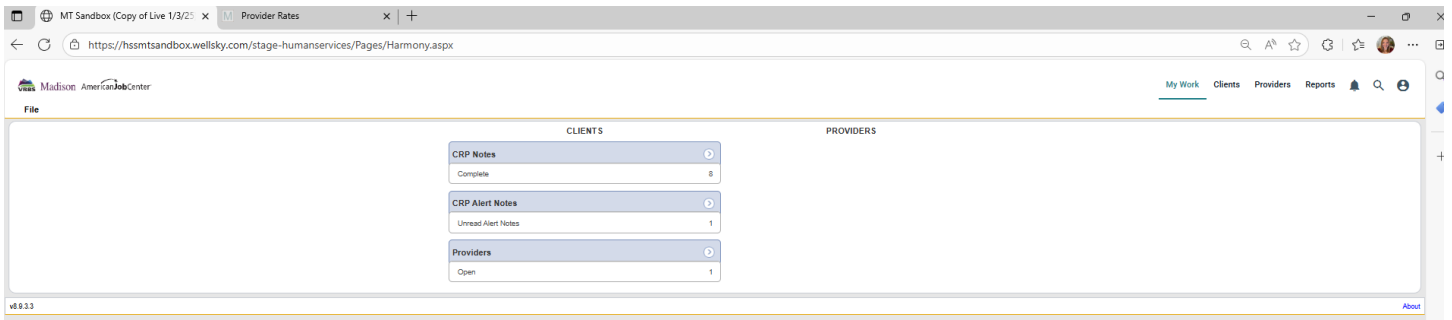


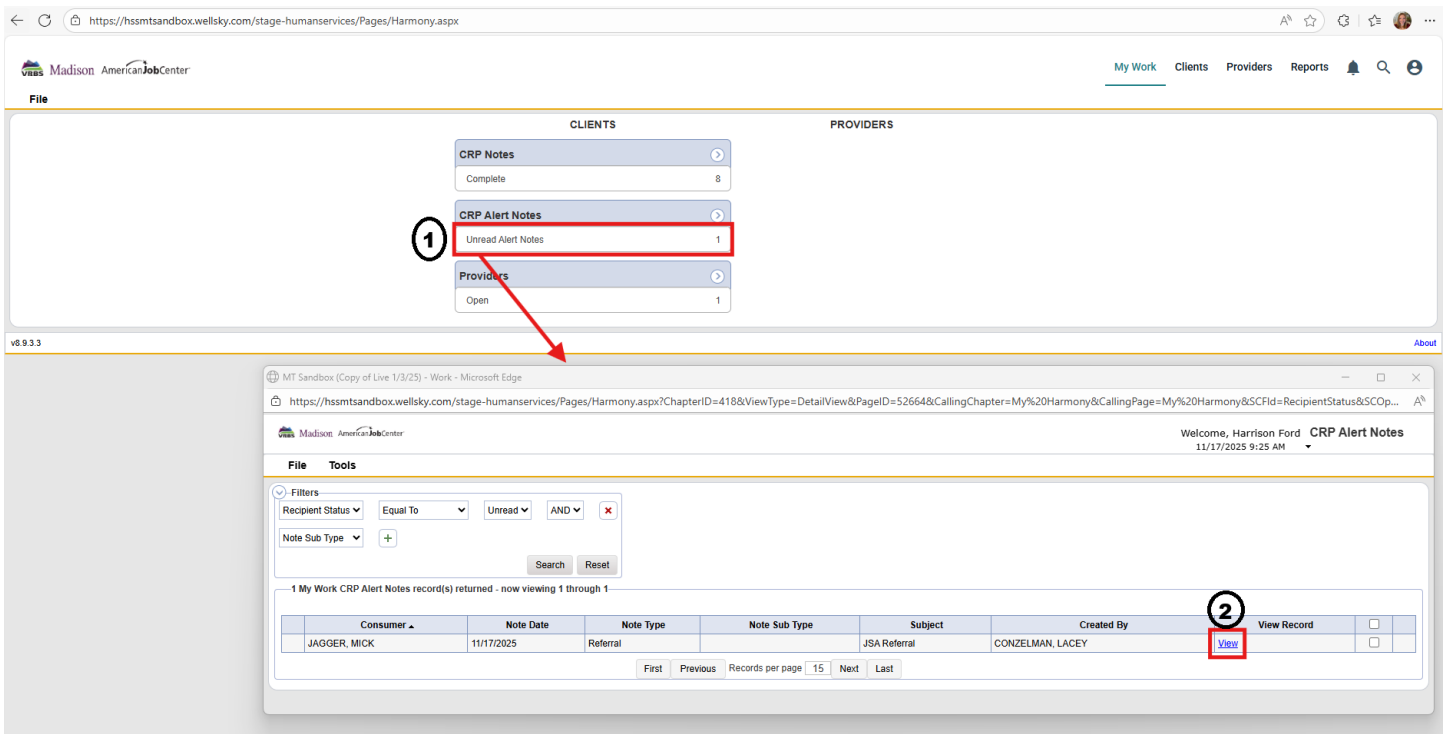
Receiving a Referral:

1. Login to Madison. Your default role will be CRP Provider and you will be on the “My Work” screen.

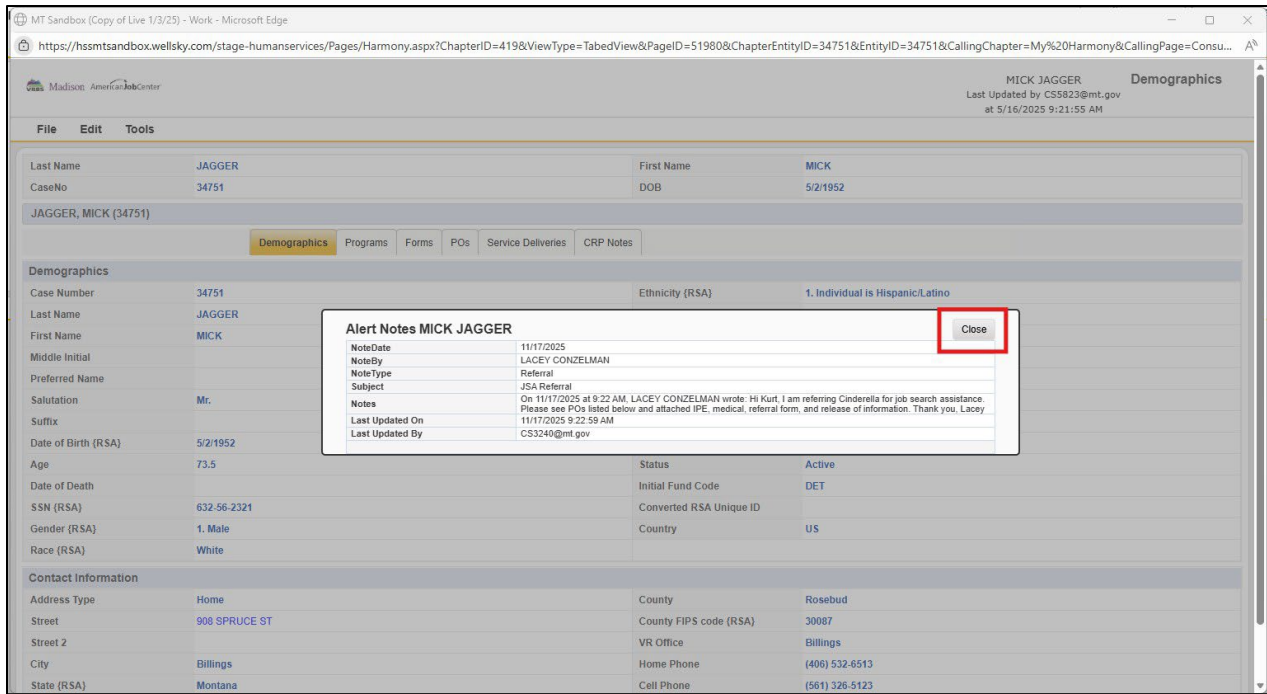


2. Click on “Unread Alert Notes” under **CRP Alert Notes** and a new screen will open. This is where you will be notified if you receive a new client referral and where you will be notified of other communication from the VR office regarding individual clients. When there are multiple rows in this window, you will want to click “View” [View](#) on the row associated with the client whose record you want to access.

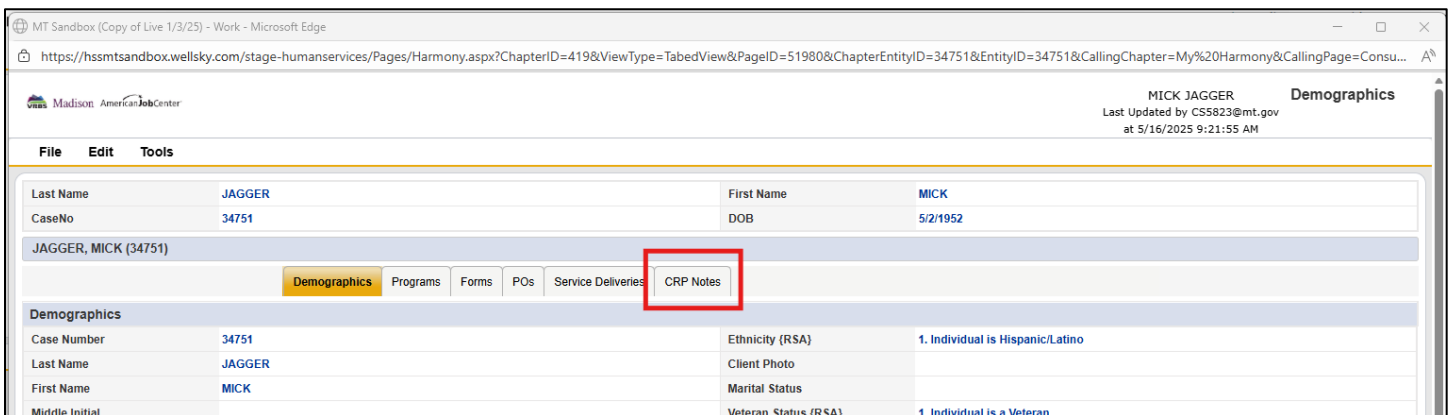
In the below example, there is a referral to ORI for Mick Jagger. To access that referral, click on “View” in the column labeled “View Record.”



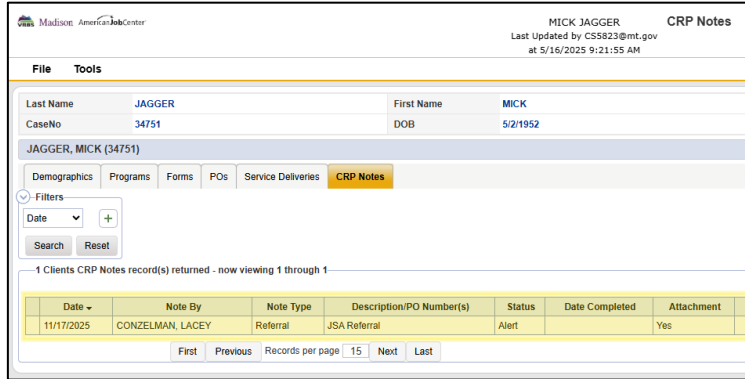
- When you click on “View” another new window will open. You are entering the client’s record. The alert note will immediately appear like the image below. Click “Close” to immediately remove that notification.



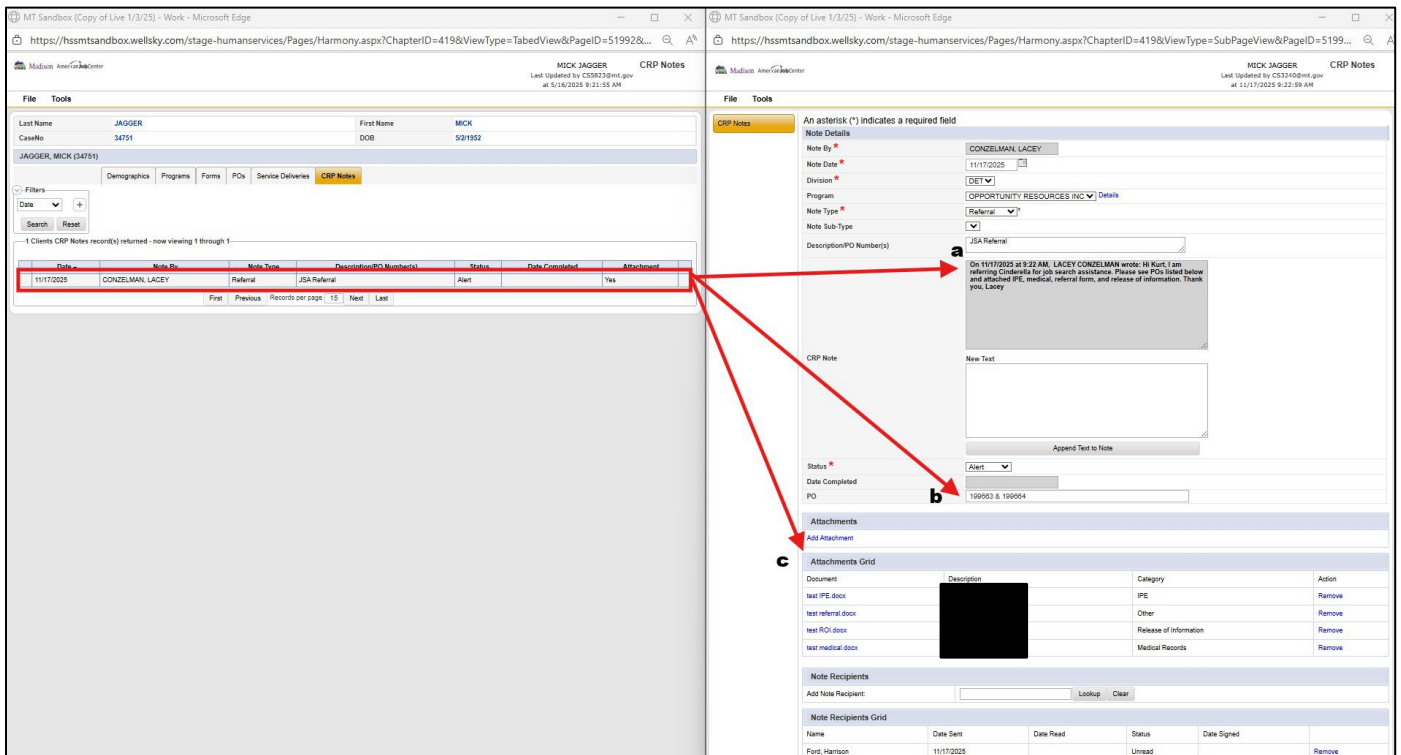
- The default tab that opens in the client record is the “Demographics” tab. You can tell you are in the “Demographics” tab as it is highlighted orange. Click on the “CRP Notes” tab to access the client’s full referral.



- The screen will change to the “CRP Notes” tab. You will know you are in the “CRP Notes” tab because it is highlighted orange. You will see a list of notes related to the client’s CRP services.



6. Click on “Referral” line. This will open the note where you can access all the referral information. As a CRP, please pay particular attention:
 - a. CRP Note text
 - b. PO
 - c. Attachments



7. To open the attachments, click on each one individually.
8. There is also information in the client record in Madison that may be useful for you to review. That information is located in the “Forms” tab.
 - a. Click on the “Forms” tab and a list of available forms for viewing will be listed. The accessible forms are: Voc Rehab Application, Initial Contact Memo, Disability Level Order, and Certification of Eligibility.

The screenshot shows the Madison AmericanJobCenter interface. At the top, there are navigation links for 'My Work', 'Clients', 'Providers', and 'Reports'. Below this, the client's name 'CHARMING, CINDERELLA (34753)' is displayed. A menu bar includes 'Demographics', 'Programs', 'Forms' (highlighted with a red box), 'POs', 'Service Deliveries', and 'CRP Notes'. A table lists four forms: 'Voc Rehab Application', 'Disability Level Order / Order of Selection - CRC', 'Certification of Eligibility - CRC', and 'Initial Contact Memo'. The 'Initial Contact Memo' row is highlighted in yellow.

Form	Review	Data Entry Date	Worker	Division	Status
Voc Rehab Application	Initial	10/07/2025	TUSBERG, HEATHER	DET	Draft
Disability Level Order / Order of Selection - CRC	Initial	04/22/2025	LOWNEY, NICOLE	DET	Complete
Certification of Eligibility - CRC	Initial	04/22/2025	LOWNEY, NICOLE	DET	Complete
Initial Contact Memo	Initial	03/18/2025	LOWNEY, NICOLE	DET	Draft

b. To open any of the listed forms, click on the name of the form and a new window will open.

This screenshot shows the 'Initial Contact Memo' form open in a new window. A red arrow points from the 'Initial Contact Memo' form in the list of the previous screenshot to this open form. The form contains the following information:

- Initial Contact Memo**
- An asterisk (*) indicates a required field.
- Forms**
- Review ***: Initial
- Worker ***: LOWNEY, NICOLE
- Data Entry Date ***: 03/18/2025
- Status ***: Draft
- Division ***: DET
- Program**: [Empty]
- Approved By**: [Empty]
- Approved Date**: [Empty]

The form also contains three sections of text:

- Reason for Referral ***: Cinderella is a seventy-five-year-old, white, female who has come to VR hoping for support in finding employment that is favorable to her physical limitations. Cinderella was referred by her doctor. Cinderella stated, "I hope to have support in finding employment that meets my needs both physically and socially."
- Reported Disability / Impediment to Employment ***: Cinderella reports her ability to walk has decreased significantly over the past year. Cinderella reports she mostly uses a wheelchair for her mobility needs and would like to find employment that is accessible. Cinderella reports she does become fatigued after several hours of activity and therefore is looking for part-time work. This VRC observed that Cinderella did use a wheelchair when attending today's meeting.
- Work, Education and Medical Considerations ***: Cinderella reports she was a housewife for most of her life taking care of her castle and four children. Cinderella reports she did receive her Hi-SET but has no further education. Cinderella reports she has done volunteer work throughout her life for different animal shelters and really enjoys working around animals. Cinderella reports she does use a wheelchair for mobility and has a restriction to only lift fifteen pounds.