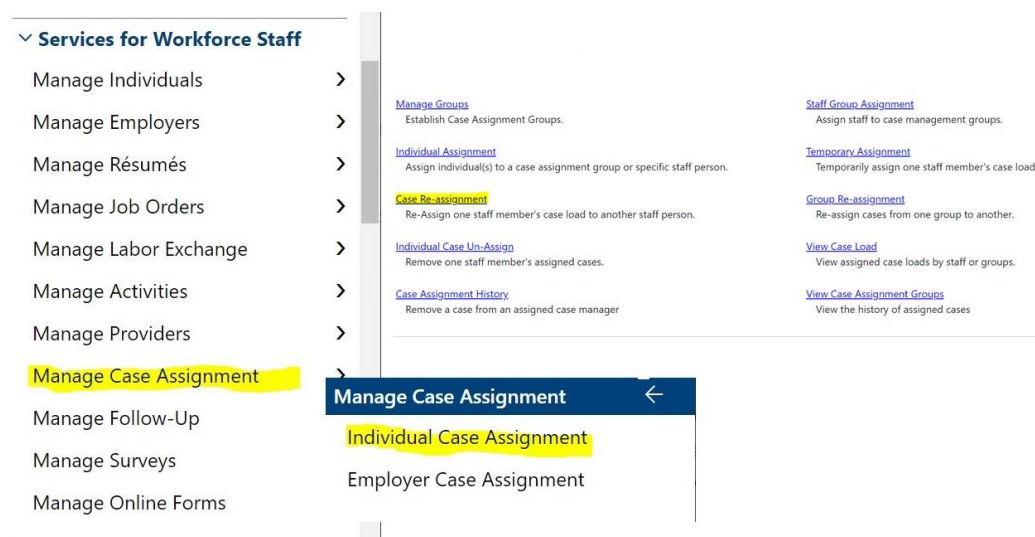
Case Re-Assignment Instructions

Use these instructions to reassign a WIOA participant to a new Case Manager/Career Coach. Note that only WIOA Site Directors/Program Managers can reassign cases.

1. Login to Career Connect site:

<https://www.chicagolandcareerconnect.org/vosnet/Default.aspx>

2. Under Services for Workforce Staff (blue panel), Go to Manage Case Assignment > Individual Case Assignment > Case Re-Assignment



3. Complete fields as described below:
 - **Program:** Title I – Workforce Development
 - **Client Username or Client First Name & Last Name:** Participant’s username or first and last name
 - **WIOA Application Status:** All
 - **Staff:** select “Active” if the coach’s account is still active; otherwise select “Inactive”
 - **LWIA/Region:** Chicago Cook Workforce Partnership
 - **Office:** Office of the WIOA application

- Click **Apply Filter**

Filter Criteria

Program:

Title I - Workforce Development (WIOA)

WIOA Application Status:

☐ Active
☐ Inactive
☒ All

Staff Username:

Staff First Name:

Staff Last Name:

Client Username:

Client First Name:

Client Last Name:

Staff Status:

☒ Active
☐ Inactive

LWIA/Region:

Chicago Cook Workforce Partnership

Office:

None Selected

Group:

None Selected

[\[Apply Filter \]](#)
[\[Reset Filter \]](#)
[\[Cancel \]](#)

4. Select the current staff that your customer is assigned to by selecting their username.

Staff List

Please select the staff member whose cases you wish to re-assign by clicking on their username.



Click a column title to sort.

Group Name	Staff Username	First Name	Last Name	Program	Cases
Chicago Cook Workforce Partnership	TRAIN117	train117	tester	WIOA	1

Showing 1 to 1 of 1 entries

[\[Search for another staff member \]](#)

5. Find the customer that needs re-assignment and select the Re-Assign checkbox next to your customer's name.

Case Re-assignment

Please select the cases you wish to re-assign then click the *Re-assign to staff* button.



Click a column title to sort.

Program	Staff Username	App ID	Client Username	First Name	Last Name	Re-Assign
WIOA	TRAIN117	367050	JDOE6689	Jane	Doe	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

[\[Select another staff member \]](#) [\[Search for another staff member \]](#)

Re-assign to Staff

6. Click "Re-Assign to Staff"
7. Select the username of the new Staff that you would like to re-assign your customer to.

Case Re-assign Staff List

Please select the staff member to re-assign these cases by clicking on their username.



Click a column title to sort.

Group Name	Program	Staff Username	Staff First Name	Staff Last Name
Chicago Cook Workforce Partnership	WIOA	TRAIN104	train104	tester
Chicago Cook Workforce Partnership	WIOA	TRAIN105	train105	tester
Chicago Cook Workforce Partnership	WIOA	TRAIN106	train106	tester
Chicago Cook Workforce Partnership	WIOA	TRAIN107	train107	tester
Chicago Cook Workforce Partnership	WIOA	TRAIN109	train109	tester

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9. Career Connect will prompt you to confirm the re-assignment. Select “Ok” to assign or Select “Cancel” to back out of the assignment.

Notification!

Are you sure you want to re-assign to this staff user TRAIN104?
Press OK to continue or Cancel to stay on the current page.

OK **Cancel**

8. Congratulations, you successfully have Case Re-Assigned!