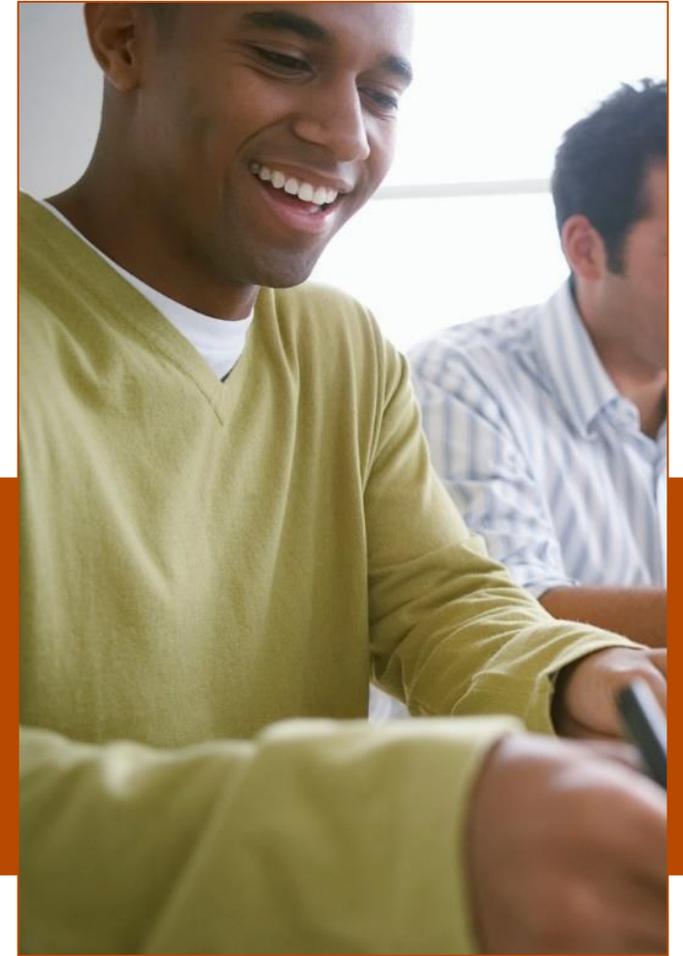




## Using Illinois workNet & DEI Tools For Round 5

January 14, 2016



*This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.*

The DEI program goal is to increase outreach and services to individuals with disabilities to achieve career, training and employment goals.



Staff-assisted WIOA services are **provided and coordinated** through the regions' integrated network of partners using DEI tools in Illinois workNet.



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

# Why use Illinois workNet?

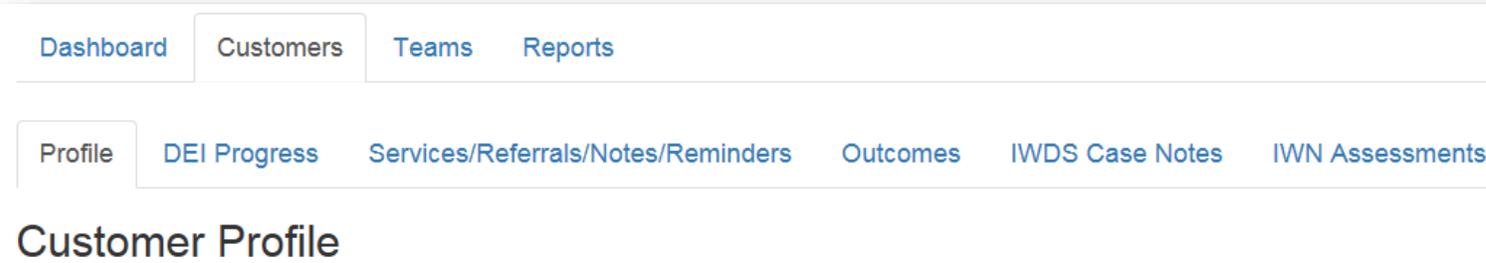


## Service Resources: (self-guided & staff-assisted)

- Employment Search
- Training
- Financial Counseling and Assistance
- Support Services

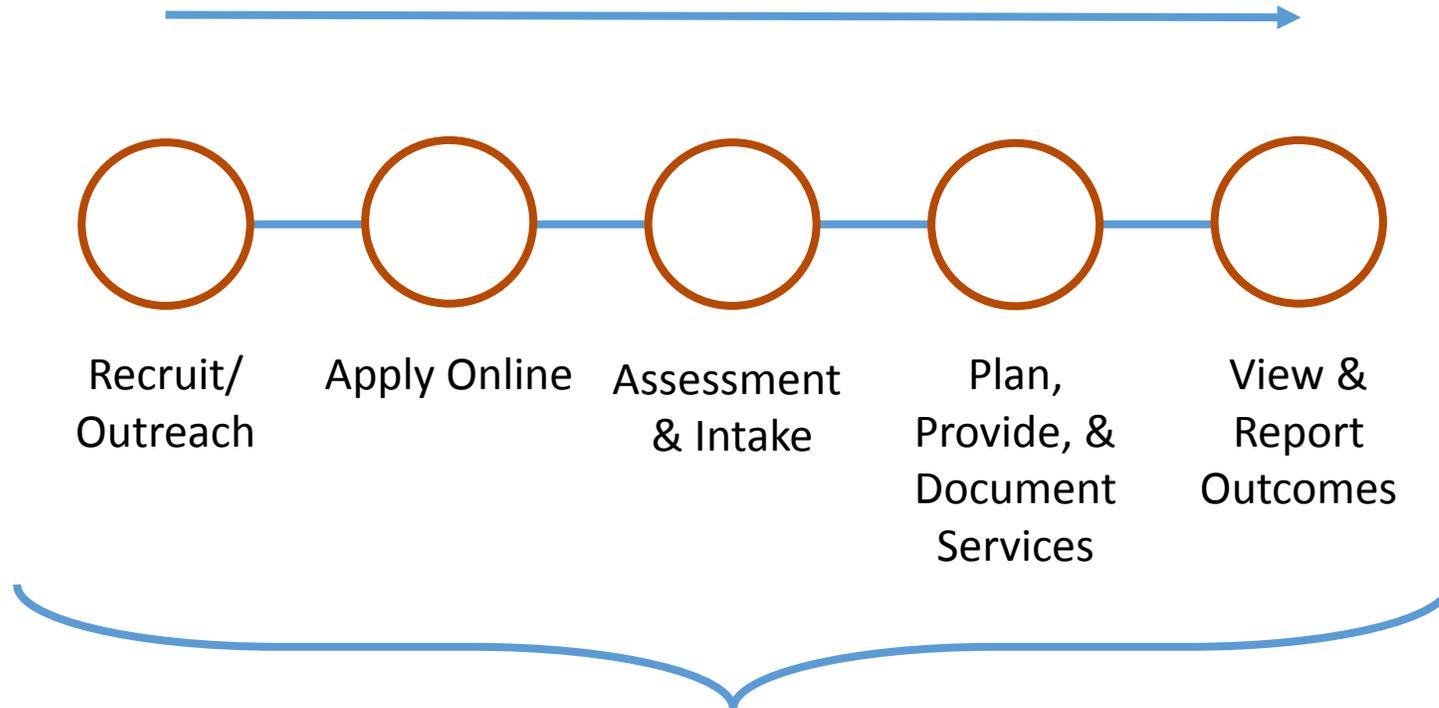
## Tools:

- Assessments
- Guidance/Plans (linked to online resources)
- Communication Tools
- Reporting



Integrate all aspects of service provision with day-to-day LWIA activities so the service model continues after the DEI grant ends.

# High Level Overview of DEI Online Tools



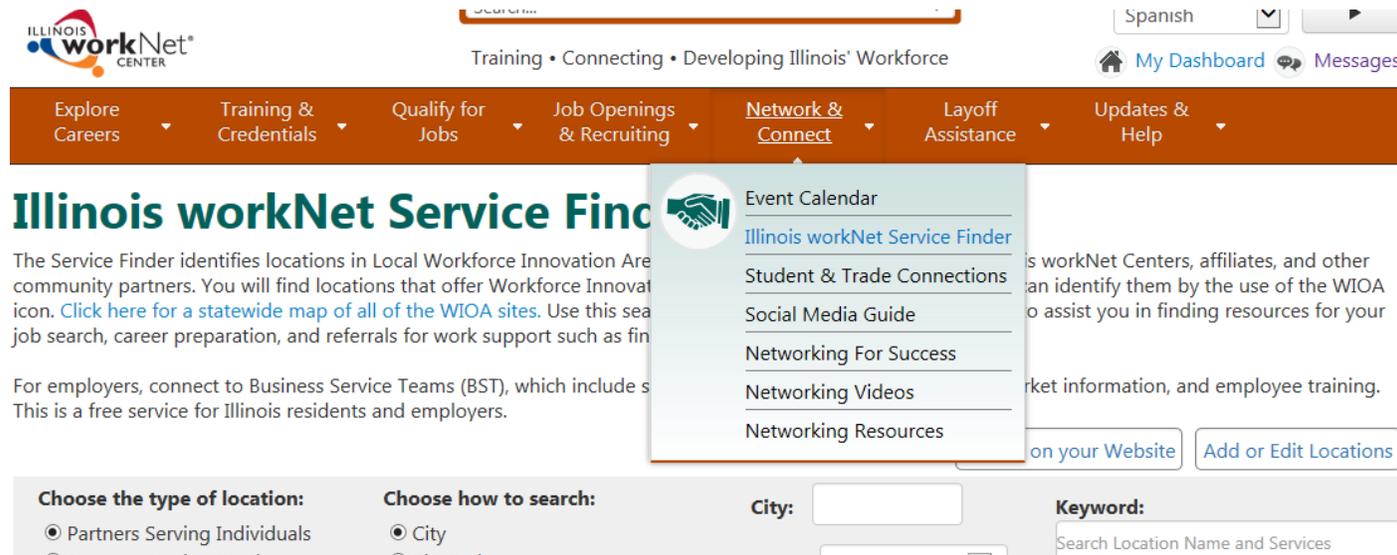
Use Illinois workNet tools to:

- Communicate with partners and customers.
- Facilitate and report DEI activities.

# Getting Started: Give Partners Access To DEI Tools

Partner sites should be identified as a partner in Illinois workNet.

1. Go to [www.illinoisworknet.com](http://www.illinoisworknet.com) and create or log into your Illinois workNet account.
2. Make sure your organization location is set up as a partner in the [Illinois workNet Service Finder](#). If not, submit a request to be a partner. This is important since Illinois workNet partner accounts are associated with a partner location.



3. DEI Career Planner sends a list to [info@illinoisworknet.com](mailto:info@illinoisworknet.com) and identifies the partners (Name, Email, Level of access).
4. Illinois workNet staff will review the information and provide the partners with access to DEI Partner Tools.



# Getting Started: Partner Access Levels

**Career Planner/Case Worker Level** – Career Planners (Ex. LWIA Staff) have access to customer information for their region(s). They can view **regional** information that includes:

- All dashboard views for their region(s) that link to reports/customer information.
- Reporting ability for their region(s).
- Access to all customer information collected for the program for their region(s).

**Partner Level** – Partners have limited access to a subset of customers. They are provided access to customers through teams. Partners can be on 1 or more teams. Examples:

- K-12 partner
- Postsecondary partner
- Support service provider
- Employer

Partner level staff can view **team level** information that includes:

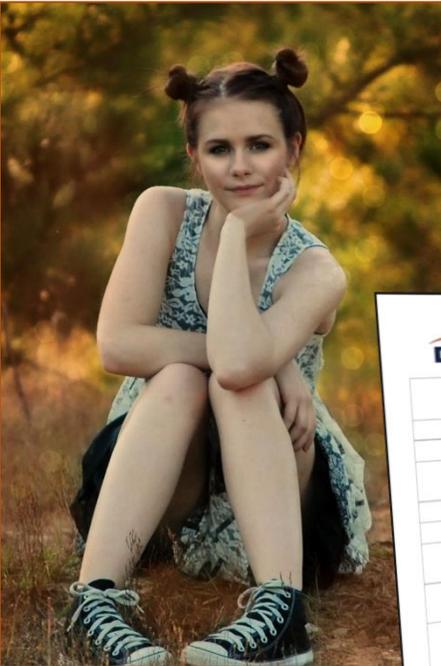
- All dashboard views for their region but do not have access to reports/customer information.
- Access to most customer information collected for the program for customers that are added to their team(s). They do not see customer contact information or private information from IWDS.

# Scenario 1



Recruit

Alley is a 10<sup>th</sup> grade female with a disability in D214 that is interested in IT.



She received a DEI flyer and application checklist from her teacher. She reviewed the flyer, checklist and DEI customer website ([www.illinoisworknet.com/aboutdei](http://www.illinoisworknet.com/aboutdei)) with her parents. They decide this is a good program for Alley.

Alley and her father complete the full online application to enroll her in the DEI program.

Disability Employment Initiative  
Application Checklist  
July 20, 2015 v3 FINAL

Things to have when filling out your DEI Online Application using Option 1

First, Middle, & Last Name

Email address

Social Security Number, Date of Birth, and Address with Zip code and Zip Code+4

Primary Phone Number & Phone Type

Gender, Ethnicity, Military Status, and Marital Status

Highest Level of Education Completed and Any Degrees, Certificates, Licenses, or Credentials You Have Earned

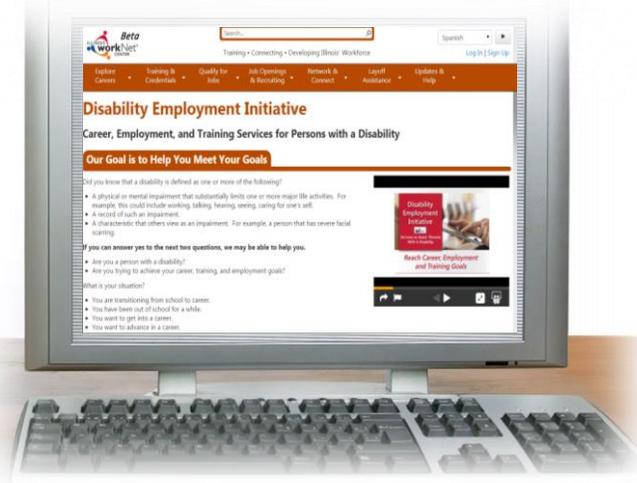
Employment Status, Employment History, and Annual Income Before Taxes

Which of the following do you think will make it hard for you to get a job?

- Disability
- Ex-Offender
- Homeless
- Language Barrier
- Limited Education or Training
- Limited Transportation
- No Child Care
- Substance Use

Do you have any of the following disabilities?

- Developmental Disability
- Disability Affecting Employment
- Learning Disability
- Mental Impairment
- Physical Impairment



### Illinois workNet Application and Starter Information

Illinois workNet helps people with disabilities find employment. This program is for Illinois residents:

- With a disability; a disability is defined as one or more of the following:
  - A physical or mental impairment that substantially limits one or more major life activities. For example, this could include working, talking, hearing, seeing, or caring for one's self.
  - A record of such an impairment.
  - A characteristic that others view as an impairment. For example, a person that has severe facial scarring.
- Between the ages of 14-64.
  - Ages 18-64 for the following counties: Lake, Franklin, Jackson, Jefferson, Perry, Williamson
  - Ages 14-64 for the following counties: DuPage, Northern Cook

Individuals participating in this program will receive updates and information to help them reach their training and employment goals.

**OPTION 1: Complete the Full Application**

This application will give us complete information so we can begin assisting you right away.

Complete the full online application or have a family member or your personal agent complete it for you.

Expect to spend between 10 - 20 minutes completing it.

You don't have to complete it all at one time. You can save it and come back later.

Review and print the list of information you'll want to have handy to complete the application.

**OPTION 2: Give Us Starter Information**

Give us some starter information about you so we can get to know you and build a relationship with you over time.

We'll need the following:

- First and last name
- Email address (if you don't already have an [click here to set one up.](#))
- Disability status
- Date of Birth
- Training and employment interests

# Customer Submits an Application to Enroll



Apply

Her father completes and submits the application on behalf of Alley.



Please select one of the following:

- I am a person with a disability. I have read the information above and I would like to complete the application.
- I am a legal guardian or agent acting on behalf of a person with a disability. I have read the information above and I would like to complete the application in their behalf.

Save and Go to the Next Page

Cancel

## Preview Application

Review all of the information below. Make any corrections and then submit.

### Applicant's Information

[Edit Section](#)

**First Name:** Anna

**Middle Name:**

**Last Name:** Sample

**Email Address:** [ntelger@anna\\_siuccwd.com](mailto:ntelger@anna_siuccwd.com)

**Social Security Number (xxx-xx-xxxx):** xxx-xx-8956

**Street Address 1:** 1305 North Russell Street

**Street Address 2:**

**City:** Marion

**State:** IL

**ZIP Code:** 62959

## Congratulations!

Thank you for completing the application. Your application will now be submitted for review. You cannot change it once submitted.

Once submitted, a location serving your area will contact you concerning your eligibility for the program. An email will be sent to you confirming your submission.

Cancel

Submit Application

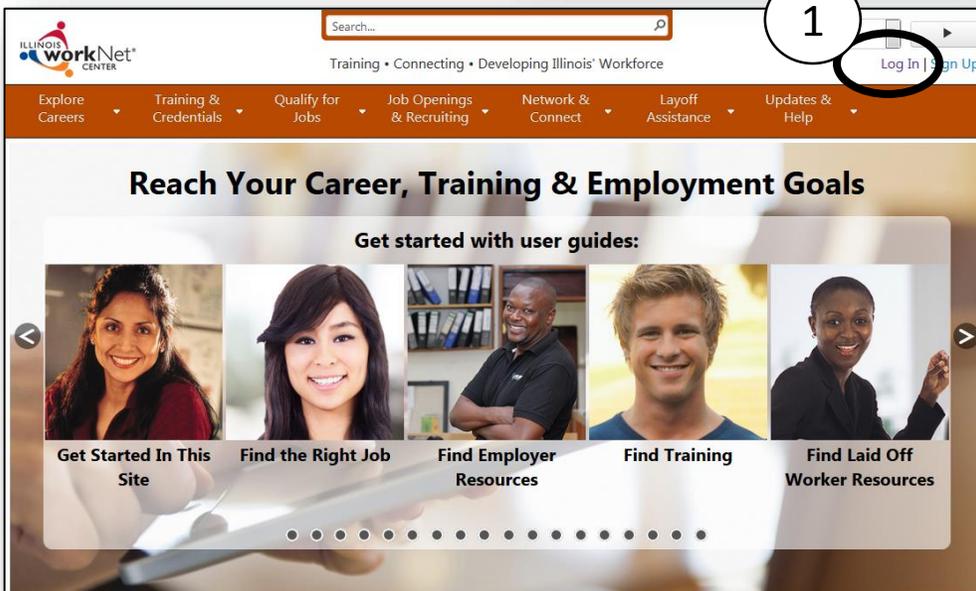
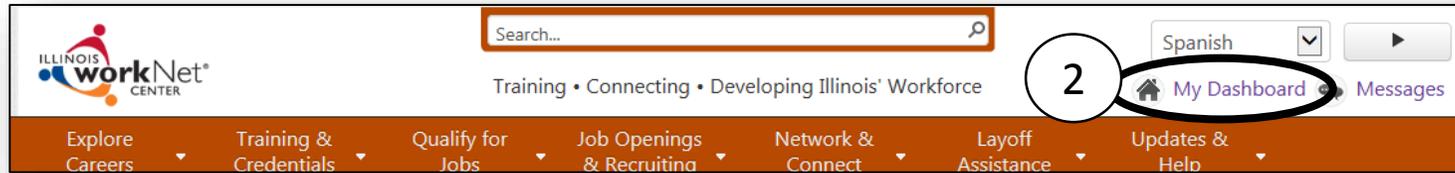
# How Partners Access DEI Partner Tools To See Customers



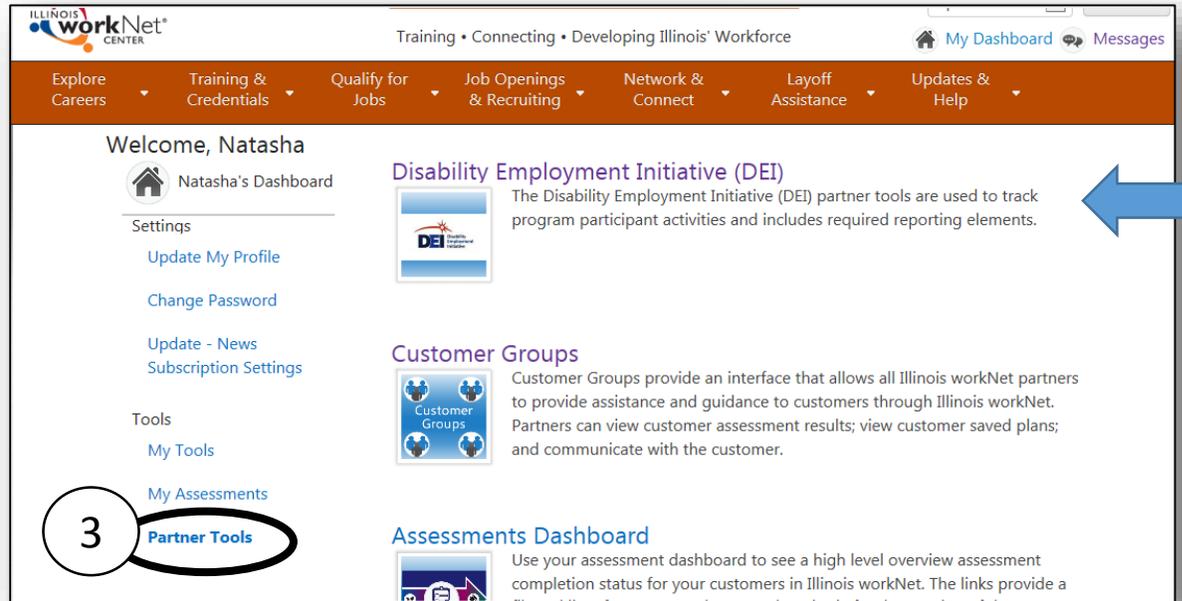
Assessment & Intake



Dan, a DEI Career Planner in LWDA 7, logs into his Illinois workNet account to access his DEI Tools.



[www.illinoisworknet.com](http://www.illinoisworknet.com)



# Partners Use Dashboards To See An Overview & To Easily Access Customers



Assessment & Intake



Dashboard Customers Teams Reports

## DEI Intake Dashboard

LWIA \*  
All

Filter

[Click To See Round 4 Dashboard](#)

Intake and Services Section	Count	Percent	Loss Rate	Pass Rate
<a href="#">Click Here To See Eligible PWDs</a>				
<b>1. DEI Applications</b>				
Incomplete Application ⓘ	1			
Completed Starter Application ⓘ	0			
Completed Full Application To Enroll In DEI ⓘ	4			
<b>Total Customers Enrolled in DEI</b>	1285			
DEI Enrolled Customers Who Are WIOA Registrants ⓘ	569			
DEI Enrolled Customers Who Are Not WIOA Registrants ⓘ	716			
<b>2. Customer Progress Updates</b>				
Progress Update Due ⓘ	1073			
Progress Is Current ⓘ	0			
Progress Update Not Required ⓘ	212			
<b>3. IDT &amp; Provider Status</b>				

Dan uses his DEI dashboard, along with his daily tasks, to view a snapshot of DEI customers and their status.

Dan looks at the completed applications and sees that Alley submitted an online application.

# Career Planner Partners Review Applications & Follow-up



Dan reviews her application in her profile and update her DEI Progress page with the enrollment status and provider level).

**Enrollment Status**  
Enrolled

**Provider Level**  
*Select all that apply*

Secondary Provider  
 Postsecondary Provider  
 LWIA Provider



He contacts Lynn (a D214 partner) to:

1. Assess Alley's situation and current support structure.
2. Determine appropriate resources and suitability by creating an Integrated Resource Team (IRT) around Alley.

Dan verifies Alley's Ticket To Work Status in the SSA system and updates her ticket status in her DEI Progress page.

**Ticket To Work Status**

Update Status

Update Status  
Customer Has Not Been Assigned  
Assigned To LWIA  
Assigned To Other Organization

# Career Planners Use Teams To Allow DEI Partners Access To View Customer Information



Assessment & Intake



Dan realizes that an IRT team is not currently set up in the system to meet Alley's needs.

Dan, Lynn, Alley and her parents meet to determine appropriate partners to add to the team.

He creates a team and adds partners that can assist Alley. Then, he adds her to the team. This allows the partners to collaborate over Alley's information.

The screenshot shows a web application interface with a navigation bar at the top containing 'Dashboard', 'Customers', 'Teams', and 'Reports'. The 'Teams' tab is highlighted with a red circle. Below the navigation bar, the title 'D214 - IT Network Systems IRT' is displayed. A form for editing the team details is shown, with 'Group Name' set to 'Manufacturing IRT' and 'Description' set to 'Integrated Resource Team that provides support services (Child Care, transportation, learning disability) and work'. An 'Update' button is located below the form. Underneath, there are two sections: 'Partners' and 'Customers'. The 'Partners' section has an 'Add Partners' button circled in red. Below it is a table with columns for 'Last Name', 'First Name', and 'Remove'. One row is visible with 'Train11' in the last name column and 'WPP' in the first name column. The 'Customers' section has an 'Add Customers' button circled in red. Below it is a table with columns for 'Last Name', 'First Name', 'Profile', and 'Remove'.

# Partners Use Dashboards To See A Team Level Overview & To Easily Access Customers in Their Team



Services



Dan is a Career Planner who facilitates and coordinates DEI activities.



Lynn provides career planning in IT and training in IT for D214.



Walter is a partner who provides transportation support services.



Sammy is the trainer for the entry level IT courses at Harper Community College.



A future employer could be added to the IRT to help address additional supports she may need in her transition.

The DEI tools and dashboard will allow partners who also provide services to:

- Collaborate over information regarding Alley's assessments, training plans, job search plans, etc.
- Identify services that are or have been provided to Alley.
- Communicate with Alley and other partners for the purpose of helping the customer reach their career, training and employment goals.

Intake and Services Section	Count	Percent	Loss Rate	Pass Rate
<b>1. DEI Applications</b>				
Incomplete Application	1			
Completed Starter Application	0			
Completed Full Application To Enroll In DEI	4			
<b>Total Customers Enrolled in DEI</b>	<b>1285</b>			
DEI Enrolled Customers Who Are WIOA Registrants	569			
DEI Enrolled Customers Who Are Not WIOA Registrants	716			
<b>2. Customer Progress Updates</b>				
Progress Update Due	1073			
Progress Is Current	0			
Progress Update Not Required	212			

# Partners Use Dashboards To See A Team Level Overview & To Easily Access Customers in Their Team



Services that are entered into the State MIS system and Illinois workNet populate the DEI Dashboard.



<b>Total Customers</b> ⓘ		
<b>5. LWIA Staff Assisted Services</b>		
Customers That Do Not Have WIOA Services		
Customers With Career Services ⓘ		
Customers With Employment Services ⓘ		
Customers With Financial Asset Development		
Customers With Training Services ⓘ		
Customers With Work and Training Support		
Customers Exited Without WIOA Services		
<b>Total Customers With Services</b> ⓘ		
<b>6. Integrated Partner Services</b>		
Integrated Partner Services Not Identified ⓘ		
Customers With An Integrated Resource Team Service ⓘ		
Customers Exited Without Partner Services ⓘ		
<b>Total Customers With Integrated Partner Services</b> ⓘ	0	
<b>7. DEI Enrolled (WIOA Registrant) Outcomes</b>		
Number of PWD Enrolled in IT Career Pathway ⓘ	0	
Number of PWD Who Completed IT Career Pathway ⓘ	0	

These customers have received job search services/guidance. These customers may/may not be WIOA Registrants while in the DEI program.

These services are documented in IWDS if the customer is enrolled in IWDS if the customer is a WIOA Registrant. If the customer is not a WIOA Registrant, the services may be entered into IWDS as a local/customer level service or entered through Illinois workNet. If it is entered through Illinois workNet, it is saved in IWDS as a case note.

Definitions let you know where the system is pulling information from and what is included in the count. ⓘ



- Complete guided application for Alley and enter services into State MIS System (IWDS).
- Determine eligibility and assess fit for WIOA enrollment.

- Participate in ongoing communication.
- Enter case notes regarding Alley's employment plan.

# Partners Communication Services Provided



Partners enter case notes and reminders through Illinois workNet.



Dashboard Customers Teams Reports

Profile Services/Referrals/Notes/Reminders

First Name: Anna  
Last Name: Sample  
Email: intelger@anna\_siuccwd.com  
Iwds User Id: 2748908

Show All Results

Option Add

- Add
- Service
- Referral
- Note
- Reminder

Add a Service

Date \*

Select a Service

- Select a Service
- Career Services
- Co-enrolled Services
- Employment Services
- Training
- Work and Training Support Services

Add a Referral

Date \*

Select a Referral

- Select a Referral
- Child Care
- Disability Resources
- Financial Assistance
- Food and Nutrition
- Health care
- Housing/Shelter
- Immigrant
- Re-Entry
- Transportation
- Veteran Resources

Add a Note

Date

Select a Note

- Select a Note
- Assessment
- Background
- Exit
- General
- Individual Employment Plan
- Individual Service Strategy
- Monthly Contact
- Placement
- Post-Exit Follow-up
- Training
- Two Way Communication

Message Only  
 Email Only  
 Both a Message and Email  
 Do Not Show Customer

Cancel Save

Add a Reminder

Wed Jul 08 2015

Subject

Select Reminder Date

Select a Reminder

- Select a Reminder
- Myself
- Customer
- Myself and Customer

Send reminder as:

Message Only  
 Email Only  
 Both a Message and Email

# Career Planners Update Customer DEI Progress Pages



Dan reviews his dashboard to see if any of his customers need to have their DEI progress updated.

This is important since:

1. The information collected in the progress page impacts the DEI Round 5 Outcomes.
2. It is good to ensure customer information is up to date to help them stay on the track and working to reach their career, training and employment goals.

Dashboard Customers Teams Reports

## DEI Intake Dashboard

LWIA \*  
All

Filter

[Click To See Round 4 Dashboard](#)

Intake and Services Section	Count	Percent	Loss Rate	Pass Rate
<a href="#">Click Here To See Eligible PWDs</a>				
<b>1. DEI Applications</b>				
Incomplete Application ⓘ	1			
Completed Starter Application ⓘ	0			
Completed Full Application To Enroll In DEI ⓘ	4			
<b>Total Customers Enrolled in DEI</b>	1285			
DEI Enrolled Customers Who Are WIOA Registrants ⓘ	569			
DEI Enrolled Customers Who Are Not WIOA Registrants ⓘ	716			
<b>2. Customer Progress Updates</b>				
Progress Update Due ⓘ	1073			
Progress Is Current ⓘ	0			
Progress Update Not Required ⓘ	212			

DEI 9. Provider Status

# Career Planners Review/Update DEI Progress Pages Every 30 days



Dashboard Customers Teams Reports

Profile DEI Progress Services/Referrals/Notes/Reminders Outcomes

## DEI Progress

First Name: Anna

Last Name: Sample

Email: anna.sample@mail.com

IWDS User Id: 132456789

Application Submit/Enrollment Date: 2/25/2015 [Edit](#)

Imported From Iwds: [Sync](#)

Last Synced: 8/25/2015 9:21 AM

IWDS App Status: Exiter

[Save All Updates On This Page](#)

Customer Status: DEI enrollment and ticket to work status.

Application Submit/Enrollment Date: 2/25/2015 [Edit](#)

**Ticket To Work Status**  
Assigned To LWDA

**Enrollment: Status**  
Enrolled

**Provider Level**  
Select all that apply

- Secondary Provider
- Postsecondary Provider
- LIMA Provider

**Which DEI service delivery strategies did/will they receive:**  
Select all that apply

- Integrated Resource Team
- Guideposts for Success
- Career Pathways
- Individualized Learning Plan

**Career Goals:** Select up to 3 careers (SOC Codes).

**Career Cluster**  
Select Cluster

**First Career Choice**  
Select First Career Choice

**Second Career Choice**  
Select Second Career Choice

**Services:** List services entered through IWDS and/or Illinois workNet while enrolled in DEI.

Services [Add Services](#)

Service	Status	Status Date	Start Date	End Date	Options
Basic Academic Training	Successful Completion	3/2/2015	2/25/2015	5/17/2015	<a href="#">View/Update</a>
Transportation	Successful Completion	3/2/2015	2/25/2015	5/17/2015	<a href="#">View/Update</a>
Other Supportive Services	Successful Completion	3/2/2015	2/25/2015	5/17/2015	<a href="#">View/Update</a>
Follow-up Services	Open	6/9/2015	5/17/2015		<a href="#">View/Update</a>

**Training:** List employment training completed while enrolled in DEI.

Training Services [Add Other Employment Training](#)

Service	Status	Status Date	Start Date	End Date	Options
Basic Academic Training	Successful Completion	3/2/2015	2/25/2015	5/17/2015	<a href="#">View/Update</a>
Transportation	Successful Completion	3/2/2015	2/25/2015	5/17/2015	<a href="#">View/Update</a>
Other Supportive Services	Successful Completion	3/2/2015	2/25/2015	5/17/2015	<a href="#">View/Update</a>
Follow-up Services	Open	6/9/2015	5/17/2015		<a href="#">View/Update</a>

**Credentials:** List industry recognized credentials earned while enrolled in DEI.

Credentials [Add Other Credentials](#)

Credential Title	Credential Type	Date Earned	Options
High School Diploma	H.S. Diploma/Equivalency/G.E.D.	5/17/2015	<a href="#">View/Update</a>

**Employment:** List past and current employment, as well as employment since enrolled in DEI.

Employment History From Application [Add Entry Before Enrolled in DEI](#)

Employer Name	Start Date	End Date	Wages	Hours Per Week	Pay Unit	From IWDS	Options
Casey's General Store	11/17/2014	4/15/2015	8.50	10.00	Hour	True	<a href="#">View/Update</a>

Current Employer(s)

Employer Name	Start Date	End Date	Wages	Hours Per Week	Pay Unit	From IWDS	Options
Siemens Manufacturing Co	7/1/2015		9.00	40.00	Hour	True	<a href="#">View/Update</a>

Employment Since Enrolled in DEI

[Add Entry After Enrolled in DEI](#)

# Career Planners Can Run Reports



Staff that have been given the Career Planner access level can run reports and export lists with additional customer information.



Staff with Partner level access cannot run reports or export detailed customer information.



**Reporting Option 1:** Use the dashboard to access a list of customers. Then, export detailed customer information.

Assigned to LWIA	0		
Assigned to Other Organization	0		
<b>Total Customers</b>			
<b>5. LWIA Staff Assisted Services</b>			
Customers That Do Not Have WIOA Services			
Customers With Career Services			
Customers With Employment Services			
Customers With Financial Asset Development			
Customers With Training Services			
Customers With Work and Training Support Services			
Customers Exited Without WIOA Services			
<b>Total Customers With Services</b>			
<b>6. Integrated Partner Services</b>			
Integrated Partner Services Not Identified			
Customers With An Integrated Resource Team Service	0		
Customers Exited Without Partner Services	381		
<b>Total Customers With Integrated Partner Services</b>	0		
<b>7. DEI Enrolled (WIOA Registrant) Outcomes</b>			
Number of PWD Enrolled in IT Career Pathway	0		
Number of PWD Who Completed IT Career Pathway	0		
Exited Without Services	0		
<b>Total</b>			

DEI Customers | IWDS Customers

### Customer Search

Name

LWIA

[Show Advanced Search](#)

Show 50 entries

Last Name	First Name	LWIA	Address	Options
Bell...	Amend...	LWIA-25	242 S Court Street	Profile

# Other Report Tools

**Reporting Option 2:** Use the Reports tab to access a list of custom reports. Search criteria and filters will vary based on the report.

Dashboard Customers Teams **Reports**

### Customer Pool Report

Application Date Range

6/8/2015 To

Show Advanced Search

Export Search

Show 10 entries

Last Name	First Name	Address	City	State	ZIP Code
Evans	Amy	345 E St Charles Rd	Elmhurst	IL	60126
Garcia	Maria	200 E Palatine Rd	Arlington Heights	IL	60004
Grayson	Dick	842 Merrill Ln	Grayslake	IL	60030
Joplin	Janis	200 E Palatine	Arlington Heights	IL	60004
Lowery	Brett	369 Rte 173	Antioch	IL	60002
Masten	Scott	Scott Road	Lake Forest	IL	60045
Ortega Vaquero	Jose Luis	2237 Old Jacksonville Road	Springfield	IL	60002
Rollins	Amanda	213 S Court Street	Marion	IL	62959

Showing 1 to 8 of 8 entries

Previous 1 Next

## Example Reports:

### DEI Starter Application Report

**Description:** Use the filters in this report to pull customer information for those who have completed a starter DEI application. Starter application customers should receive a follow-up within 5 business days. Use the date range filters to identify those who have submitted their application within the last 5 days.

### DEI Enrolled/Applicant Customer Pool Report:

**Description:** Use the filters in this report to pull demographic information for customers who have applied for the DEI program or have been identified in IWDS DEI customers.

# DEI Round 5 Outcome Reports



Report

## Other Reports

Dashboard Customers Teams Reports

### DEI Outcome Report

Quarter: 2014 Quarter - 2 4/1/2014 - 6/30/2014

LWDA \*: All

Filter

Outcome Activities	Performance Measurement	Description
Increase in number of PWDs served through workNet	Number entered through portal or physical center	The number of individuals with disabilities, who have entered system through either a physical Illinois workNet Center or the Portal, provided the necessary personal information to identify are a person with a disability and received at least one service whether provided by support staff or through self-directed search.
Number of participants to receive core services	Number enrolled with WIOA core	The number of individuals with disabilities who have been registered to receive WIA services, and received at least one core labor market information, initial assessment of skill levels, and placement assistance.
Numbers of participants to receive intensive services	Number enrolled with WIOA intensive	The number of individuals with disabilities who have completed core service and who have received a WIA intensive service such as comprehensive assessments, development of individual employment counseling and career planning.
Numbers of participants to receive training services	Number receiving WIOA training service	The number of individuals with disabilities who have met the requirements for intensive services and who have received a WIA training service.
Education outcomes	Number completing employment training	The number of individuals with disabilities who have completed training related to a pursuit of employment.
Number earning an industry-recognized credential	Number receiving credential	The number of individuals with disabilities who have completed the required coursework and/or testing and received an industry-recognized credential for that achievement.

### Round 5 Outcomes Report – *Coming Soon*

**Description:** View outcomes by quarter. Select the results to access a list of customers included in the count. Export the customer list to a spreadsheet to access the progress status information in a spreadsheet format.

### Round 5 Cumulative Outcomes Report – *Coming Soon*

**Description:** View cumulative outcomes. Select the results to access a list of customers included in the count. Export the customer list to a spreadsheet to access the progress status information in a spreadsheet format.

### Teams Report

**Description:** Use this report to pull a list of partners for DEI teams and export their information.

# Scenario 2

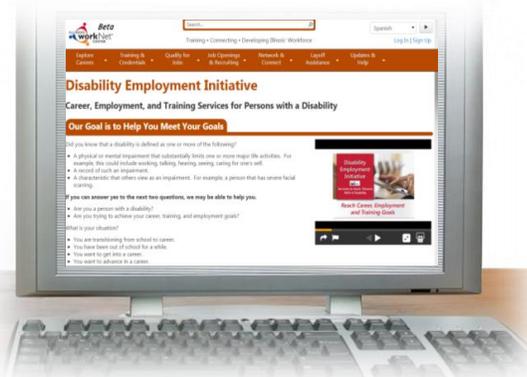


Recruit

Chuck is a Career Planner/Navigator in LWDA 6 who is actively recruiting out of school youth to become DEI customers.

He works with partners to distribute DEI flyers and provide orientation sessions that direct customer to the DEI customer website ([www.illinoisworknet.com/aboutdei](http://www.illinoisworknet.com/aboutdei)).

He also contacts eligible WIOA out of school youth customers in the State MIS system that have not been identified as DEI customers. He can access this list of customers through his DEI dashboard.



Intake and Services Section	Count	Percent	Loss
<a href="#">Click Here To See Eligible PWDs</a>			
1. DEI Applications			
Incomplete Application	1		
Completed Starter Application	0		
Completed Full Application To Enroll In DEI	4		

# Recruit WIOA Customers To Participate In DEI

Chuck accesses his list of eligible customers that have not been identified as DEI customers through the DEI dashboard.

The image shows a multi-step process for recruiting WIOA customers. It features three main screenshots: 1) The 'Eligible PWD Dashboard' with a table of customer counts. 2) The 'IWDS Customer List' table with a 'View' button circled. 3) A 'Customer Information' modal for 'Pat Jones' with 'No' and 'Yes' buttons. Arrows connect these elements to explanatory text boxes. A photograph of a smiling man is in the bottom right corner.

**Eligible PWD Dashboard**

Category	Count
Eligible PWD Pool	613
Does Not Want To Participate	15

**IWDS Customer List**

User Id	Last Name	First Name	Middle Initial	DOB	LWIA	Contact Information
2429348	Jones	Pat	Z	9/17/1984	6	<a href="#">View</a>

**Customer Information**

First: Pat Last: Jones  
LWIA  
Home Phone: 3127871212  
Cell Phone:  
Email: PJones@gmail.com  
1200 W. Maple  
Libertyville, IL 60048

Buttons: Cancel, Does Not Want to Participate, Wants To Participate

**Annotations:**

- He contacts them to see if they would like to participate.
- Move to "Does Not Want To Participate".
- Pat wants to participate, so Chuck sends the email.

**Summary:**

- An automatic instruction email is created.
- It can be customized with specific contact information.
- It will be sent to the customer's email.

# Help Customers Recover Their Password



Apply

Pat received the email.

You are eligible to participate in the Disability Employment Initiative which provides career, employment and training services for persons with a disability.

Free services offered to individuals with disabilities include:

- Employment Search
- Training
- Financial Counseling and Assistance
- Support Services

If this program sounds like it could help you get on the road to success, you have two options:

1. Complete the full online application on your own or have a family member or personal agent complete it for you. It takes about 10-20 minutes to complete. You do not have to complete it all at one time. You can save it and come back later. This will give us complete information to begin assisting you right away. Get started: [www.illinoisworknet.com/aboutDEI](http://www.illinoisworknet.com/aboutDEI)
2. Chuck Zimmer is a case manager with your local Illinois workNet Center. Chuck can help you complete the online application.

How to contact this case manager:  
[ChuckZimmer@gmail.com](mailto:ChuckZimmer@gmail.com)  
Phone: 1-800-555-1212

Pat can't remember his password to log into his Illinois workNet account so that he can complete the online application.

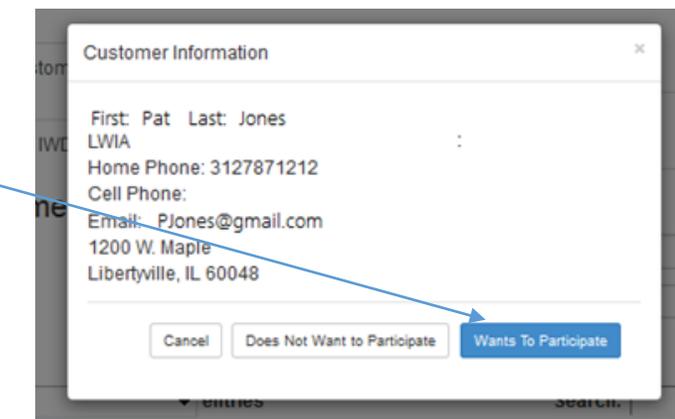
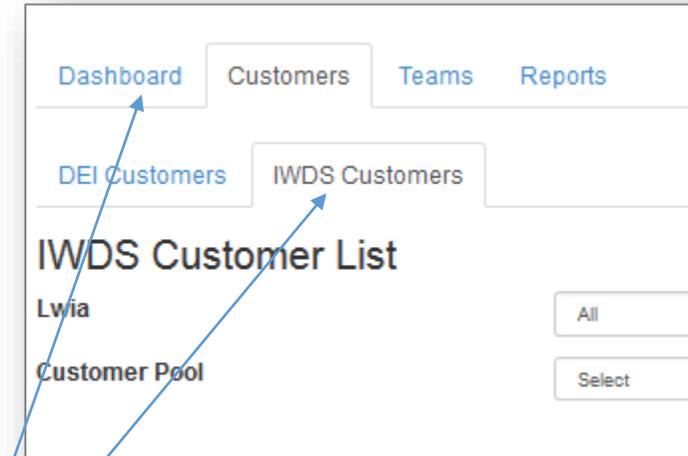
He calls Chuck.

Chuck accesses his information using one of the following options:

- a) Dashboard - Pat is still listed with the Eligible PWD Pool since he has not started his online application.
- b) Go to the Customer tab and search IWDS Customers.

He gives Pat information to recover his password.

Pat recovers his password and submits his application.



# Career Planners Can Help Complete An Application



Apply/Assessment & Intake



Chuck follows up with customers to make sure they are continuing to move through the intake process by completing their application.

He can access a list from the dashboard and view their information.

He can also help them complete the application.



Dashboard Customers Teams Reports

## DEI Intake Dashboard

LWIA \*  
All

Filter

[Click To See Round 4 Dashboard](#)

Intake and Services Section	Count	Perce
<a href="#">Click Here To See Eligible PWDs</a>		
<b>1. DEI Applications</b>		
Incomplete Application ⓘ	1	
Completed Starter Application ⓘ	0	
Completed Full Application To Enroll In DEI ⓘ	4	

Dashboard Customers Teams Report

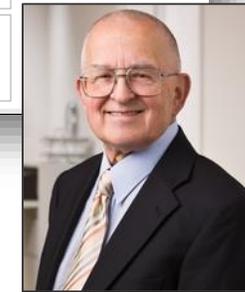
Profile Services/Referrals/Notes/Reminders

## Customer Profile

**First Name:** Alex  
**Last Name:** Gaskarth  
**Email:** [info@train1\\_siuccwd.com](mailto:info@train1_siuccwd.com)  
**Iwds User Id:**

[Help Customer Finish Application](#)

# Demonstration



DEI Customer Website:  
[www.illinoisworknet.com/aboutdei](http://www.illinoisworknet.com/aboutdei)

DEI Partner Guide:  
<http://www.illinoisworknet.com/DEIpartner>

This is the partner “go to” place for updates, instructions, documents, FAQs and videos.

# Stay Tuned In



## News & Announcements:

[www.illinoisworknet.com/partnernews](http://www.illinoisworknet.com/partnernews)

## Questions:

- See DEI Partner Guide FAQ
- Submit Questions via DEI Partner Guide in FAQ
- Email [info@illinoisworknet.com](mailto:info@illinoisworknet.com)