

# Illinois Workforce Development System

# REFERRAL

## RELATIONSHIP GUIDE



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**WIOA**

americanjobcenter

# Referral Workgroup Members

## **Illinois Department of Commerce and Economic Opportunity (DCEO), WIOA Title I**

- Julio Rodriguez
- Lisa Jones
- Bryan Ellis
- Kelly Lapetino
- Lora Dhom

## **Illinois Community College Board (ICCB), WIOA Title II**

- Kathy Olesen-Tracey

## **Illinois Department of Employment Services (IDES), WIOA Title III**

- Carrie Thomas
- Janice Taylor-Brown

## **Division of Rehabilitation Services-IDHS, WIOA Title IV**

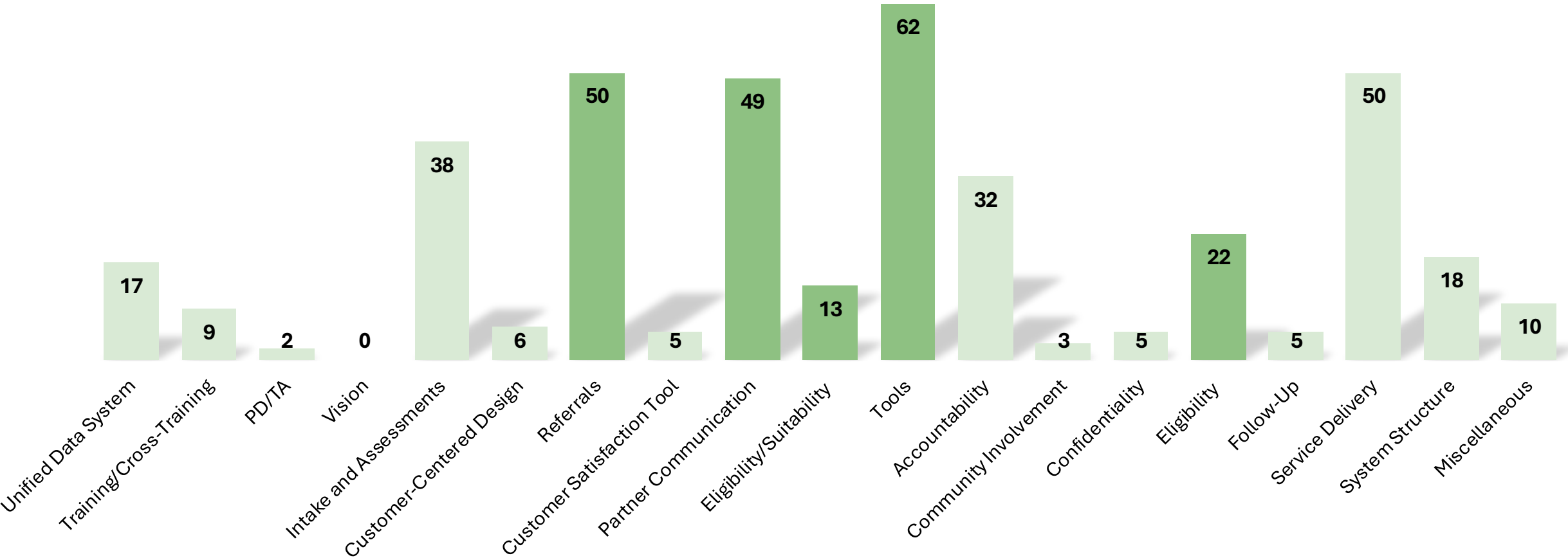
- Rahnee Patrick
- Marcia Mibbs
- Susan Chapman
- Ashley Holmes

## **Illinois Department of Human Services**

- Anita Battle- Morris

# Opportunities for Effective Referrals

*Source: Feedback from Frontline Staff and the Service Integration Workgroup*



# Illinois Referral Group Purpose

The Illinois Referral Group comprises representatives of all core partners who share the responsibility to create and convey State-level expectations and standards for high-quality, equitable referrals accomplished through partner collaboration across the Illinois workforce system



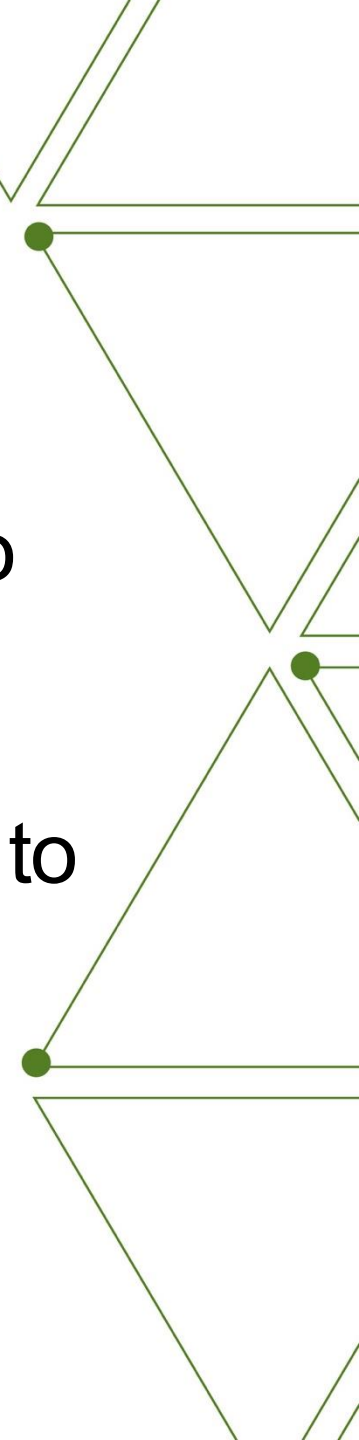
# Outcome: Referral Relationship

## What were we trying to do?

- Support effective communication by and among all partners.
- Support a shared understanding of eligibility for all partner programs.

## Why did we develop a voluntary tool?

- Frontline wanted tools to support referrals.
- Understanding basic eligibility is foundational to making any referral.
- The group wanted to augment what works.



# Referral Relationship Guide Creation Overview

## The Need

- Workgroup formed out of the need for tools to support Service Integration.

## Initial Development


- Compiled basic eligibility requirements for Core and Required workforce programs.
- Transferred information into a user-friendly draft guide.

## Feedback and Review

- Surveyed frontline staff from Partner programs to gain feedback.
- Edited the guide and created a final version.
- Accessibility review by the Department of Rehabilitation Services and the Department of Innovation and Technology.

## Dissemination

- The Illinois Workforce Development System Referral Relationship Guide finalized.
- Next Steps: Transfer the tool to an automated online tool.



# Illinois Workforce Development System Referral Relationship Guide

**Illinois Workforce  
Development System**

## **REFERRAL RELATIONSHIP GUIDE**

[Click here to add your Local Workforce  
Innovation Area (LWIA)]



# Grounding Principles of the Guide



## Referral Relationships

To accomplish high-quality referrals within the Illinois workforce ecosystem, referrals must be grounded in local customer referral collaborations. A **customer referral collaboration** is a strategic partnership where partners refer customers to each other, going beyond simple referrals to ensure customer needs are met. This involves coordinating referrals, sharing resources, and strategizing together for customer success.

## Referrals

A referral is a process by which an individual or organization directs a customer to another entity for specific services. The purpose of a referral is to connect an informed customer with resources that best address their needs or requirements, enhancing the likelihood of a satisfactory outcome for the customer.

***To accomplish high-quality referrals with mutual benefits to customers and partners, referrals go beyond introductions to meet the customer's needs.***

# Keep in Mind

## This Guide is:

- A *voluntary* tool to support high-quality referrals.
- Provides high-level program descriptions and basic eligibility criteria.

## This Guide is not:

- A replacement for building strong local partnerships for high-quality referrals.
- A mandated standard process.
- Intended to replace specific program eligibility determination.



Although a customer may meet the basic eligibility requirements within this guide, Local Partners will help customers understand that an Eligibility Review will follow the referral. Although they may be eligible, additional information will be needed.

# How Program Information is Organized

## Program Name

### WIOA Self-Accessed Career Services

## Brief Description of Services

#### Services Provided:

- Career services to individuals via self-service access to Illinois workNet or an American Job Center.\*
- \*Please note that individuals who only access the self-service system or receive information are not considered enrolled under WIOA and, therefore, will not meet co-enrollment requirements.

## Basic Eligibility Information

#### Basic Eligibility:

- Serves: Any individual
- Criteria:
  - None; This self-service resource is available to everyone.



#### CONTACT INFORMATION:

**State Agency:** Department of Commerce and Economic Opportunity [Office of Employment Training](#)

#### Local Partner:

Organization:

Point of Contact:

Email:

Phone:

# Accessibility and Usability Features

## Program Information Contains:



## Customize the Guide

This guide is meant to help local practitioners understand the basic eligibility criteria for the Illinois Workforce Development Landscape. However, understanding who is responsible at the local level for each program is essential to referral relationships. Each partner is encouraged to add their contact information, and it is suggested this resource is reviewed quarterly to ensure contact information is updated in a timely manner.

## How to Use the Guide



### Option 1: Use the Table of Contents

Links in the Table of Contents allow users to jump to a specific program.



### Option 2: Use the Search Feature

For a PC (Windows, etc.):

- Using your keyboard, press Ctrl and the F keys (Ctrl + F) at the same time.
- A search window will appear.
- Using the text line within the search window, type specific words (program criteria, etc.) and press enter.
- This search feature will now show you every instance the word(s) you searched for.

For a Mac (Apple):

- Using your keyboard, press Command and the F keys (Ctrl + F) at the same time.
- A search window will appear.
- Using the text line within the search window, type specific words (program criteria, etc.) and press enter.
- This search feature shows you every instance the word(s) you searched for in the

## APPENDIX



### LOCAL PARTNER 1

## Type program name here

### Services Provided:

[Click here to add a brief program description.]

### Basic Eligibility:

#### Serves:

[Click here to add what population the program serves.]

[Click here to delete this text or add additional criteria.]

### Criteria:

[Click here to add eligibility of the program.]



### CONTACT INFORMATION:

#### State Agency:

[If applicable, click here to add the state agency responsible for the funding and/or guide of the program]

#### Local Partner:

Organization: [Click here to customize with the organization's name.]

Point of Contact: [Add a contact name here.]

Email: [Click here to add an email address.]

Phone: [Click here to add a phone number.]

## GUIDE BREAKDOWN



### REMEMBER

Although a customer may meet the basic eligibility requirements within this guide, Local Partners will help customers understand that an Eligibility Review will follow the referral. Although they may be eligible, additional information will be needed.

- Detailed instructions
- Accessibility review
- User-friendly, jargon-free language

# How Program Information is Organized

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### Basic Eligibility:

- Serves: Any individual
- Criteria:
  - None; This self-service resource is available to everyone.



### CONTACT INFORMATION:

**State Agency:** Department of Commerce and Economic Opportunity [Office of Employment Training](#)

### Local Partner:

Organization:

Point of Contact:

Email:

Phone:

## Contact Information

- State Agency (and website link)
- Local Partners:
  - Their organization, school, agency
  - Point of Contact
  - Email address
  - Phone number

# Make it Local

- Because the guide is meant to help local practitioners understanding who is responsible at the local level for each program it is essential to referral relationships.
- Each partner is encouraged to add their contact information and review quarterly to ensure contact information is up-to-date.

## Illinois Workforce Development System REFERRAL RELATIONSHIP GUIDE

[Click here to add your Local Workforce Innovation Area (LWIA)]

REFERRAL RELATIONSHIP GUIDE

### WIOA Title IB: Adult

#### Services Provided:

- Career services, job training, and related services are provided for adults eligible to work in the U.S., prioritizing low-income and other populations with barriers to employment.

#### Basic Eligibility:

- **Serves:** Adults 18+
- **Criteria:**
  - Adults who are 18+ years old, and
  - Eligible to work in the United States, and
  - Selective service compliant (if applicable).
  - Priority is given to recipients of public assistance, other low-income individuals, and individuals who are basic-skills deficient.



#### CONTACT INFORMATION:

State Agency: Department of Commerce and Economic Opportunity Office of Employment Training

Local Partner:

Organization:

Point of Contact:

Email:

Phone:

## APPENDIX



LOCAL PARTNER 1

### Type program name here

#### Services Provided:

[Click here to add a brief program description.]

#### Basic Eligibility:

##### Serves:

[Click here to add what population the program serves.]

[Click here to delete this text or add additional criteria.]

#### Criteria:

[Click here to add basic eligibility of the program.]



#### CONTACT INFORMATION:

##### State Agency:

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##### Local Partner:

Organization: [Click here to customize with the organization's name.]

Point of Contact: [Add a contact name here.]

Email: [Click here to add an email address.]

Phone: [Click here to add a phone number.]

# Accessing the Guide

 MENU

 Login

 Sign Up

 ILLINOIS  
workNet<sup>®</sup>  
CENTER  
americanjobcenter

 Search

 Español

 Users

Page Viewer [1]

WORKFORCE AND EDUCATION PARTNERS

Announcements

 Illinois Workforce Development System  
**REFERRAL**  
RELATIONSHIP GUIDE

### Illinois Workforce Development System Referral Relationship Guide

The Illinois Interagency Referral Workgroup has created a tool to help workforce partners accomplish high-quality referrals. [This guide](#) aims to enhance referral relationships within the Illinois workforce ecosystem. It is designed to promote a clear understanding of workforce programs and service eligibility criteria. By doing so, partners in the Illinois workforce system can ensure seamless service delivery, including co-enrollment when appropriate.

We'd love to hear from you. [Click here to send a message](#) to the IL Referral Group.

## TOOLS, GUIDES, & INITIATIVES

### Global Partner Tools

Global tools are available to all Illinois workNet partners.

Illinois workNet partners include community-based organizations of many kinds that help individuals, employers, or other organizations achieve their career and workforce development goals. Illinois organizations are encouraged and welcomed to the partnership. There is no cost to Illinois' partners to use workNet's online tools.



Illinois workNet offers assessments that can be used as part of the career development process.



**Illinois Workforce Development System Referral Relationship Guide**  
This guide aims to enhance referral relationships within the Illinois workforce ecosystem. - Coming soon



**Create a Partner Account**  
Help individuals, employers, and other service organizations achieve their career, training, and employment goals by becoming a partner.



**Customer Support Center**  
Customer Support Center tools allow a team of Illinois workNet partner staff to provide guidance to help customers reach their goals.



**Events Calendar**  
Find job fairs, webinars, workshops, and more.



**WIOA ePolicy Manual**  
The WIOA ePolicy Manual is an online resource for workforce partners.



**Outreach Materials**  
Illinois workNet makes outreach materials available to our partners.



**Service Finder Administration**  
Illinois workNet service partners can use the Service Finder Administration tool to manage their service offerings.

# Using the Guide: Customer Scenario 1

## Katerina, 16 | Chicago

Katerina currently works part-time at a fast-food chain, but they keep cutting her hours. She would like to return to high school but has to help support her sister and her kids, with whom she lives. She would also like to find a job that she can work during the day, walking home at night sometimes scares her.

- She is 16, so a **Youth**
- She'd like to return to high school, so **no high school diploma**.
- She's helping support her family, so she may live below the **poverty** level.

# Using the Guide: Customer Scenario 2\*

## Aloise, 26 | Kankakee

Aloise is an openly bisexual new mother who wants to provide a stable life for her daughter. She has little to no support from her family, who are not comfortable with her sexuality. She is not currently working but does get money from friends for helping with hair or makeup for occasional events. She is receiving WIC, Medicaid, and has just started a TANF application.

- She identifies as **LGBTQ+**
- She's 26, so she's an **Adult**
- She does not note being married, so she may be a **Single Parent**
- She's **unemployed**
- She's receiving Medicaid and feels she is eligible for TANF; so, she may live below the **poverty** level
- She's applying for **TANF**

*\*Scenario from the Governor's Commission on Equity and Access (CWEA)*

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# What Can You Do Now?

- Check out the [Guide!](#)
  - Connect with your local partners.
  - Let us know what you think.
- 



# Questions?