
**Western Arkansas Workforce Development Area
Policies and Procedures**

TITLE	Referrals
NUMBER	P0005-20 rev1
TYPE	Policy – Programmatic
APPROVING AUTHORITY	Western Arkansas Workforce Development Board
EFFECTIVE DATE	6/9/2020
NEW/REPLACED	Replaced P0005-20

Purpose

To describe and detail regulations and requirements for the local referral process for partners and programs connected to the one-stop workforce centers as well as the elements and services listed in these regulations. References for this policy include Workforce Innovation and Opportunity Act (WIOA) §3(59), §129(c)(3)(A), §134(c)(2)(A), 20 CFR 678.430(a)(5), 681.420, 681.460, 681.510, 681.570, 681.700(b)(4), TEGL 10-16 change 1, 21-16.

Policy

1. All required partner agency employees are expected to know enough about the other programs and services to screen a potential client to determine appropriate referrals.
2. The choice of referral depends on the client's needs.
3. WIOA core partners will:
 - a. Establish partner lists of typical characteristics for each program in regard to potential eligibility and suitability for enrollment to assist with targeted referrals.
 - b. Utilize the WIOA Partner Referral Ticket approved by the Board or negotiate individual partner referral processes that will be used based on the initial screening findings.
 - c. Meet at least quarterly to review referral listings and follow through on referrals.
4. Referrals are to be tracked among core program partners and reported to the one stop operator on a monthly basis.
5. If an individual is a WIOA participant case notes must include references to referrals and the purpose of the referrals.
6. When referrals are made that could result in a co-enrollment with a core program partner, the Career Advisor is expected to communicate on an ongoing basis regarding when an individual completes an activity and coordinate exiting from the workforce system with notations in the participants case notes.

Approval Signature: 

Cathy Nesbit, Board Chair