

# Fresno County Workforce Investment Board

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Blake Konczal, Director

## OPERATIONAL DIRECTIVE

<b>FCWIB OD #</b> 52-08	<b>Date Released:</b> December 10, 2008
<b>To:</b> All Fresno County Workforce Investment Board Providers of Services	
<b>From:</b> Blake Konczal, Director	
<b>Effective Date:</b> December 10, 2008	
<b>Subject:</b> Client Transfer Process	
<b>Applicable Program:</b> All	

This Operational Directive (OD) supersedes OD 24-02, Transfer of WIA Customer and Customer File-Adults and Dislocated Workers, released on October 24, 2002.

This OD defines the allowable circumstances and process to be followed when a client has requested a transfer to another One-Stop location and/or provider of services.

The criteria to establish the need for a client transfer will be based on convenience to the client, client accessibility to WIA Services, ensuring client success, and enhancing a client's ability to obtain employment and/or attain self-sufficiency.

Examples of reasonable justifications for a client transfer are:

1. A client has moved to another area of Fresno County;
2. Changes in child care arrangements requires additional travel time and expense;  
or,
3. Any change in the availability of transportation that may impede a client's positive progress and/or successful outcome; or,
4. FCWIB direction.

### **Procedure for Transfer of a registered WIA Client**

1. Transferring Agency to contact Receiving agency to discuss and get agreement to client transfer.
2. Once there is an agreement between agencies to do the transfer, the transfer is to be completed within 5 working days.
3. Case notes must document the WIA client's request for transfer that includes the basis for and reasonable justification of the request and location of where the client wants to receive services.
4. If a client is enrolled in a training activity, the termination and opening of the training activity must involve FCWIB Data Services, the original provider,

the new provider, FCWIB Fiscal Services and the training facility. This part of the transfer will be coordinated by the FCWIB Contracting Unit.

5. After the Employment Readiness Specialist (ERS) or Academic/Career Advisor (ACA) has documented his/her recommendation for transfer, an authorized Supervisor must document an approval to transfer.
6. The transferring agency will review and update all case notes and make certain that **all required** documentation is complete and in the case file.
7. Once the receiving agency accepts the transfer, the transferring agency will close all enrolled activities for the client with a code '3' in the I-Train system.
8. The originating transferring agency must make and retain a complete copy of the entire client file.
9. Once the receiving agency receives the case file, they will case note this transfer in the I-Train system.
10. The receiving agency ERS or ACA must immediately be assigned to the client and enrolled into a WIA activity under the receiving agency's grant code. The receiving agency will input the data within 24 hours after the date of completion of activities used by the transferring agency.
11. The new ERS or ACA must contact the client and schedule their first one on one meeting within 7 calendar days of the transfer.
12. In the event either agency has a concern with the transfer, the agency is to escalate the concern to the FCWIB Contracting Unit for resolution.

All questions are to be directed to the FCWIB Program Manager.