

Region 4 WorkOne Referral/Direct Linkage Procedure

Access to career services for one-stop partner programs which are not available directly on site in a Region 4 WorkOne office will be available via a direct linkage.

In order to comply with Option 3, from USDOL Training and Employment Guidance Letter (TEGL) 16-16 regarding direct linkage (see excerpt below), Region 4 staff will contact the program partner by phone with the client present so the meaningful program information or services can be provided to the customer. The attached referral form (or a referral from developed in partnership with a specific partner/program) will be completed and e-mailed to the partner agency and a copy of the referral will be provided to the client. If a partner agency is not open, a voice mail message will be left and a referral form will be e-mailed to the partner agency. The WorkOne staff member will be expected to follow up with both the partner agency and client to ensure contact has been made.

Note, once operational, the Region 4 real-time Web-based communication system, the Hoosier Heartland Partnership Referral System, will be utilized to provide the direct linkage.

It is important to note that “providing” career services in the comprehensive does not mean that each required partner must provide these services directly on-site at the comprehensive American Job Center. However, it does mean that some career services must be provided directly on-site. Career services may be provided through access to one-stop partner programs and activities, which, as described in 20 CFR 678.305(d), 34 CFR 361.305(d), and 34 CFR 463.305(d), may be delivered in one of three ways:

Option 1. Having a program staff member physically present at the American Job Center;

Option 2. Having a staff member from a different partner program physically present at the American Job Center and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs; or

Option 3. Making available a direct linkage through technology to a program staff member who can provide meaningful information or services.

Regarding option 3, a direct linkage, can take many forms as well. As described in 20 CFR 678.305(d)(3), 34 CFR 361.305(d)(3), and 34 CFR 463.305(d)(3), a “direct linkage” means providing a direct connection at the American Job Center within a reasonable time, by phone or through a real-time Web-based communication, to a program staff member who can provide program information or services, including career services, to the customer. Solely providing a phone number, Web site, information, pamphlets, or materials does not constitute a “direct linkage”.

Attachment A – Referral Form – WIOA Partner Services

REFERRAL FORM

REFERRAL INFORMATION: When transmitting the referral form, the originating agency should give a copy of the form to the customer with the instructions to present the form to the receiving agency at the time a face-to-face contact is made. After assisting the customer, the receiving agency is to complete the referral results section of this form and return a copy to the originating agency who first initiated the service referral.

APPLICANT
Date of Referral:
Customer Name:
SS# (last 4):
Address, City, State, Zip:
Phone Number:
Customer Currently receiving: <input type="checkbox"/> TANF <input type="checkbox"/> WIOA Services <input type="checkbox"/> Adult <input type="checkbox"/> WIOA Training Service <input type="checkbox"/> Older Work Services <input type="checkbox"/> Other

AGENCY REFERRED TO: (Receiving Agency)
Name of agency referred to:
Contact person:
Appointment Date / Time
Address, City, State, Zip:
Purpose of referral:
Service to be provided:

REFERRED BY: (Originating Agency)
Name of referring agency:
Contact person:
Address, City, State, Zip:

Did the customer report to the agency: <input type="checkbox"/> Yes
Date customer was seen on:
The following action was taken: