

Fresno County Workforce Investment Board

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Blake Konczal, Director

OPERATIONAL DIRECTIVE

FCWIB OD # 47-08

Date Released: November 7, 2008

To: All Fresno County Workforce Investment Board Providers of Services

From: Blake Konczal, Director

Effective Date: November 7, 2008

Subject: Business Service Center Employer Referrals

Applicable Program: All

Effective immediately, all employers that contact the Business Service Center (BSC) for WIA services or for use of the BSC space for recruitment activities, will have a dedicated Business Account Specialist (BAS) assigned to them. The BAS will be the account manager for the employer and will assist in coordinating recruitment activities and referring WIA candidates for employment opportunities. (Please refer to OD# 08-08 regarding Business Service Center Guidelines). The BSC will continue to post jobs for any employer who is only seeking assistance with the job board.

When contacted by an employer for recruitment events or WIA services, the following steps will be taken:

1. BSC Representative will inquire about current/past relationship with Workforce Connection and determine if there is an existing relationship with a BAS.
2. BSC Representative will verify provider account manager BAS information in ECMS. If the employer indicates no prior experience with Workforce Connection staff, a check in ECMS will still be conducted for confirmation.
 - a. If there is no recent activity (past 6 months) or prior relationship with this employer documented in ECMS, the BSC Rep will refer the business to a BAS based on the following:
 - i. geographic location of the employer, then (if urban)
 - ii. rotational referral among urban provider staff.
3. The BSC Rep will complete a 'Business Services Center Employer Profile' (form [BSC-011](#)) and will forward the information to the appropriate provider BAS, with a copy to the BAS Supervisor via email. A hardcopy will be kept at the BSC.
 - a. The assigned BAS will contact the employer within 24 hours of the referral.
4. A confirmation email or call will be placed by the BSC representative to the employer within 2 business days to ensure that the assigned BAS has followed-up. This information will be documented on the BSC copy of the Employer Profile form and kept on file in the BSC.

Contact the FCWIB Program Manager with any questions.