

PARTNER REFERRAL SYSTEM OVERVIEW & PARTNER LIST

Overview

The Partner Referral System supports American Job Centers' ability to refer individuals to partners and track outcomes. The Workforce Innovation and Opportunity Act (WIOA) requires all partner staff to be trained and knowledgeable about all programs/services offered in the American Job Center.*

The Partner Referral System is for the partners of local one-stop centers that have been certified as American Job Centers (AJC). This includes all WIOA core and required partners and any additional partners as defined by the local office. The additional partners must participate in the certification process, receive Partner Referral System training, and agree to attend local partner meetings. Partner responsibilities related to the system include:

- Maintain Partner Information Sheets
- Maintain staff access to system and update information
- Make referrals to other partners
- Receive and respond to referrals from partners
- Review reports
- Maintain the organization's contact information

The Partner Referral System supports staff knowledge about partner programs by providing information sheets for each partner that display:

- Partner name and description
- Services provided
- Eligibility criteria
- Referral process
- Contact information
- Notes (additional information)

The Partner Referral System supports "warm hand-off" referrals because it ensures individuals receive information about the referrals they receive, the referrals will be accepted by a partner, and the referrals can be tracked. Local American Job Centers can access reports to help them continually improve referral processes. They can review the reports at their partner meetings.

Partner List

As stated in Utah's WIOA Plan: The role of the core partners is to ensure services are coordinated, aligned, and complementary so job seekers can acquire the skills and credentials that meet employer needs.

Core partners include:

- Adult and Dislocated Worker Program
- Youth Program
- Wagner-Peyser Act programs
- Adult Education and Family Literacy Act programs
- Vocational Rehabilitation programs

Utah's WIOA partners are responsible for workforce and economic development through the collaboration of programs, initiatives, and services that create a seamless, customer-focused one-stop delivery system. Utah's required partners collaborate and align their services to enhance access for job seekers and businesses.

Required partners include:

- Senior Community Service Employment Program (SCSEP)
- Veterans job counseling, training and placement services
- Career and Technical Education (CTE)
- Trade Adjustment Assistance (TAA)
- Community Services Block Grant employment and training activities
- Unemployment Compensation programs
- Programs authorized under the Social Security Act Title IV, Part A (TANF)
- Job Corps
- National Farmworkers Jobs program
- YouthBuild
- The Indian Training Center

Additional partners include:

- Any partners that participate in the certification process, train their staff on all of the partner's services/programs, and attend the American Job Center partner meetings.

**Guidance/Definition: §361.800(b) This is a measure of effectiveness. The one-stop center implements the items in the One-Stop Center Requirements and One-Stop Center Referral process that involve coordinating services. Other examples include: Staff are trained, there is no duplication, there are clear pathways for customers to access services from all partners, etc.*

The one-stop center should be consistently using the referral processes in the One-Stop Center Referral Process document approved by the SWDB. The one-stop center will receive a "P" if staff are going above and beyond the minimum required referral process such as making personal introductions in person or over the telephone.

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