

- 1) The IWDS database containing customer information is stored at what level?
 - A) LWA
 - B) State
 - C) USDOL
 - D) Same as TRAC
- 2) Once application information, that was used to determine eligibility, has been entered and certified, IWDS allows you to change it for how long?
 - A) 30 days
 - B) 45 days
 - C) Unlimited
 - D) Changes not allowed
- 3) True or False It is possible for two different customers to have the same social security number within IWDS.
- 4) The recommended process that should be used to enter information for a new application is the _____ process.
- 5) True or False The family size data item is calculated based on the number of family members entered in the Family Characteristics screen, or the number entered on the List Family screen.
- 6) The Tests screen is displayed automatically when using the guided application process to enter a Title _____ customer or an adult or dislocated worker requesting training services.
- 7) True or False A customer application must be printed before the application eligibility and certification process has been completed.
- 8) True or False Placing zeros in the income screen for wages provides the same result as bypassing the screen, not entering anything.
- 9) Once entered, your IWDS password will need to be changed every:
 - A) 30 days
 - B) 45 days
 - C) 6 months
 - D) Year
 - E) Never
- 10) True or False Employment information may be entered in the Exit Summary screens or earlier, when a customer becomes employed.



- 11) IWDS is accessed via the _____, thus if properly authorized and with the proper software, case managers can gain access to the system from any personal computer.
- 12) IWDS allows you to set a hold period for title _____ customers.
- 13) True or False IWDS allows you to search for a customer if you know the proper spelling for the first 3 letters (or less) of the last name.
- 14) IWDS allows you to exit a customer with a service open for:
A) Training
B) Intensive services
C) Supportive or other Follow-up services
D) None of the above
E) All of the above
- 15) True or False IWDS allows you to add/modify/delete additional contact information on the customer profile data, even after an application has been certified.
- 16) Case manager user ID's have the authority to delete:
A) a customer
B) an exit record
C) an application
D) None of the above
E) All of the above
- 17) True or False All IWDS reports may be requested and printed from a case manager user ID.
- 18) The spell check feature can be used when entering:
A) case notes narrative
B) narratives
C) LWA specific data
D) any screen with typed in information
- 19) True or False Once a customer has been exited, IWDS will allow you to add universal services.
- 20) From a system perspective, IWDS requires assessment information (excluding test scores) must be entered for:
A) 1Y Youths
B) dislocated workers
C) high school dropouts
D) All of the above
E) None of the above

