



Policy Number 9

Issued: February 17, 2021

Revised:

By: Wyoming Workforce Development Council

1.0 Purpose

This policy provides direction to the one-stop operator and WIOA partners regarding WIOA referrals in the State of Wyoming.

2.0 Background

WIOA partnerships vision:

The publicly-funded workforce system envisioned by WIOA is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development system. This is accomplished by providing all customers access to high-quality one-stop centers that connect them with a full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, obtain guidance on how to make career choices, or are businesses and employers seeking skilled workers.

Under WIOA, partner programs and entities that are jointly responsible for the workforce, economic development, education, and other human resource programs collaborate to create a seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the programs' services. The one-stop delivery system includes six core programs as well as other required and optional partners. Through the one-stop centers, these partner programs and their service providers ensure businesses and job seekers—a shared client base across the multiple programs identified above—have access to information and services that lead to positive employment outcomes. Under WIOA, one-stop centers, and their partners:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
- Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations;
- Ensure that high-quality integrated data inform decisions made by policymakers, employers, and job seekers.



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3.0 Policy

It is the policy of the Wyoming Workforce Development Council that:

The choice of referral process depends on the customer’s needs, what arrangements, if any, have been agreed to with the service and/or partner to which the customer is to be referred. In addition, the capacity of both the referring organization and the service and/or partner to which the customer is being referred must be considered at any particular point in time.

Referral processes can take several forms. The table below outlines examples of referral processes and the advantage and disadvantages of each. Referral processes can occur in a telephone environment, in face to face settings, or in the form of written communication (including email) or a combination of these channels. The referral process selected may combine aspects of each of these processes.

4.0 Feedback and Follow Up

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 shall be made to each to ensure the referral was effective. A discussion of the next steps can be addressed during this time as well.

Referral Type	Characteristics	Advantages and Disadvantages
Passive	The customer is given contact information for appropriate service(s) and is left to make her/his own contact at a time that best suits the customer	This process gives responsibility to the customer to act on their own behalf. However, there is a greater likelihood that the referral will not be taken up.
Facilitated	The customer is helped to access the other service and/or partner, for example, the referring organization makes an appointment with the other service and/or partner on the customer’s behalf, asks the other service and/or partner to contact the customer(s) or a caller is transferred to the other service and/or partner.	The other service and/or partner is made aware of the customer and the customer is helped to access that other service and/or partner. The customer may need to wait for a response from the other service and/or partner.
Active	The referring organization, with the customer’s consent, provides the organization to which it is referring the customer with information that it has collected about the customer or with its professional assessment of the customer’s needs	The customer does not need to repeat their story and the agency to which the customer is referred has relevant information about the customer. However, there is a risk that the information is communicated out of context and therefore misinterpreted by the service and/or partner which is receiving the referral, especially if not done as a “warm” referral.



Warm	A “live” conversation between partners with the customer present (whether face to face or by telephone) in which the referring organization introduces the customer, explains what has already been done to assist the customer and why the customer is being referred.	This provides an open and transparent process in which information can be exchanged with all involved. Issues can be clarified immediately. The customer does not need to repeat their story. The process relies on the service and/or program representative being available at the time the customer is to be referred.
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5.0 Tracking of Referrals

Referrals made by core partners should be made by phone, email, or directly to the partner, if collocated and available. One-Stop Staff shall record Referral Activity codes and Case notes in the appropriate case management software. Case notes shall also be entered regarding all follow-up made on referrals. Referrals will be monitored by the Wyoming Workforce Development Council’s fiscal agent and staff.

6.0 Partner Responsibility

The Wyoming Workforce Development Council would like the Partners to convene to educate each other on individual programs and develop processes and procedures as soon as possible. The Department of Workforce Services Liaison to the Wyoming Workforce Development Council shall report progress periodically.

7.0 Compliance with Federal and State Law/Regulation/Policy

7.1 This policy complies with any and all federal and state laws, regulations, and policies.

8.0 References

TEGL 4-15 – Vision for the One-Stop System
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_04-15.pdf

TEGL 16-16 – WIOA General Guidance for One-Stop Operations
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16.pdf

OCTAE Program Memorandum 15-3
<https://www2.ed.gov/about/offices/list/ovae/pi/AdultEd/octae-one-stop-vision.pdf>

OCTAE Program Memorandum 17-3
<https://www2.ed.gov/about/offices/list/ovae/pi/AdultEd/octae-program-memo-17-3.pdf>