


# Creating a Referral System Information Sheet



THE REFERRAL SYSTEM information sheets are critical to the 'warm hand-off' for the one-stop center referral process. Please follow these instructions to ensure they are current, accurate and useful for frontline staff. Sign in to the 'Training Providers' portal at [jobs.utah.gov](http://jobs.utah.gov) to get started.

1. Enter full name of the program. Consider including the acronym if it is widely used.
2. Upload your organization or program logo.
3. Enter a brief, high-level description of the program. Limit to one to three sentences.
4. Provide a list of the program's services. A bulleted list is a good way to do this. Focus on clear and specific information that will be useful to one-stop center staff and partners.
5. Explain the eligibility criteria using a bulleted list or short paragraph. It is important that partners understand the program eligibility criteria so they can refer people appropriately. If everyone is eligible, please state that, rather than leaving the section blank.
6. Describe the process people should use when referred to the program. Include alternate processes, if they are available, e.g., processes for people who may need extra assistance.
7. Enter the contact information for the best person for staff or customers to contact with questions.
8. The 'Notes' section is available for important information not covered in the other sections, including links to web pages or brochures.
9. Make sure you update the sheet when program information or contacts change. The date the information sheet was last updated is found at the bottom of the page.

## 1 Family Employment Program - Job Seeker

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3 This temporary cash assistance program helps families achieve self-sufficiency through employment and helps participants improve their work skills, learn valuable life skills, and be a positive role model for children.

4 **Services Provided**

- o Financial Assistance
- o Child Care Assistance
- o Educational Training Assistance
- o Additional Supportive Services
- o On-the-Job Training (OJT)
- o Support from a Licensed Clinical Therapist
- o Work Success Program
- o Career Counseling
- o Resume Assistance
- o Job Search Assistance
- o Interview Coaching
- o Family Goal Support

5 **Eligibility Criteria**

**Complete and submit an application either:**

- o Electronically through <http://jobs.utah.gov/mycase> or
- o Via paper application, available at any employment center

**The eligibility process may entail providing proof of:**

- o Members in your household
- o Household Income
- o U.S. Citizenship
- o Financial assistance received in another state
- o Meet with an employment counselor

**Once approved, recipients are required to:**

- o Cooperate with the Office of Recovery Services for the collection of child support
- o Take a substance abuse screening questionnaire
- o Participate in activities leading to self-sufficiency

6 **Referral Process**

1. Apply for services by completing an online application by visiting <http://jobs.utah.gov> or a paper application at the local DWS employment center.
2. Call contact person to set up an appointment.
3. Meet with an employment counselor at your local employment center. Find a center listing at <http://jobs.utah.gov/regions/ec.html>

7 **Contact Information**

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Address: 1550 N 200 W PROVO, UT 84604  
Phone: (801) 342-2621  
Business Hours: M-F 8AM-5PM, Closed Weekends and Holidays  
Website: <http://jobs.utah.gov>

8 **Notes**

Each agency determines eligibility based on its own criteria and is not reflective of partnering agencies affiliated with the WIOA one-stop center.

Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals with speech or hearing impairments may call the Relay Utah by dialing 711.  
Relay Utah: 1-888-346-3162.

9 Last updated: 10/4/2019

*If you have questions or need assistance, please contact your local one-stop center to speak to the community liaison.*