

## Referrals

**Policy:**

1. Referral is a Basic Career Service.
2. All required partner agency employees should know enough about the other programs and services to screen a potential client to determine appropriate referrals.
3. The choice of referral depends on the client's needs.
4. The West Piedmont Workforce Development Board Contractor 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. Negotiate individual partner referral processes that kick in based on the initial screening findings.
  - c. Meet at least monthly to review referral listings and follow through on referrals.
5. Referrals should be tracked among core program partners.
6. If an individual is a Workforce Innovation and Opportunity Act participant his or her case notes must include references to referrals and the purpose of the referrals.
7. When referrals are made that could result in a co-enrollment with a core program partner, the participating partners must communicate on an ongoing basis regarding when an individual completes an activity and coordinate exiting from the workforce system.

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Approval Signature:



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