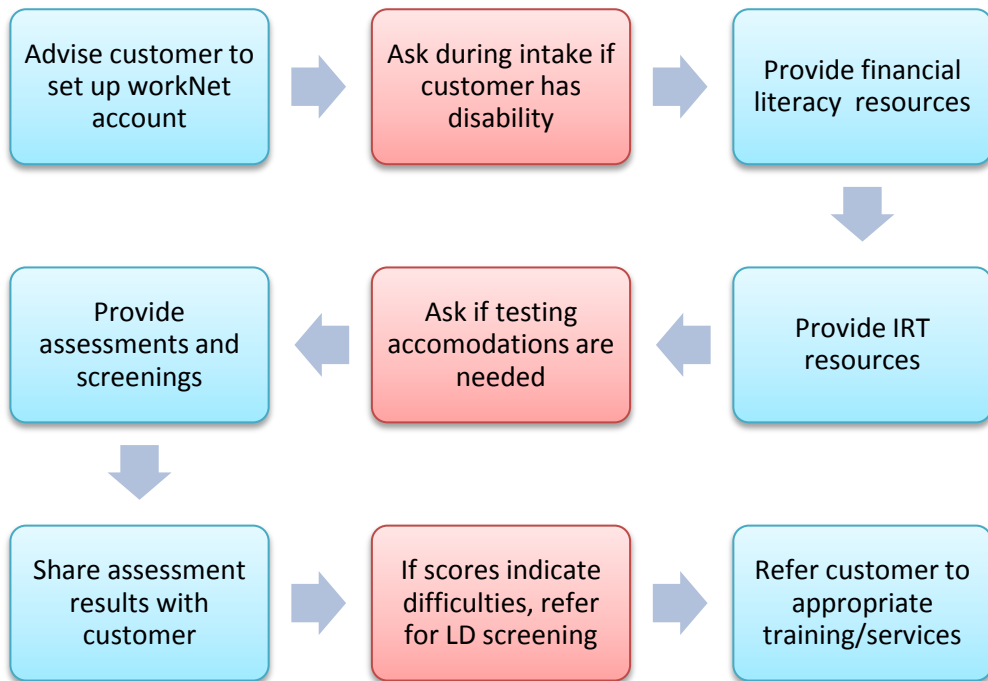


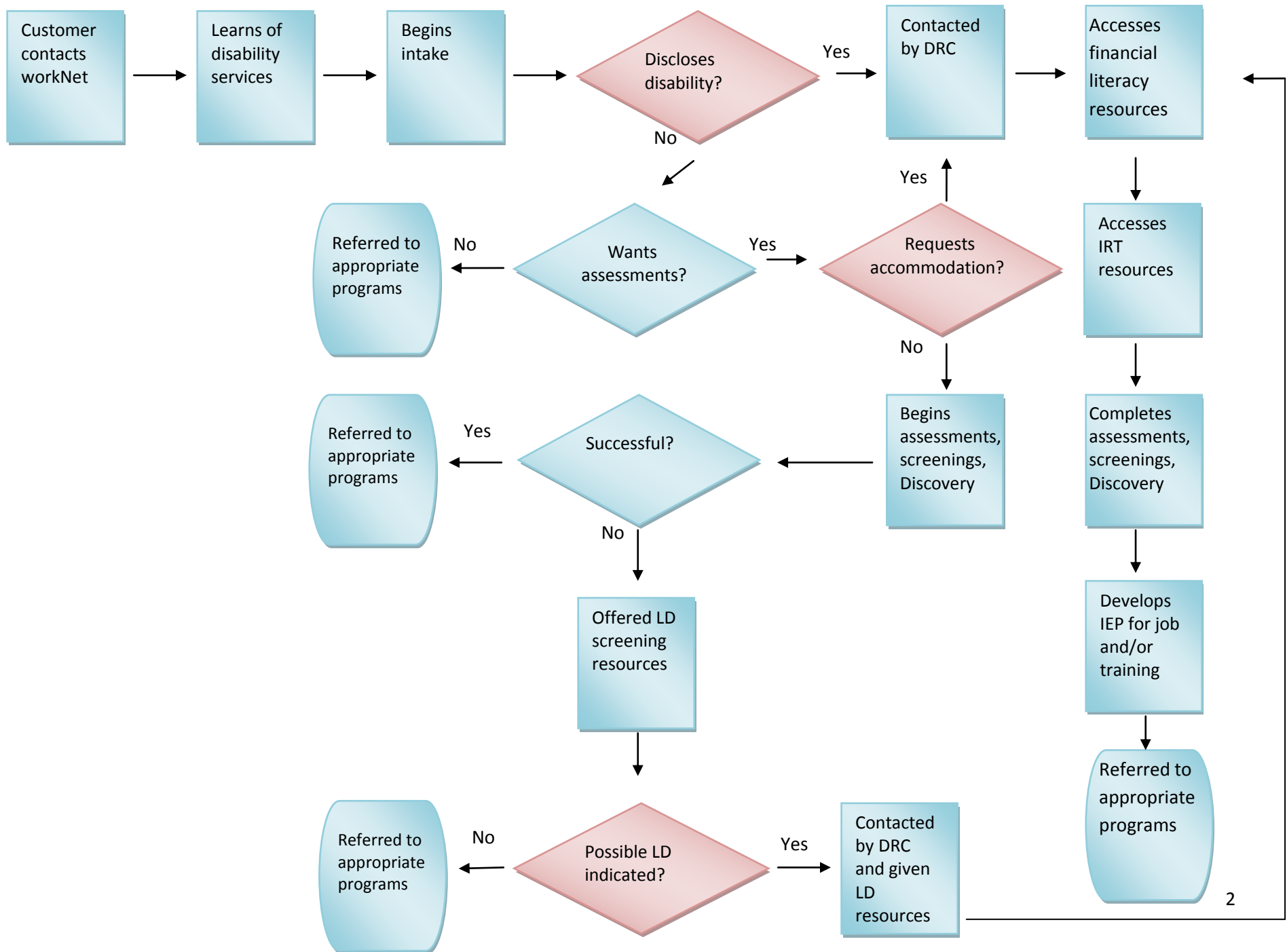
# Case Management Workflow for Illinois workNet Customers

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The **red** actions indicate steps where staff provides customers opportunities to disclose disabilities. Multiple disclosure opportunities enhance the likelihood of reporting disabilities.

# Customer Perspective WorkFlow with DRC Support



More accurate reporting of the number of customers with disabilities is made possible by offering multiple opportunities to disclose and asking about learning disabilities. While disability disclosure may occur at any point in the customer workflow, the following are three key opportunities.

1. During initial intake, all customers are asked:

**Do you have a disability? You may qualify for work incentives and preferred hiring status if you disclose a disability.**

2. Before skill testing and interest screenings, all customers are asked:

**Do you have any disabilities or other difficulties that make it difficult for you to take assessments or tests? If you do, we can make some accommodations for you.**

If customer discloses a disability, one or more of the following accommodations may be made:

- Extended exam time, typically time and one half to double time.
- Taking exams in a room with reduced distractions.
- The assistance of a reader, scribe, or assistive device for exams.
- The option of an oral exam.
- Using spelling and grammar assistive devices for essay exams.
- Using a calculator for exams.
- The presence of a service animal.

3. After testing, customers with lower scores can be asked:

**Based on your assessment, you may need additional help in \_\_\_\_\_ (reading, math, etc.) Do you have any disabilities or other barriers that make the tests difficult for you? Would you like to participate in a screening that may help to identify a learning issue? We can provide you with resources to help you learn more effectively.**

Up to 60% of reported disabilities in Illinois are learning disabilities (LD) and Attention Deficit Disorders (ADD). Because adult learning disabilities are often undiagnosed, customers may be unaware that their academic or job performance issues are caused by learning disabilities. By providing the opportunity to be screened for possible learning disabilities, workNet can help customers access the resources needed for successful employment.

If customer wishes, staff can provide LD screening assessment or refer customer to an online assessment. Based on screening outcome, staff will refer customer to appropriate diagnostic, training and service resources. WorkNet case managers are not diagnosticians; however, providing this simple screening tool can help customers determine the presence of a learning disability.