

CHAPTER 11

Referrals and Transfers

Overview

Introduction

The chapter provides information concerning customer referrals and case transfer process. Workforce Innovation and Opportunity Act (WIOA) strongly encourages collaboration and partnerships amongst service providers, WIOA programs, and non-WIOA partners.

The America's Job Center of California (AJCC) staff provides customers with services to assist them in his/her career and educational endeavours. When services are not available through the AJCC or there would be a benefit to the customer, staff offers referrals to other agencies or partners who can provide appropriate services.

WIOA Partnerships in the AJCC are to:

- Connect customers to the full range of services available in his/her community.
- Provide seamless, customer-focused, integrated service delivery across all programs and enhance access to the services.
- Ensure businesses and job seekers have access to information and services leading to positive employment outcomes.

References

This handbook chapter contains information regarding WIOA regulations, signed into law in 2014; Federal Register, Title 20 Part V and Part VII; and directives received from the Department of Labor (DOL) and Employment Development Department (EDD).

DOL		EDD	
Training and Employment Guidance Letters (TEGL):		Workforce Service Directives (WSD):	
• TEGL 13-15	• TEGL 14-15	• WSD 17-01	
• TEGL 16-16	• TEN 24-18	• WSD 18-01	

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AJCC Partner Referral

Introduction	<p>The America's Job Center of California (AJCC) partner referral process was developed and implemented with a focus on quality referrals. AJCC Partners are committed to high quality customer service. The AJCC Partners recognize referrals may be utilized at any point or stage of service during a customer's use of the AJCC system and agreed to the referral process to ensure referrals are made promptly between system partners.</p>
AJCC Partner Referral form	<p>The AJCC partners developed a universal referral form, which is used to refer customers to services or programs offered by AJCC system partners.</p> <p>The AJCC Partner Referral form is located in the WDD Intranet>Forms and Manuals>Partner Referral Tracking folder.</p>
AJCC Partner Program Information	<p>Each AJCC Partner prepared a summary of services provided by their agency. This summary is in a desk reference format, which includes, but is not limited to, services provided with a brief description of the services and eligibility requirements.</p> <p>The AJCC Partner desk reference is located on the Workforce Development Board (WDB) website (www.SBCounty.gov/workforce) under the AJCC Workforce System tab.</p>
Referral methods	<p>The AJCC Partners can use various methods of referral, including, but not limited to the following</p> <ul style="list-style-type: none">• Referrals (Primary Method)• Appointment• Email or Instant Message (texts)

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AJCC Partner Referral, Continued

Referring and receiving partner process

Each AJCC Partner agrees to designate specific staff member(s) as contact(s) for referring and receiving referrals as identified on the partner's desk reference sheet. Referral process between the referring and receiving partner is as follows:

Referring partner:

- Complete the referral form.
- Enter customer name, contact information, email address, phone number, and brief summary of the reason for the referral.
- Give customer information on services offered by receiving partner and encourage customer to watch brief video of receiving partner orientation.
- Email referral form to the receiving partner and give a copy of the referral form to the customer.

Receiving partner:

- Meet with the customer briefly to provide services, and/or schedule a follow-up appointment.
- Contact customer within one (1) week of receiving the referral if the customer has not yet visited.
- Document/case note in CalJOBS (for Title I and Title III staff only) a referral was made noting what agency and method of referral was used.

In addition, referring partner and the partner receiving the referral will:

- Maintain a file and/or log of open referrals to be reviewed regularly to ensure timely follow-up and resolution.
- Close the referral once the customer is engaged in services with the receiving partner agency or if the customer has declined services or has not responded to the referred service within a reasonable amount of time via email.

Note: The email or instant message will never contain personal identifying information (PII) such as Social Security Number, date of birth, home address, medical information, or other information protected by the Health Insurance Portability and Accountability Act (HIPAA).

Assurances

AJCC Partners agree to the following assurances:

- Customer information shall be shared solely for the purpose of enrollment, referral, or provision of services. Each party shall respect and abide by the confidentiality policies of all parties.
 - All applications and individual records related to services provided under the AJCC Partners Memorandum of Understanding (MOU), including eligibility for services, enrollment, and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of services provided.
 - No person will publish, disclose, use, or permit, cause to be published, disclosed, or used, any confidential information pertaining to AJCC customers unless a specific release is voluntarily signed by the customer.
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Partner Referral Tracking

Introduction

Workforce Development Department (WDD) considers it to be vital to track partner referral information. All Memorandum of Understanding (MOUs) Partners within the America's Job Center of California (AJCC) system and special MOUs with County partners will be tracked.

To capture the information, the AJCC must enter information into CalJOBS when receiving and generating referrals. This section outlines the partner referral tracking process.

Receiving referrals (RR)

Receiving referrals (RR) only applies to customers who are only registered in the CalJOBS system but are **NOT** enrolled in Title 1 programs. The incoming referrals "local activity code" are identified in CalJOBS as RR and followed with the partner's name.

Example: RR Asian American Resource Center.

Upon receiving a referral from an AJCC MOU partner or special county partner, staff will complete the following information in CalJOBS.

Step	Action
1	Confirm the customers status is only Registered and not enrolled in Title 1 program.
2	<ul style="list-style-type: none">Click on Activities under the "Staff Profiles" menu and "General Profile" sub-menu, andClick on the "Local Status Tracking" link.
3	Click "Add New Local Activity Tracking link".
4	<ul style="list-style-type: none">Enter all the required information and when selecting the Local Activity code make sure, the code begins with RR, andClick "Save".

Referrals outgoing (RO)

Referrals outgoing (RO) criteria is the same as RR's with the exception of the "local activity code" is identified in CalJOBS as RO and followed with the partner's name. RO is used for a referral from the AJCC to a MOU or County partner.

Example: RO Department of Child Support Services. Staff will complete the same steps in CalJOBS as the RR process listed above.

WIOA enrolled

Customers who are **active and enrolled** in WIOA can be referred to any of the AJCC MOU Partners and/or special county partners. Active customers will not have a "local activity code"; rather a specific WIOA activity code will be used in conjunction with the agency code. The Agency codes for the partner referrals are identified as PT.

Example: PT01 Asian American Resource Center.


Note: Refer to the Partner Referral Tracking Matrix (PRTM) for the appropriate WIOA activity codes staff may use.

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Partner Referral Tracking, Continued

WIOA enrolled, continued

Upon referring a WIOA enrolled customer to an AJCC MOU partner or special county partner, staff will complete the following information in CalJOBS.

Step	Action
1	Confirm the customer's status is active and enrolled in Title 1 program.
2	<ul style="list-style-type: none">Click on the  sign under the active WIOA application, andSelect the "Activities/Enrollment/Service link".
3	Click the "Create Activity/Enrollment/Service link"
4	<ul style="list-style-type: none">Enter all the required information,Go to the Agency Code Search data field,Select the "click here" link,Type in the first word/letters of the partner's name,Click "Search" button, andSelect the Agency Name.
5	<ul style="list-style-type: none">Enter the Activity Code for the partner referral based on the PRTM,Review the entries prior to clicking the "Next" button to ensure all the information has been entered, andComplete the remaining screens as appropriate.

WIOA follow-up

Customers who are in follow-up services can be referred to an AJCC MOU Partner and/or special county partner. The same process as above is completed and staff will enter the appropriate follow-up activity code ("F" series) based on the PRTM.

DOR referral

To ensure Department of Rehabilitation (DOR) referrals related to customers with disabilities are kept confidential, staff will complete the following:

- Scanning the DOR referral – encrypt and upload to CalJOBS.
- Case note regarding the DOR referral – case note "the customer was referred to an MOU partner."
- Initial Assessment form (bottom of form) for the DOR referral – write MOU partner; as this is the only partner WDD would do this for; everyone internally will know it is a DOR referral.
- Narrating a customer's ability – case note can state the customer's skill set is compatible or not compatible with the job requirements without referencing a disability.

PRTM

The PRTM is located in the **WDD Intranet Website >Forms & Manuals > Partner Referral Tracking folder**.

Department of Child Support Services Referral

Introduction

Workforce Development Department (WDD) collaborates with the Department of Child Support Services (DCSS) to provide employment services to non-custodial parents (NCPs).

This section provides guidance for assisting participants who are referred to the America's Job Center of California (AJCC) by DCSS.

AJCC Partner Referral form

The AJCC Partner Referral form is the method DCSS and Workforce Development Department (WDD) staff uses when a customer is referred to the AJCC and to notify DCSS of customer enrollment into Workforce Innovation and Opportunity Act (WIOA) program.

Part of the referral form includes DCSS own internal referral form, which the Child Support Officer (CSO) completes regarding the participant. DCSS internal referral form is just informational only and AJCC staff will only complete the AJCC Partner Referral section (page 2) when communicating back to DCSS.

Note: This two (2) page referral form is specific to DCSS only; all other referrals staff will only use WDDs AJCC Partner Referral form.

Location of referral form

The AJCC Partner Referral form is located in the WDD Intranet>Forms and Manual>Partner Referral Tracking folder. To identify the DCSS referral the department's referral from, the form is named DCSS/AJCC Partner Referral form.

Referral process

Referrals are made when a CSO, working with a NCP, completes the referral form and the customer brings the form to one of the three county AJCCs or the CSO emails the form to the appropriate AJCC.

AJCC staff contacts the customer and schedules appointment to determine if he/she is eligible to be enrolled into the WIOA program and can begin to receive job search assistance, supportive services, and when needed, training assistance. The AJCC staff will return (via email) the referral to DCSS with a notation at the bottom of the form; stating if the customer was either registered and/or enrolled with the date of the occurrence.

Example: Registered 7/8/19.

CSO contact information

The CSO point of contact for DCSS is Jo Cruz, Program Manager. The email address is Jo.Cruz@hss.sbcounty.gov and phone number is (909) 478-7455.

Tracking

WDD staff will refer to the Partner Referral Tracking section in this chapter for how to complete the process for tracking DCSS referrals in CalJOBS.

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Department of Child Support Services Referral, Continued

DCSS monthly reports

DCSS will provide monthly reports to WDD Administration Staff Analyst regarding the referrals submitted to the AJCC. The monthly reports will be used for tracking purposes as a requirement for our Local Plan. Report will consist of the following demographic data elements:

- Gender/Ethnicity
 - Employed/Unemployed
 - Active/Prior Incarceration
 - No Incarceration
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WDD monthly reports

WDD will provide monthly tracking reports to DCSS with status information of enrolled and/or registered customers using the following descriptions:

- Employed/Unemployed
 - Job Searching
 - Training
 - Referred to partners
 - Disengaged
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Job fairs / workshops

WDD staff will participate as needed with:

- Child support resource fairs,
 - Employer orientations,
 - Conducting group orientations at the AJCC's or DCSS offices based on availability, and/or
 - Workshops.
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Quarterly meetings

WDD and DCSS will participate in quarterly meetings where staff can be cross-trained to maximize the understanding of resources available in the AJCC system and maintain open communication.

WIOA and General Relief Participants

Introduction	<p>The County General Relief (GR) program provides loan assistance to indigent individuals and families in temporary need of housing, food, and/or transportation. General Relief is the only Transitional Assistance Department (TAD) program totally funded and administered by the County of San Bernardino.</p>
WIOA referral requirements	<p>All GR applicants considered “Employable” are referred to the America’s Job Center of California (AJCC) as part of their initial application process for General Relief. GR applicants must complete, at a minimum, a WIOA Orientation and Job Search/Development Workshop within 30 days of the GR referral date before they can be approved for General Relief assistance with TAD.</p>
GR 515 form	<p>The GR 515 form is used to refer employable GR persons to the AJCCs. The form is used to verify participation in both the AJCC’s Orientation and Job Search/Development Workshop.</p>
WDS role	<p>The WDS is responsible for completing two (2) sections of the GR 515:</p> <ol style="list-style-type: none">1. <u>Orientation Verification</u><ul style="list-style-type: none">– Notate whether the Orientation was completed.– Sign and date the <i>Orientation</i> section.2. <u>Job Development Workshop Compliance</u><ul style="list-style-type: none">– Notate whether the workshop was completed (date and location of workshop if at a different AJCC location).– Sign and date the <i>Workshop</i> section. <p>Note: Return the GR 515 to the GR applicant after each WIOA activity (Orientation, Job Development Workshop, etc.) is completed.</p>
Participant responsibility	<p>It is the GR applicant’s responsibility to:</p> <ul style="list-style-type: none">• Contact the local AJCC to schedule his/her own appointments,• Complete the <i>Authorization to Release Information</i> section of the GR 515, and• Return the completed form to the GR TAD caseworker.
Partner Referral Tracking	<p>The WDS will complete the Partner Referral Tracking process in CalJOBS when a GR referral is received to show a referral was received from the Transitional Assistance Department (TAD).</p> <p>Note: Refer to the Referrals for the Partner Referral Tracking process in this chapter for recording the referral as “received referral (RR)”.</p>

Case Transfer Process

Introduction This section provides information on the process the America's Job Center of California (AJCCs) will complete when transferring cases from one office to another.

Transfer There are two (2) primary reasons a customer's case record may be transferred from one AJCC to another AJCC, the customer:

- Moved out of the area where his/her case is maintained, or
- Requested his/her case be transferred to another AJCC for convenience.

Before the customer's case is transferred to another AJCC, approval from the receiving AJCC Supervisor or Manager must be obtained.

Definitions To distinguish one AJCC from another when transferring cases, staff needs to understand the definitions of certain terms, such as:

- **Receiving AJCC:** The center receiving the customer's case record from the transfer process.
 - **Sending AJCC:** The center sending the customer's case record to another AJCC location.
 - **Transfer Approval:** The receiving AJCC Supervisor or Manager accepts the transfer from the Sending AJCC.
 - **Transfer Rejection:** In certain situations, a transfer request can be rejected. The AJCC Manager will discuss the reason for rejection with the Deputy Director who will make the final decision whether to reject the transfer.
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Process The table below outlines the stages completed by the Sending and Receiving AJCC when a customer's case record is transferred.

Stage	Description
1	Customer contacts Workforce Development Specialist (WDS) requesting his/her case to be transferred to another AJCC location.
2	<p>WDS will:</p> <ul style="list-style-type: none">• Ask the customer the reason for the transfer request:<ul style="list-style-type: none">– If moving out of the area, obtain/update CalJOBS with the customer's new address• Review customer's case record for completeness.• Email his/her supervisor the following information:<ul style="list-style-type: none">– Reason for the transfer– List of the scanned documents in CalJOBS– WIOA Application#– Customer's Last Name and initial of First Name only– State if customer's record is a scanned only case or a physical case to be sent– Case Status (i.e., seeking training, Job Search, completed application only, etc.).• Case note all actions taken with Subject Line to read Transfer Action.

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Case Transfer Process, Continued

Process, continued

Stage	Description
3	<p>Sending AJCC Supervisor will:</p> <ul style="list-style-type: none">• Forward the WDS email to the Receiving AJCC Supervisor for transfer approval,• State on email - Requesting transfer approval see below for case information. For physical cases:<ul style="list-style-type: none">– Once approval email is received, send a second email to Receiving AJCC Supervisor stating physical case has been sent.• Case note all actions taken with Subject Line to read Transfer Action:<ul style="list-style-type: none">– Two (2) separate case notes will be required if transfer request involves a physical case to be sent.
4	<p>Receiving AJCC Supervisor will:</p> <ul style="list-style-type: none">• Discuss transfer with his/her manager to obtain approval, if necessary,• Email Sending AJCC Supervisor stating accepting or rejecting transfer request,<ul style="list-style-type: none">– If approved, assign transfer request to appropriate WDS, and reassign case in CalJOBS, or– If rejected, indicate reason for rejection in the email back to Sending AJCC Supervisor.• Case note all actions taken with Subject Line to read Transfer Action. <p>Note: All rejections must be discussed with the Administrative Supervisor II who makes the final decision.</p>
5	<p>Newly assigned WDS will:</p> <ul style="list-style-type: none">• Review transferred case within seven (7) calendar days to ensure case is legible and/or complete,• Contact customer to notify him/her the transfer was completed and name of the new WDS,• Correct customer case record, if necessary,• Email his/her supervisor with update on the transfer request (i.e., case record missing ID's, eligibility was not established correctly, great case record, etc.), and• Case note all actions taken with Subject Line to read Transfer Action.
