

Resource Room Reports

The following is a list of the five reports currently available in IWDS that report Resource room/local service activity.

- **Core A/Local Service Detail** – A Resource Room report that lists all customers with local service activities by selected period.
- **Core A/Local Service Summary** – A Summary report that summarizes all customer usage by local service activity (duplicated) for the selected period.
- **Resource Center Visitors Report** – A Resource room report by ETC that provides counts of Total Visitors, Distinct Visitors, First Time Visitors and Illinois workNet Total visitors by selected calendar quarter for SSN customers.
- **Local Services by Customer Characteristics Report** – A Summary report listing SSN customer counts by customer characteristic (Labor Force Status at contact, Hispanic, Race/Ethnicity and Gender) within activity; optionally by ETC.
- **Local Service New Hires Report** – A Participant report list Local Service SSN customers that have been matched with IDES New Hire information for the selected local service time period.

Definitions:

First-Time Visitors	A subset of the unique visitor count, and is defined as a count of individuals who did not visit the resource room in the 12 months prior to the end of the quarterly reporting period.
Total Visitors	A non-unique count of visitors to the resource room during the quarterly reporting period.
Unique Visitors	A unique (i.e., unduplicated) count of visitors to the resource room during the quarterly reporting period.