

West Central Arkansas Workforce Development Board

Larry Carr, Chairman

P O Box 6409, Hot Springs, AR 71902

Referral Policy

Purpose: The purpose of this policy is to describe and to detail the regulations and requirements concerning referral process to partners and entities/ programs outside the Workforce Centers.

Reference:

WIOA § 3(59); 134(c)(2)(A)(i-xiii)
20 CFR 678.430(a) (5); 681.510; 681.570(i)

TEGLs 10-16, Change 1; 21-16

Policy

In order to maintain good partnership and good service to our clients, we must be knowledgeable of services available in the community. If a client is referred to an outside agency, staff must contact agency to setup an appointment then an Arkansas Workforce Center referral form must be completed and given to the client with directions to the agency's location. This process will assist in customer service and satisfaction. Contact will be made with agency for follow-up within two weeks. Outcome of follow up contact must be documented in AJL's universal screen case notes for reportable individuals or the enrollment or program notes for participants and in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

Procedure

1. Career Advisor must document that applicant or participant is requesting a service that Title I-B cannot provide.
2. Career Advisor must complete the Telephone Verification Form and enter case note to document that an appointment has been setup with the entity/provider.
3. Career Advisor complete an Arkansas Workforce Center referral form and give to the individual.
4. Career Advisor must enter the referral on the Service and Training Plan in AJL appropriately.
5. Career Advisor must contact said entity/program to follow-up on the referral and enter a note into AJL.
6. Career Advisor must enter case note into AJL with the outcome of the follow-up contact.

Documentation Requirement:

- Telephone Verification Form
- Completed Referral Form
- Copy of case notes and S&T referral service

Larry Carr
Larry Carr, Chair

12-12-19
Date

Approved on: 12-12-19

WDB is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons of disability.