

Statewide Referral System Rollout

HIGHLEVEL OVERVIEW & NEXT STEPS

AGENDA

- BACKGROUND & PURPOSE
- ROLLOUT REQUIREMENTS – UPDATING SERVICE FINDER
- WHAT LWIA'S NEED TO DO
- DEMO OF SERVICE FINDER
- HIGH LEVEL DEMO OF REFERRAL SYSTEM

Statewide Referral System

Background & Purpose

What the Referral System is:

- Secure, Real-Time referral solution within Illinois WorkNet
- Allows partner staff to refer customers to other partners and across LWIA's
- Information sharing is controlled by roles and access levels
- Targeting Rollout of Stand-Alone System by May 15 - deploying in 2 groups

What the Referral System Tracks:

- Referrals and Referral Responses
- Follow-up actions and referral statuses
- Data populates dashboards & reports
- Triggers alert for action needed
- Co-enrollment data

Ways to Access Referral System - Standalone Referral Module & Integrated into IWDS 2.0

Referral Rollout Next Steps – Service Finder Accuracy

Service Finder Updates Required for Referrals System Rollout

WHY SERVICE FINDER ACCURACY MATTERS:

- Referral System Pulls directly from Service Finder
- Inaccurate data can result in:
 - Referrals sent to wrong contacts
 - Organizations not populating
 - Delays in customer follow up

Information Requiring Review /Update for Organizations

Contacts

- Confirm Contacts current for each Referral Partner Organization
- Flag appropriate people as “Referral Contacts”

Program Information

- Ensure program details are complete and accurate

Services Offered

- Review & update for accuracy

Policy Direction:

1. Each LWIA is Responsible for maintaining Service Finder accuracy within their LWIA
2. LWIB responsible for Service Finder information remaining up to date.

Call to Action – What LWIA’s Need to Do

Group A – Updates due by April 17 - 1, 2, 3, 4, 5, 7, 13, 14, 20, 23, 25, 26

Group B – Updates due by May 1 - 6, 10, 11, 15, 17, 18, 19, 21, 22, 24

Illinois WorkNet Team will:

- Send Email to each LWIA Director with the following information
 - Who currently has Service Finder Admin access for updating
 - List of Organizations (Active and Inactive) in their LWIA

LWIA’s Will:

- Use lists to update information for the following for referral partners:
 - Contacts
 - Program Information
 - Services Offered
- Consider leveraging your One Stop Operator to assist

Support Provided:

- Weekly Office Hours – Tuesday’s at 2pm
- One on One Service Finder Update Meetings with your LWIA we can schedule

We're Still **Building** 😊

- Any Additional thoughts to keep in mind?
- Questions?
- Feedback?

THANKS!