

Purpose

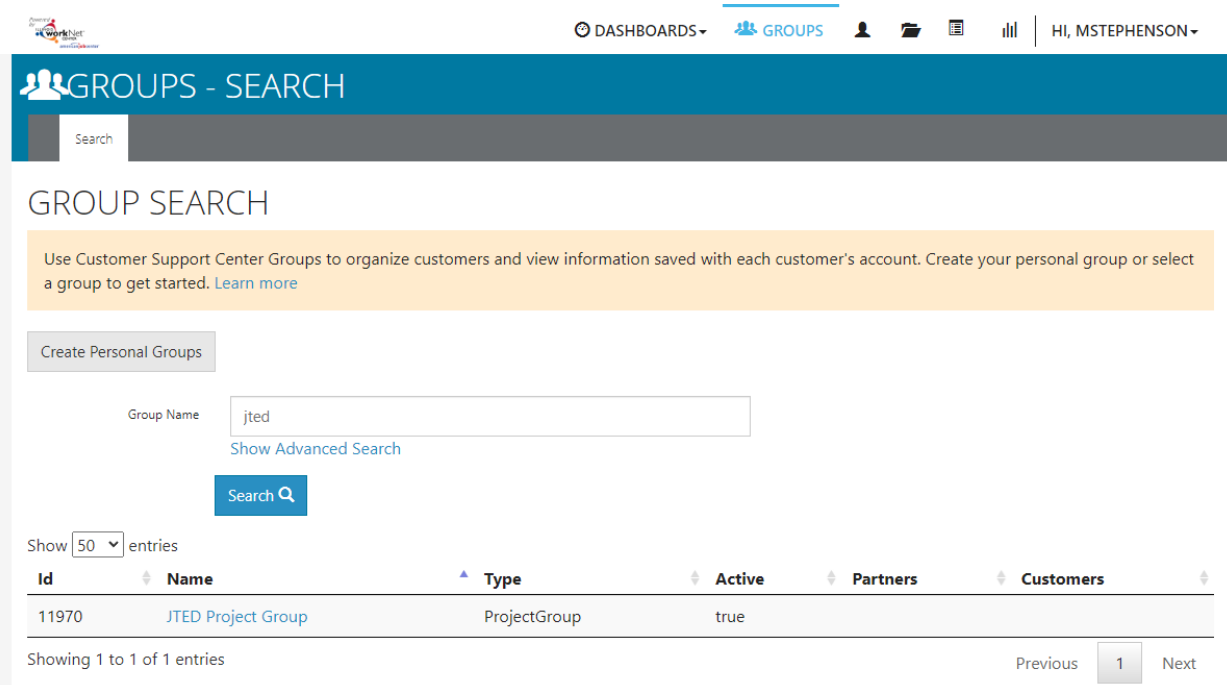
Service Providers can make referrals for customers to other providers who can assist the customers with other services such as

Who Enters/Maintains Data

- [Grantee/Service Provider](#) enter and update participant referral information.

Access Participant Details

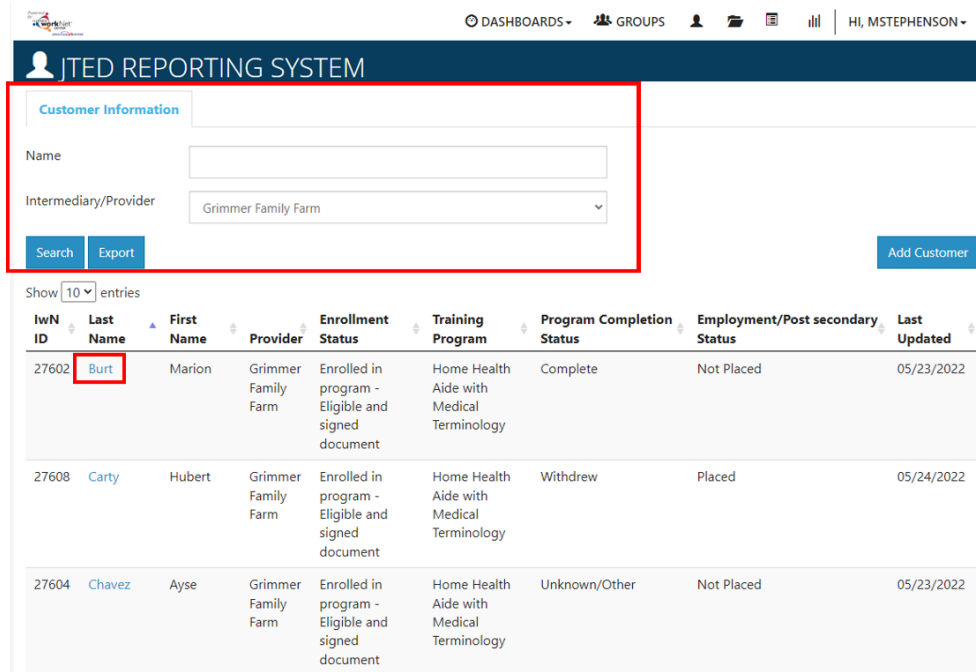
1. Log into www.illinoisworknet.com
2. Select **My Dashboard**
3. Select **Customer Support Center/IWIS** under Partner Tools.
4. Select **Groups** in the top menu.
5. Select the group **JTED Project Group**.



The screenshot shows the 'GROUPS - SEARCH' interface. At the top, there are navigation links for 'DASHBOARDS', 'GROUPS', and a user profile 'HI, MSTEPHENSON'. Below the navigation is a search bar with the text 'Search'. The main heading is 'GROUP SEARCH'. A yellow box contains the text: 'Use Customer Support Center Groups to organize customers and view information saved with each customer's account. Create your personal group or select a group to get started. [Learn more](#)'. Below this is a 'Create Personal Groups' button. A search form has 'Group Name' with the input 'jted' and a 'Search' button. Below the search bar, it says 'Show 50 entries'. A table displays search results with columns: Id, Name, Type, Active, Partners, and Customers. One result is shown: Id 11970, Name JTED Project Group, Type ProjectGroup, Active true. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation buttons.

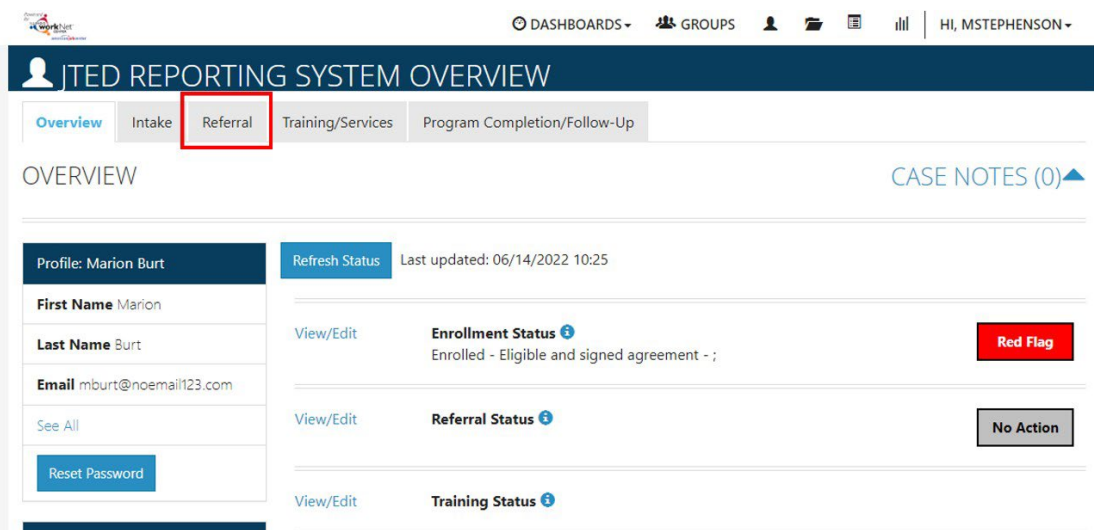
Add/Edit Customer Referral Information in Illinois workNet

To add or edit a referral for a customer, they first must be added to the JTED reporting system. After the intake process is completed, referrals may be created for a customer. Using the search, select the name of the customer. From the customer's overview page, select the Referral tab.



The screenshot shows the 'JTED REPORTING SYSTEM' interface. A red box highlights the 'Customer Information' form, which includes fields for 'Name' and 'Intermediary/Provider' (set to 'Grimmer Family Farm'). Below the form is a table of customer entries.

IwN ID	Last Name	First Name	Provider	Enrollment Status	Training Program	Program Completion Status	Employment/Post secondary Status	Last Updated
27602	Burt	Marion	Grimmer Family Farm	Enrolled in program - Eligible and signed document	Home Health Aide with Medical Terminology	Complete	Not Placed	05/23/2022
27608	Carty	Hubert	Grimmer Family Farm	Enrolled in program - Eligible and signed document	Home Health Aide with Medical Terminology	Withdrawn	Placed	05/24/2022
27604	Chavez	Ayse	Grimmer Family Farm	Enrolled in program - Eligible and signed document	Home Health Aide with Medical Terminology	Unknown/Other	Not Placed	05/23/2022



The screenshot shows the 'JTED REPORTING SYSTEM OVERVIEW' page for a customer named Marion Burt. The 'Referral' tab is selected. The overview includes profile information and status sections.

Profile: Marion Burt
First Name: Marion
Last Name: Burt
Email: mburt@noemail123.com
 See All
 Reset Password

Refresh Status: Last updated: 06/14/2022 10:25

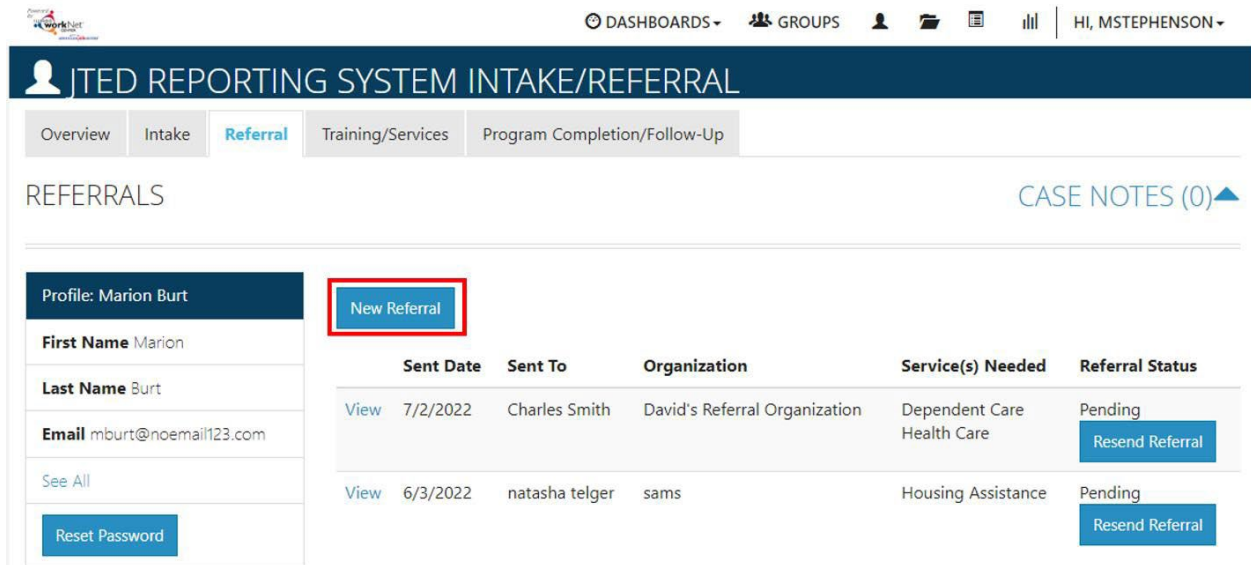
Enrollment Status: Enrolled - Eligible and signed agreement - ; **Red Flag**

Referral Status: **No Action**

Training Status:

Create a New Referral

To create a referral select the **New Referral** button.



DASHBOARDS ▾ GROUPS HI, MSTEPHENSON ▾

JTED REPORTING SYSTEM INTAKE/REFERRAL

Overview Intake **Referral** Training/Services Program Completion/Follow-Up

REFERRALS CASE NOTES (0) ▲

Profile: Marion Burt

First Name Marion

Last Name Burt

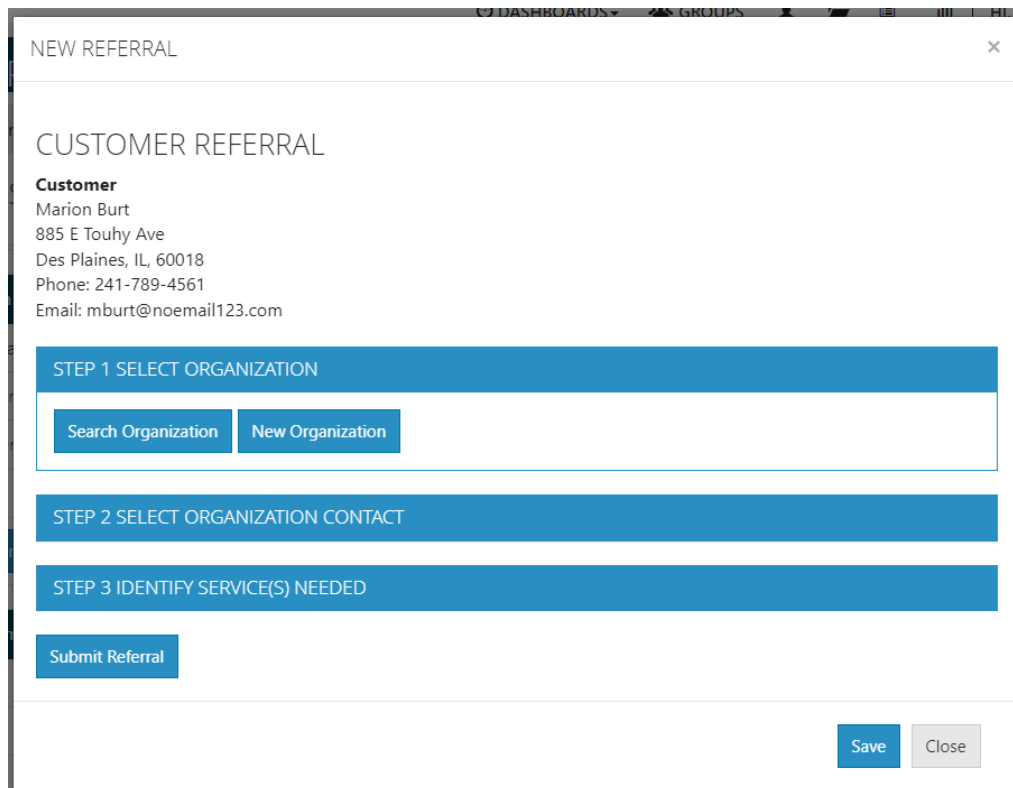
Email mburt@noemail123.com

See All

Reset Password

New Referral

	Sent Date	Sent To	Organization	Service(s) Needed	Referral Status
View	7/2/2022	Charles Smith	David's Referral Organization	Dependent Care Health Care	Pending Resend Referral
View	6/3/2022	natasha telger	sams	Housing Assistance	Pending Resend Referral



NEW REFERRAL

CUSTOMER REFERRAL

Customer
Marion Burt
885 E Touhy Ave
Des Plaines, IL, 60018
Phone: 241-789-4561
Email: mburt@noemail123.com

STEP 1 SELECT ORGANIZATION

[Search Organization](#) [New Organization](#)

STEP 2 SELECT ORGANIZATION CONTACT

STEP 3 IDENTIFY SERVICE(S) NEEDED

[Submit Referral](#)

[Save](#) [Close](#)

There are 3 steps to creating a referral:

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.

1 – Select the Organization

First, you will select the organization. You may search for an existing one or create a new one. Select the applicable button to choose the organization.

Note: If you search for an organization, the organizations that will display are previously entered worksite placements. Additionally, you can create a new organization to display in this list.

Enter the following information when **New Organization** is selected:

- **Provider***
- **Name***
- **Description**
- **Phone Number***
- **Alternate Phone Number**
- **Address***
- **City***
- **State***
- **Zip Code***
- **URL**

Once you have entered the information click the **Save** button.

Note: Once a “New Organization” has been added, it will then show up in the organization search.

2 – Select Organization Contact

Using the applicable buttons, you may search for an existing contact or create a new one. This works just like the Search/New Organization in the previous step. Select **New Contact** and enter the following information:

- **First Name***
- **Last Name***
- **Phone Number***
- **Alternate Phone Number**
- **Email***
- **Job Title***

Once the contact information has been entered, click the **Save** button.

This contact will now appear in the search where you can select them.

3 – Identify Service(s) Needed

Using the checkboxes, select the service(s) requested for the customer. The following services are available for referral:

- ABE/ESL Program
- Child Safety
- Dependent Care
- Domestic Violence
- Health Care
- Housing Assistance
- Legal Aid
- Other: Health/Nutrition
- Other: Internet
- Other: Phone
- Other Services
- Other: Technology Rental
- Transportation

You may also submit other notes as well in the text box below the checklist.

When this information is complete, you may select the **Submit Referral** button.

The Referral page will refresh and you will see the referral that was created in the table below the **New Referral** button.

The Referral will be sent via email to the contact. It will include the customer's name, the referring organization, and a prompt to please respond within 5 business days. The contact will be provided a link with further information about the referral and the ability to respond and add a note. Once they have responded, the referral status will then be updated on the Referral page for that customer.

View/Edit Referrals

To view referrals, you can select the hyperlinked "View" text and see the information that was submitted in the referral for that customer.

You may also cancel the referral by selecting the **Cancel Sent Referral** button. Below the button is a text box where you can provide a reason for the canceled referral.

👤 JTED REPORTING SYSTEM INTAKE/REFERRAL

Overview
Intake
Referral
Training/Services
Program Completion/Follow-Up

REFERRALS
CASE NOTES (0) ▲

Profile: Marion Burt

First Name Marion

Last Name Burt

Email mburt@noemail123.com

See All

Reset Password

New Referral

	Sent Date	Sent To	Organization	Service(s) Needed	Referral Status
View	7/2/2022	Charles Smith	David's Referral Organization	Dependent Care Health Care	Pending Resend Referral
View	6/3/2022	natasha telger	sams	Housing Assistance	Pending Resend Referral

VIEW REFERRAL
✕

CUSTOMER REFERRAL

Customer
 Marion Burt
 885 E Touhy Ave
 Des Plaines, IL, 60018
 Phone: 241-789-4561
 Email: mburt@noemail123.com

STEP 1 ORGANIZATION

Organization
 David's Referral Organization
 1345 Main Street
 Springfield, IL 62704
 Phone: 217-303-5859

STEP 2 ORGANIZATION CONTACT

Contact
 Charles Charles
 smith@noemail.com

STEP 3 SERVICE(S) NEEDED

Service(s) Requested

- ABE/ESL Program
- Child Safety
- Dependent Care
 - Childcare
 - Dependent Care Assistance
- Domestic Violence
- Health Care

Domestic Violence
 Health Care

- Dental work
- Eyeglasses
- Inoculations
- Medical Deductible/Copay
- Medical Device/Equipment
- Medical exam
- Mental Health
- Prescriptions
- Substance Abuse

 Housing Assistance
 Legal Aid
 Other: Health/Nutrition
 Other: Internet
 Other: Phone
 Other Services
 Other: Technology Rental
 Transportation

Other Notes

Cancel Sent Referral

Reason

Once the request has been cancelled, the referral status in the table will be updated to “Canceled”. Additionally, you may Resend the Referral by selecting the **Resend Referral** button. The referral will then be emailed to the contact provided.

👤 JTED REPORTING SYSTEM INTAKE/REFERRAL

Overview

Intake

Referral

Training/Services

Program Completion/Follow-Up

REFERRALS
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New Referral

	Sent Date	Sent To	Organization	Service(s) Needed	Referral Status
View	7/2/2022	Charles Smith	David's Referral Organization	Dependent Care Health Care	Canceled
View	6/3/2022	natasha telger	sams	Housing Assistance	Pending

Resend Referral