

Eastern Area Workforce Development Board

Workforce Innovation and Opportunity Act

Technical Assistance Guide - Referral Processes

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REFERENCES:

Workforce Innovation and Opportunity Act (WIOA), July 22, 2014: TEGL 4-15, TEGL 16-16, §108, §122, §134, §181 and §194; 2 CFR §200, et al, 20 CFR §80.760, §680.830 and §680.840.

1. PURPOSE:

To provide clarification for the Eastern Area Workforce Development Board (EAWDB) WIOA subrecipients regarding partner referral processes as implemented through the workforce delivery system and its partners.

2. BACKGROUND:

The vision of the WIOA Partnerships in American Job Centers (TEGL 4-15) is to:

- Connect all customers to a wide range of services available in their respective communities;
- Provide a seamless, customer-focused, integrated service delivery across all programs; and
- Enhance access to partner programs and the services they provide.

It further requires that a process for issuing and tracking of referrals. The EAWDB wants to ensure that businesses and job-seekers have access to information and services that lead to positive employment outcomes.

3. ACTION

Sound skills and practices are necessary for an effective referral. It is the vision of the EAWDB that individuals receiving services, particularly those with significant barriers to employment, would receive the broadest array of services possible to help them succeed and to increase positive performance outcomes for partners providing services. To provide the broadest array of services possible the system but include robust referral processes. Establishing those processes is the purpose of this guide. Staff making referrals must possess knowledge of partner services and basic eligibility requirements in order to issue effective referrals. WCC staff are required to cross train in the basic services and eligibility requirements of partner programs.

A. Partners

The partners that will be included in the issuing and tracking of referrals by Workforce Connection Center (WCC) offices include but are not limited to:

- WIOA Title I adult, dislocated workers and youth programs
- Title II Adult Education and Family Literacy (AEL)
- Title III Wagner-Peyser programs
- Title IV Vocational Rehabilitation (DVR)
- Title V Job Corps
- Unemployment Insurance
- Veterans programs
- Temporary Assistance to Needy Families (TANF)
- Aging and Long Term Care Programs
- Migrant Seasonal Farmworker Programs

B. When To Refer

When individuals access the WCC offices for services an initial assessment of their needs and abilities is required to be performed. Upon the completion of the initial assessment staff must make a determination if there are services being provided by a partner program that might benefit the customer. When it is determined that a participant might benefit from additional services that might be provided by a partner program then the choice of referral depends on the customer's needs, what arrangements, if any, have

been agreed to with the service to which the customer is to be referred. With the participants' agreement, the referrals are to be provided through direct connection to the partner the referral is being issued to. Whenever possible the office will work to schedule a participant appointment with the partner and provide copies of whatever transferrable paperwork is available (e.g. assessment information, eligibility documents etc.). The referral process should eliminate as much duplication on the part of the customer as possible.

C. Feedback and Follow Up

Referrals made by core partners should be made and case notes entered in the New Mexico Workforce Connection Online System (NMWCOS) reflecting the referrals made. When a referral is made, it is always useful to obtain customer feedback about the referral as well as feedback from the partner(s) to which referrals are made. A follow up call should be made to each to ensure the referral was effective and if not why. This information should also be case-noted in the NMWCOS.

D. Referral Processes

WIOA requires local boards to establish a process for the issuing and tracking of partner referrals. In response to this the EAWDB has developed a sharepoint platform with accessibility available to partners in each community. There are seven (7) office portals for the referral system (one for each WCC). Partners in the local community can have as many guest accounts as are requested. Each partner will be provided one paid account that is the main point of contact for the receipt of the referrals. The sharepoint system will send an email when the staff person is issued a referral notifying them that the referral has been made. It is the responsibility of the partners and local office staff to ensure the results of the referrals are entered and maintained.

1. Core Partner referral processes (internal referrals)

The core partners included in each of the WCC offices are Title 1 adult, dislocated worker and Youth services and Title III Wagner Peyser. It is expected that these referrals be tracked via activity code entered in the WCOS system. This includes referrals to and from Veteran Service Representatives (DVOPs and LVERs). Referrals will only be issued to veterans services once a significant barrier to employment has been established and verification of veteran status.