

THE WORKFORCE BOARD OF NORTHERN COOK COUNTY

LOCAL AREA WIA Policy 2006 – IWDS Management

TO: ALL WIA CONTRACTORS

FROM: _____
Jennifer Stasch
Director of Administration

SUBJECT: Illinois Workforce Development System (IWDS) Management Policy

DATE: June 14, 2006

Purpose: The purpose of this letter is to update and clarify the policy and procedures for IWDS management under The Workforce Board of Northern Cook County Workforce Investment Act (WIA) contracts.

References: WIA Legislation and Rules and Regulations
Department of Commerce and Economic Opportunity (DCEO)
Illinois Workforce Development System Tracking

Background: The Workforce Board of Northern Cook County is releasing IWDS policy in order to ensure accountability and compliance that aligns with the Contractor's Agreement with the Workforce Board, DOL and DCEO policy, and other applicable rules and regulations.

Policy

Statement: Contractors are required to manage and capture clients using the Illinois Workforce Development System (IWDS). In addition to any client hard files created, all activities and case notes must be entered in IWDS. The Workforce Board staff is the liaison with the DCEO System Administrator for IWDS. Contractors are responsible for notifying the Workforce Board of staff changes. The Contractor will comply with all Workforce Board requirements and other processes and procedures in place regarding IWDS.

Workforce Board IWDS Policy

The Illinois Workforce Development System is a tracking system used to capture client information for individuals in receipt of WIA funds. IWDS is the only Workforce Board approved system for tracking clients. Contractors are required to manage and capture all WIA client information through IWDS. All Workforce Board requested reports must be gathered using IWDS.

Access to IWDS

- A. Contractors must capture client information through IWDS.
- B. All cases notes and activities must be entered through IWDS
- C. Each case manager must have access to IWDS.
- D. New case managers need immediate access to IWDS. An Authorization form for access for a new employee must be received by the Workforce Board within 5 business days of new employment.
- E. The Workforce Board will provide information to the State of Illinois DCEO System Administrator concerning access levels for each IWDS user.
- F. Contractors are responsible for notifying the Workforce Board of staff changes.
- G. The Workforce Board must be notified within 24 hours after an employee with access to IWDS leaves employment.

Using IWDS

- A. Service provider staff are encouraged to work with each other as an IWDS “user group”.
- B. When adding a client to the system, one must look up the client first.
- C. Do not attempt to 'trick' the system by removing the SSN on a client portion of an older record to get a duplicate onto the system.
- D. All Contractor staff should work through the appropriate process within their organization to register questions and issues (via email) with the Workforce Board.
- E. The point person for the Workforce Board is Jan Terry, Coordinator of Planning and Development. All questions and IWDS issues should be addressed to jterry@workforceboard.org.
- F. For urgent matters regarding IWDS, contact the Director of Administration at 847-699-9195, or jstasch@workforceboard.org.

Action

Required: This information should be disseminated to Contractor case managers.

Inquiries: Questions regarding any aspect of this policy should be directed to the Workforce Board’s Director of Administration.

Effective

Date: Immediately