

- 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 Guided Application 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 1Y Youth 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 Internet, 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 1Y Youth (Younger Youth) 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

