

Case Manager and Customer Workflow Studies were held with 17 Illinois workNet™ Centers and City of Chicago Workforce Investment Act (WIA) providers between September 2009 and February 2010. The studies were setup as small group interviews with WIA staff who work directly with customers and staff who make decisions about workflow processes. Examples of the staff who participated include: case managers for adult, dislocated workers, TAAA, and youth; directors; resource room specialist; workshop leaders; career and employment specialists; and job developers. Staff was recognized as the customer service experts and the role of the Illinois workNet team was to facilitate and record input provided by the experts.



Each study was formatted as a small group interview using pre-determined questions to initiate discussion aimed at identifying the continuum of primary interactions that occur between staff and adult, dislocated worker, TAAA, and youth customers. Customers were defined as ranging from Universal to Exited customer status. Color-coded index cards, and a recorder using a laptop, were used to record the continuum of services and how the Illinois Workforce Development System (IWDS) and Illinois workNet are used for each interaction.



Additional materials were used including a list of IWDS terms used for identifying customer status. To align to IWDS customer status, the color coding was based upon: Inquirer, Applicant, Registrant, and Exit status designations used with IWDS. Each study concluded with participant consensus that primary activities had been correctly identified and collection of all print materials used for each recorded interaction. To verify accuracy, each location was also emailed an interaction matrix to review and approve.



Based upon the interviews and materials collected, for each study location a flow chart diagram, interaction matrix, and statistics from IWDS and Illinois workNet have been compiled. This information is being used to:

- Align the Workforce Professional's Pathway to case management.
- Develop online activities for adults, dislocated workers, and youth.
- Develop online training modules for case managers and others who work with universal and registered customers.
- Identify best practices using IWDS and Illinois workNet.
- Inform additional interfaces with IWDS.
- Inform DCEO-issued policy.
- Update the portal to use a guidance approach.