

Instructions and Screen Shots for Reporting Referrals in IWDS

Add a referral on IWDS

From the customer menu select 'Add Referral'

The screenshot shows the IWDS Case Management interface. The header bar is blue with the IWDS logo and the text 'Illinois Workforce Development System Case Management'. On the left is a vertical menu with links: Staff Menu, Customer Menu, Case Notes (Add Case Notes, List Case Notes), Universal Services (List All Services), Spell Check, FAQs, and I'm Done: Log Off. The main content area is titled 'Customer Menu' and includes a text input field for 'Name of Customer'. Below this are three sections: 'Customer Profile' with links to Contact Information, Additional Contacts, Private Information, Veterans Information, Employment History, Credentials List, Participant Periods, and Generate Swipe Card; 'Applications' with a link to List Applications; and 'Referrals' with links to Add Referral and List Referrals. At the bottom right, there is a 'Reports' section with links to Customer Info Report and View Wages. A footer line contains copyright information and links to DCEO User Agreement and IWDS Privacy Notice.

If local providers have been set up, selection can be made from that list. Otherwise select 'Search Providers'.

The screenshot shows the IWDS Case Management interface at the 'Provider Path' screen. The header bar is blue with the IWDS logo and the text 'Illinois Workforce Development System Case Management'. The left menu is identical to the previous screenshot. The main content area is titled 'Provider Path' and includes a text input field for 'Customer Name'. Below this is a question: 'Would you like to refer the Customer to one of your Local Providers, or another Provider?'. There are three buttons: 'Local Providers', 'Search Providers', and 'Cancel'. A footer line contains copyright information and links to DCEO User Agreement and IWDS Privacy Notice.

Search is done by any item on the screen. Note that all items selected are 'and' conditions. If too many items are selected, there may not be a match.

Since the service type data is not necessarily well maintained, selection should not be made on those criteria.

Then select 'Search' at the bottom of the 'Search Locations' screen.

IWDS Illinois Workforce Development System **Case Management**

Search Locations

Entity Name:

Address:

City:

State:

Zip Code:

County:

LWA:

Corporate Office:

Locations Approx **from Zip Code** [Find Zip Code](#)


Business Function:

<input type="checkbox"/> DETS	<input type="checkbox"/> Intensive Services
<input type="checkbox"/> Job Placement /Retention Services	<input type="checkbox"/> Other
<input type="checkbox"/> Outreach	<input type="checkbox"/> OJT / Work Experience
<input type="checkbox"/> Supportive Services	<input type="checkbox"/> Training
<input type="checkbox"/> Youth	

Human Services: Day Care Services

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Pick the provider the referral is to be addressed to.


IWDS Illinois Workforce Development System

List Locations

Menus
[Spell Check](#)
[FAQs](#)
[I'm Done: Log Off](#)

Return

80 found

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	Location Name Entity Name	Location Address	Phone	Contacts
<input type="button" value="Pick"/>	Illinois Department of Human Services - Rehab ILLINOIS DEPARTMENT OF HUMAN SERVICES	Jesse B. Harris Building 100 S. Grand Ave., E. Springfield, IL 62762	(800)843-6154	0
<input type="button" value="Pick"/>	ILLINOIS EMPLOYMENT AND TRAINING CENTER (TWO RIVERS REGIONAL COUNCIL OF PUBLIC O TWO RIVERS REGIONAL COUNCIL OF PUBLIC OF	107 N. Third St. P.O. Box 827 Quincy, IL 62301-0001	(217)222-1560	0
<input type="button" value="Pick"/>	JEFFERSON COUNTY CENTER (PROVIDENT COUNSELING) PROVIDENT COUNSELING	Fox Valley Center Suite #25 Arnold, MO 63010	(636)296-3335	0
<input type="button" value="Pick"/>	Kishwaukee College Kishwaukee College	21193 Malta Road Malta, IL 60150-9699	(815)825-2086	2
<input type="button" value="Pick"/>	Korean American Community Services Korean American Community Services	4300 N. California Ave. Chicago, IL 60618-1514	(773)583-5501	6
<input type="button" value="Pick"/>	Main Campus	#1 Championship Drive Pleasant Plains, IL 62677	(217)626-1121	0
<input type="button" value="Pick"/>	MARY MCDOWELL SETTLEMENT HOUSE (CHICAGO COMMONS) CHICAGO COMMONS	1335 W. 51st St. Chicago, IL 60609	(773)376-5242	0
<input type="button" value="Pick"/>	MASSAC COUNTY OUTREACH OFFICE (SOUTHERN SEVEN HEALTH DEPARTMENT) Southern Seven Health Department	P.O. Box 133 Metropolis, IL 62960-0133	(618)524-2212	0
<input type="button" value="Pick"/>	N. KIMBALL SITE (ALBANY PARK COMMUNITY CENTER) ALBANY PARK COMMUNITY CENTER	5121 N. Kimball Chicago, IL 60625-0001	(773)509-5650	0
<input type="button" value="Pick"/>	N. PULASKI SITE (ALBANY PARK COMMUNITY CENTER) ALBANY PARK COMMUNITY CENTER	4909 N. Pulaski Chicago, IL 60630	(773)539-1974	0

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Return

 Done

Complete the form. Drop down the list of contacts to select a contact, select 'List Contacts' to review the contact data, determine if there is an e-mail address, or to add a new contact for this provider.

In order to have an e-mail sent to a contact, the contact must be on the list, an e-mail must be in the database, and the radio button 'Send E-Mail' must be set to Yes.

NOTE: If you do not select a specific contact from the list or if the contact does not have a valid email established in the system, no electronic transmittal of the referral will occur and no credit for the referral will be given when the annual submission of referrals is produced.

IWDS Illinois Workforce Development System Case Management	
Menus Staff Menu Customer Menu Case Notes Add Case Notes List Case Notes Universal Services List All Services Spell Check FAQs I'm Done: Log Off	<h3>Add Referral</h3> <p>Customer Name SSN:</p> <p>Created By: Gerry Snyder Created Date: 06/19/2008 *Referral Date: 6/19/08</p> <p>Provider Name: Korean American Community Services Provider Address: 4300 N. California Ave. Chicago, IL 60618-1514 Provider Phone: (773)583-5501</p> <p>Contact: Tanya Kellam (773)583-5501 List Contacts</p> <p>*Service: If Other Service Specify: Tanya Kellam (773)583-5501 Soo Ji Min (773)583-5501 David Payne (773)583-5501</p> <p>Customer Instructions:</p> <p>Send Email?: <input type="radio"/> Yes <input checked="" type="radio"/> No Email Sent?: No Staff Comments:</p> <p>Save Delete Cancel</p> <p>Print for Customer Print for Staff</p> <p>Copyright 2004 by the State of Illinois. Using this web site indicates acceptance of DCEO User Agreement and IWDS Privacy Notice.</p>

Select 'View' to edit the data or to look at the e-mail address. From the 'List Contacts' screen, select return.

IWDS Illinois Workforce Development System		Provider Management				
Menus Staff Menu Provider Mgmt. List Locations List Contacts List Relationships List Training Pgms Spell Check FAQs I'm Done: Log Off		<h3>List Contacts</h3> <div> <input type="button" value="Add Contact"/> <input type="button" value="Return"/> </div>				
6 found		Page 1 of 1				
	Name	Location Name Contact Address	Contact Phone	Status	Primary	
<input type="button" value="View"/>	Kellam, Tanya	Korean American Community Services 4300 N. California Ave. Chicago, IL 60618	(773)583-5501	Active	Yes	
<input type="button" value="View"/>	Min, Soo JI	Korean American Community Services 4300 N. California Ave. Chicago, IL 60618	(773)583-5501	Active	No	
<input type="button" value="View"/>	Payne, David	Korean American Community Services 4300 N. California Ave. Chicago, IL 60618	(773)583-5501	Active	No	
<input type="button" value="View"/>	Jang, Ray	Korean American Community Services 4300 N California Ave Chicago, IL 60618	(773)583-5501	Inactive	No	
<input type="button" value="View"/>	Miranda, Michael	Korean American Community Services 4300 N California Ave Chicago, IL 60618	(773)583-5501	Inactive	No	
<input type="button" value="View"/>	Stanton, Jonh	Korean American Community Services 4300 N. California Ave. Chicago, IL 60618	(773)583-5501	Inactive	No	
		Page 1 of 1				
		<div> <input type="button" value="Add Contact"/> <input type="button" value="Return"/> </div>				
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When the form is completed, print as necessary for the customer and staff. Note that the content under 'Staff Comments' will be sent to the contact if there is an e-mail and printed for staff, but not printed for the client.

To print a copy, please use the print command (usually CTRL+P or Apple+P). When finished printing, Click here to return to the previous page.	
Referral Customer Name	
Created By: Gerry Snyder Created Date: 06/19/2008 Referral Date: 6/19/08 Provider Name: Korean American Community Services Provider Address: 4300 N. California Ave. Chicago, IL 60618-1514 Provider Phone: (773)583-5501 Contact: Tanya Kellam (773)583-5501 Service: Day Care Services Customer Instructions: Email Sent?: No	

From the customer menu, select 'List Referrals' to see all referrals that have been made.

IWDS Illinois Workforce Development System Case Management					
Menus Staff Menu Customer Menu Case Notes Add Case Notes List Case Notes Universal Services List All Services Spell Check FAQs I'm Done: Log Off	Informational Message: The record has been added.				
	List Referrals Customer Name SSN: <input type="button" value="Add Referral"/> <input type="button" value="Return"/>				
	2 found Page 1 of 1				
		Referral Date	Provider Name	Provider Address	Service Provided
	<input type="button" value="View"/>	06/19/2008	Korean American Community Services	4300 N. California Ave. Chicago, IL 60618	Day Care Services
	<input type="button" value="View"/>	06/19/2008	Red Caboose Daycare	1220 Oak St. Carmi, IL 62821	day care
	Page 1 of 1				
	<input type="button" value="Add Referral"/> <input type="button" value="Return"/>				
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