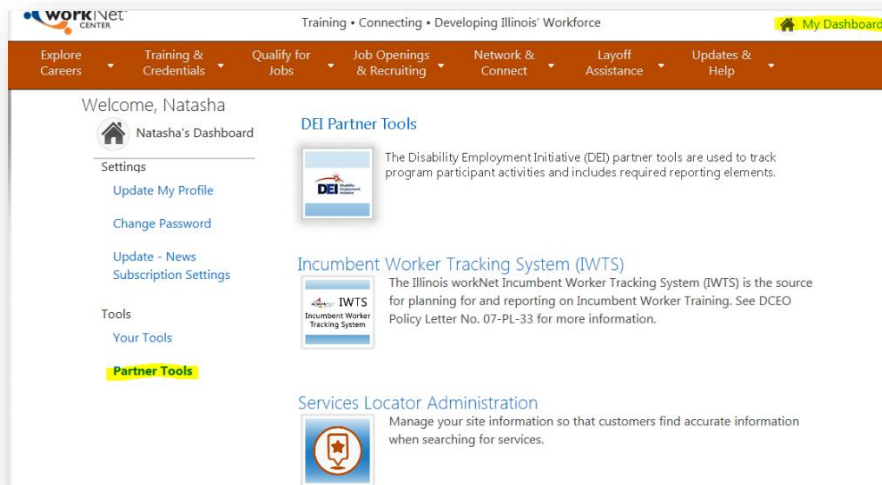


Ticket to Work information is maintained in the Social Security Administration (SSA) system. Illinois workNet is used to track Ticket to Work status of DEI customers. It is included in the DEI dashboard to help career planners:

- Easily identify and follow up with customers who still have an available Ticket to Work.
- Encourage those customers to assign their ticket to the LWIA office.

1. Go to your DEI Partner Tools.

- Go to www.illinoisworknet.com and sign into your Illinois workNet account.
- Go to your dashboard and select partner tools.
- Select DEI Partner Tools



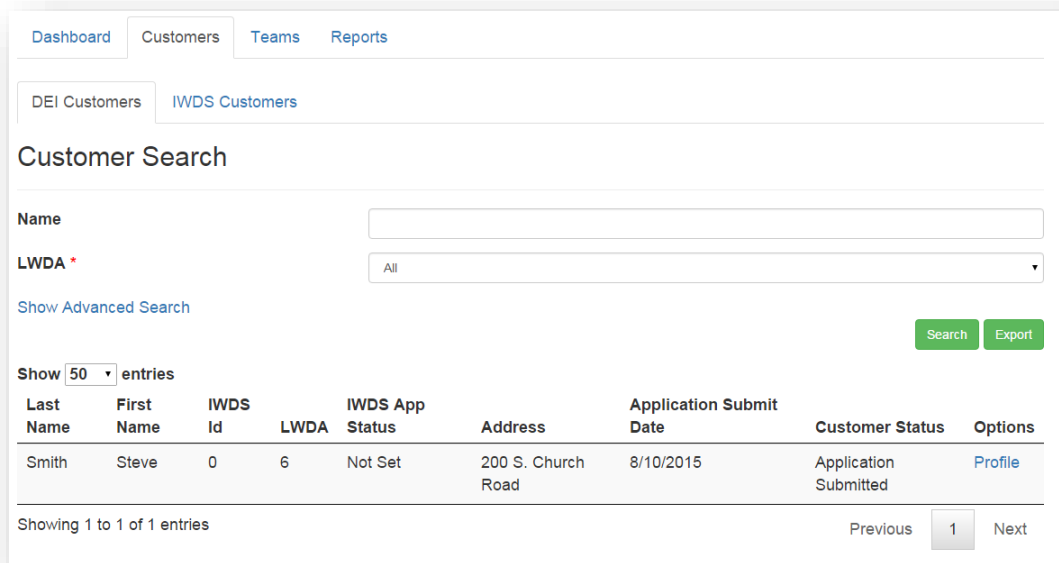
2. Access a filtered list of customer from your DEI program dashboard.

2. Enrolled DEI Customer Ticket to Work Status				
Customer Does Not Have A Ticket <i>i</i>	1			
Status Is Not Set <i>i</i>	3			
Not Assigned <i>i</i>	0			
Assigned To LWIA <i>i</i>	0			
Assigned to Other Organization <i>i</i>	0	0%		
Total Customers	4	100%	0%	0%

Need to see if these customers have assigned their ticket.

Reach out to these customers to encourage them to assign their ticket your LWDA.

3. Select the Profile link for the customer.

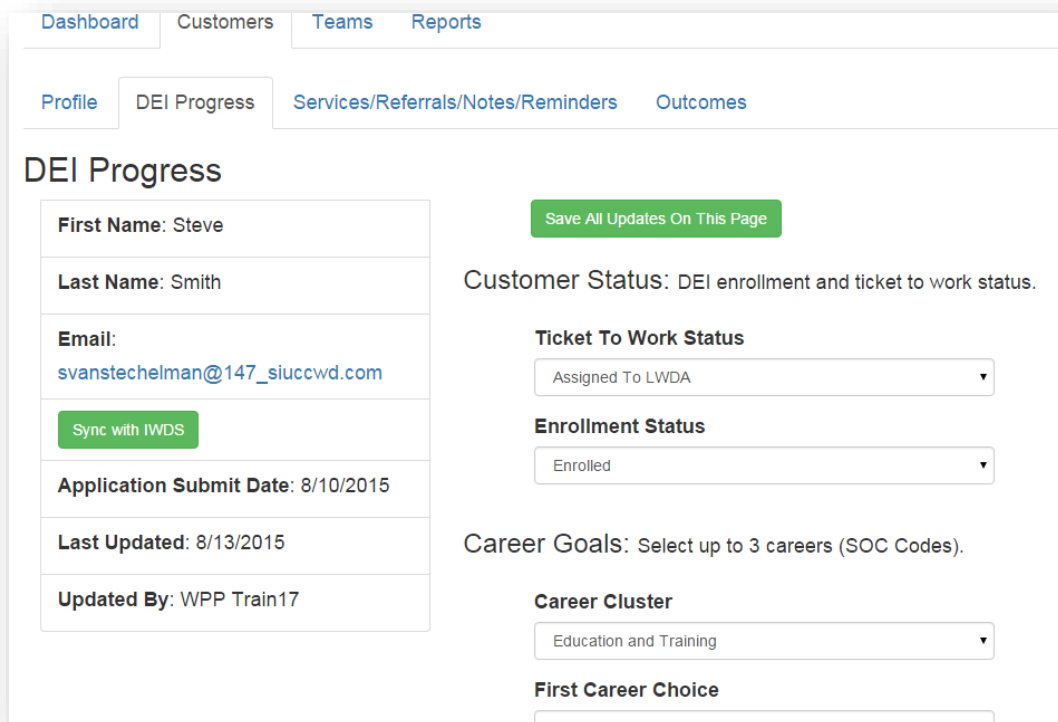


The screenshot shows the 'Customer Search' page. At the top, there are navigation tabs: 'Dashboard', 'Customers', 'Teams', and 'Reports'. Below these, there are sub-tabs for 'DEI Customers' and 'IWDS Customers'. The main heading is 'Customer Search'. There is a search form with a 'Name' input field and an 'LWDA' dropdown menu set to 'All'. A 'Show Advanced Search' link is present. To the right of the search form are 'Search' and 'Export' buttons. Below the search form, it says 'Show 50 entries'. A table lists customer information:

Last Name	First Name	IWDS Id	LWDA	IWDS App Status	Address	Application Submit Date	Customer Status	Options
Smith	Steve	0	6	Not Set	200 S. Church Road	8/10/2015	Application Submitted	Profile

At the bottom, it indicates 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation options.

4. Review and update the customer's Ticket to Work status.



The screenshot shows the 'DEI Progress' profile page for a customer. At the top, there are navigation tabs: 'Dashboard', 'Customers', 'Teams', and 'Reports'. Below these, there are sub-tabs: 'Profile', 'DEI Progress', 'Services/Referrals/Notes/Reminders', and 'Outcomes'. The main heading is 'DEI Progress'. On the left, there is a profile summary box with the following information:

- First Name:** Steve
- Last Name:** Smith
- Email:** svansteelman@147_siuccwd.com
- Sync with IWDS** (button)
- Application Submit Date:** 8/10/2015
- Last Updated:** 8/13/2015
- Updated By:** WPP Train17

At the top right of the profile page is a green button: 'Save All Updates On This Page'. The main content area shows the following details:

- Customer Status:** DEI enrollment and ticket to work status.
- Ticket To Work Status:** Assigned To LWDA (dropdown menu)
- Enrollment Status:** Enrolled (dropdown menu)
- Career Goals:** Select up to 3 careers (SOC Codes).
- Career Cluster:** Education and Training (dropdown menu)
- First Career Choice:** Counselors, School (dropdown menu)

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