



Responding to Referrals

v2 6/2026

REFERRAL SYSTEM TECHNICAL TRAINING DOCUMENTS



Purpose

The purpose of this guide is to provide instruction on the functionality that allows users to respond to a referral to update status.



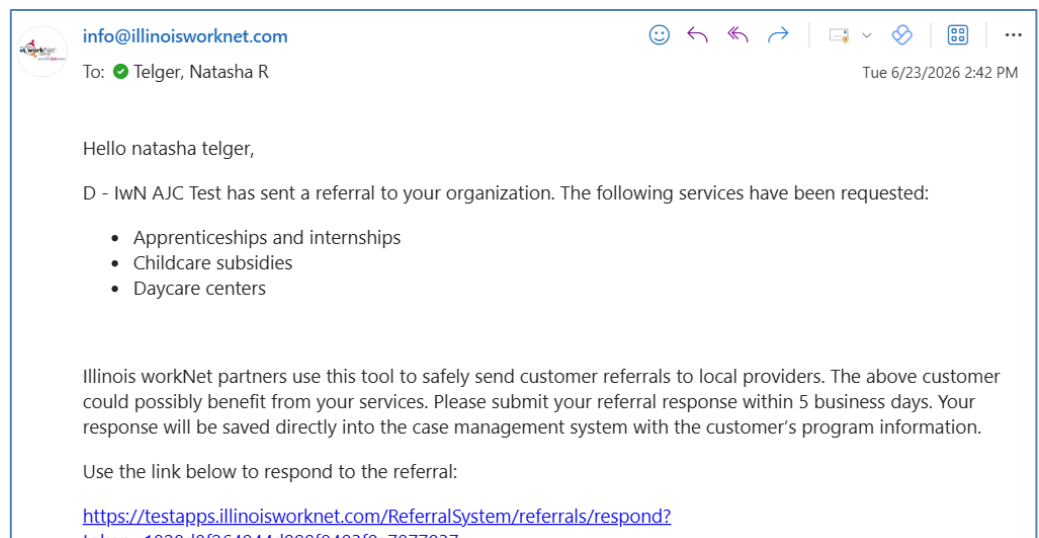
Audience

This document is intended for partners, program staff and organizations to respond to customer referrals in the Referral System.



Responding to Referrals

- Log into the Referral System: [[LINK](#)]
- **Receiving an email.** The user's name will be displayed if it is appropriately tied to the organization added in Referral Guide 1.
- Click the link from the email; a Referral Response page will open.
- This page displays:
 - Customer Contact Information – this will be used to contact the customer
 - "Referral From" and "Referral To."
 - Services Requested



Referral System Link



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- Referral Status (**Required**) – Referral Responder will update referral status after taking action.
- Note** – Status will show “Referral Received” after being sent to the primary contact.
- Print using the “Print” button.

The screenshot shows the 'Referral Status' update form in the workNet system. On the left, a sidebar displays customer information for 'kim telg': workNet ID: 40048, Username: ktelg, Phone: , Email: ktelg@noemail.com, Veteran Status: None, and Account Created: 6/23/26. The main form area has a 'Referral Status' section with a 'Print' button and a progress bar showing stages: Draft/Not Sent (6/23/26), Sent (6/23/26), Received (6/23/26), Attempting Contact, In Progress (6/23/26), Completed, and Closed. Below this is an 'Update Status' dropdown menu currently set to 'In Progress'. To the right is a 'Notes' section with a text area containing 'more notes here' and a 'Submit' button. Further down is the 'Referral From' section with fields for Sent date, Provider, Program, Program Staff Name, Program Staff Email, Program Staff Phone, and Referral Notes. Below that is the 'Referral To' section with fields for Provider, Program, Primary Contact Name, Primary Contact Email, Primary Contact Phone, Customer Consent, and Consent Active Date. At the bottom is the 'Services Requested' section with a list of services: Apprenticeships and Internships, and Childcare subsidies.



Updating Referral Status

- Under the “Referral Status” section, indicate the status of the referral by selecting the appropriate button and then selecting “Submit.”
- After submitting, select “Customers” or close the tab to return to the customer’s list.



Viewing and Filtering Customer Referrals

- Return to customer’s list.
- Select customer’s name from the list.
- Under the “Referred To” tab, look for “Status.”

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- View a customer's referral, various statuses, and apply filters here.
- **Note** – For ease of viewing, filter and color-coding have been added to indicate referral status.

Harry Potter

workNet ID: 36982
Username: HPotter2
Phone:
Email: harrypotter@fakemail.com
Veteran Status: No
Account Created: 9/22/25

[Reset Password](#)
[Send Message](#)

Summary Tools
[Assessments](#)

Referrals

Referred To: Select Services: Select Referral Status: Select

[Search](#) [Clear](#) [Add Referral](#)

Referred To	Services	Referred From	Sent Date	Status	Response Date	Last Updated
Operation Blessing of Southwest Chicagoland Food Pantry	1 ⓘ	Carter Foundation	10/3/25	Referral Completed	10/3/25	10/3/25
Lynette's site	1 ⓘ	Carter Foundation	10/3/25	Referral in Progress	10/3/25	10/3/25
Natasha's workforce Services	1 ⓘ	Carter Foundation	N/A	Not Started	N/A	10/3/25

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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.

[Referral System Link](#)