



CENTRAL ARKANSAS Workforce Development Board

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Policy Number: Section 2 Policy 26

Effective Date: 12-09-2024

Referral Policy

Purpose:

The purpose of this policy is to describe and detail the regulations concerning customer referrals.

Background Information:

The Central Arkansas Workforce Development Board shall ensure that each participant shall be provided – (i) information on the full array of applicable or appropriate services that are available through the local board or other eligible providers or one-stop partners, including those providers or partners receiving funds under this subtitle; and (ii) referral to appropriate training and educational programs that have the capacity to serve either on a sequential or concurrent basis.

References:

WIOA Section 129 (c)(3)(A)

Policy:

Customers in need of services not provided by a Workforce Innovations Opportunities Act program shall be referred by Workforce Center staff to the appropriate service provider or organization. Referrals may occur via direct referrals (phone, in person), email referrals, online referrals (chat, social media), and/or the utilization of the referral form.

When the referral form is utilized, the service provider/organization should describe the outcome(s) achieved in the "response" section of the form and return it to the Workforce Center staff. If no response is received within two weeks, the Workforce Center staff will contact the service provider/organization and document the outcome(s) achieved in the AJL case notes.

Approved by: <u>Michael Howe</u>	Date: <u>12-9-2024</u>
Title: <u>CAWDB Chairperson</u>	

CAPDD/Arkansas Workforce Center is an "equal opportunity employer/program," and "auxiliary aids and Services are available upon request to Individuals with disabilities." Arkansas Relay Service: 1-800-285-1121 (Voice) 1-800-285-1131 (TDD) or TDD 711