

**Procedure (Process) Owner:** Assistant Director

**Effective Date:** November 28, 2005

**Approved By:**

Adult Program Manager	<u>signature on file</u>
Youth Program Manager	<u>signature on file</u>
Quality & Contracting Manager	<u>signature on file</u>
Assistant Director	<u>signature on file</u>

**Deviations incorporated in this revision:**

None

**Summary of changes:**

Added clarity to definitions for Co-Enrollment and Direct Referral  
Removed Providers of Services as “referring partner” from Case Management Referral  
Changed responsibility titles due to changes in Self-Reliance Team (SRT) process

**Specific additions / deletions:**

New Process

**Identify training/retraining requirements by job title:**

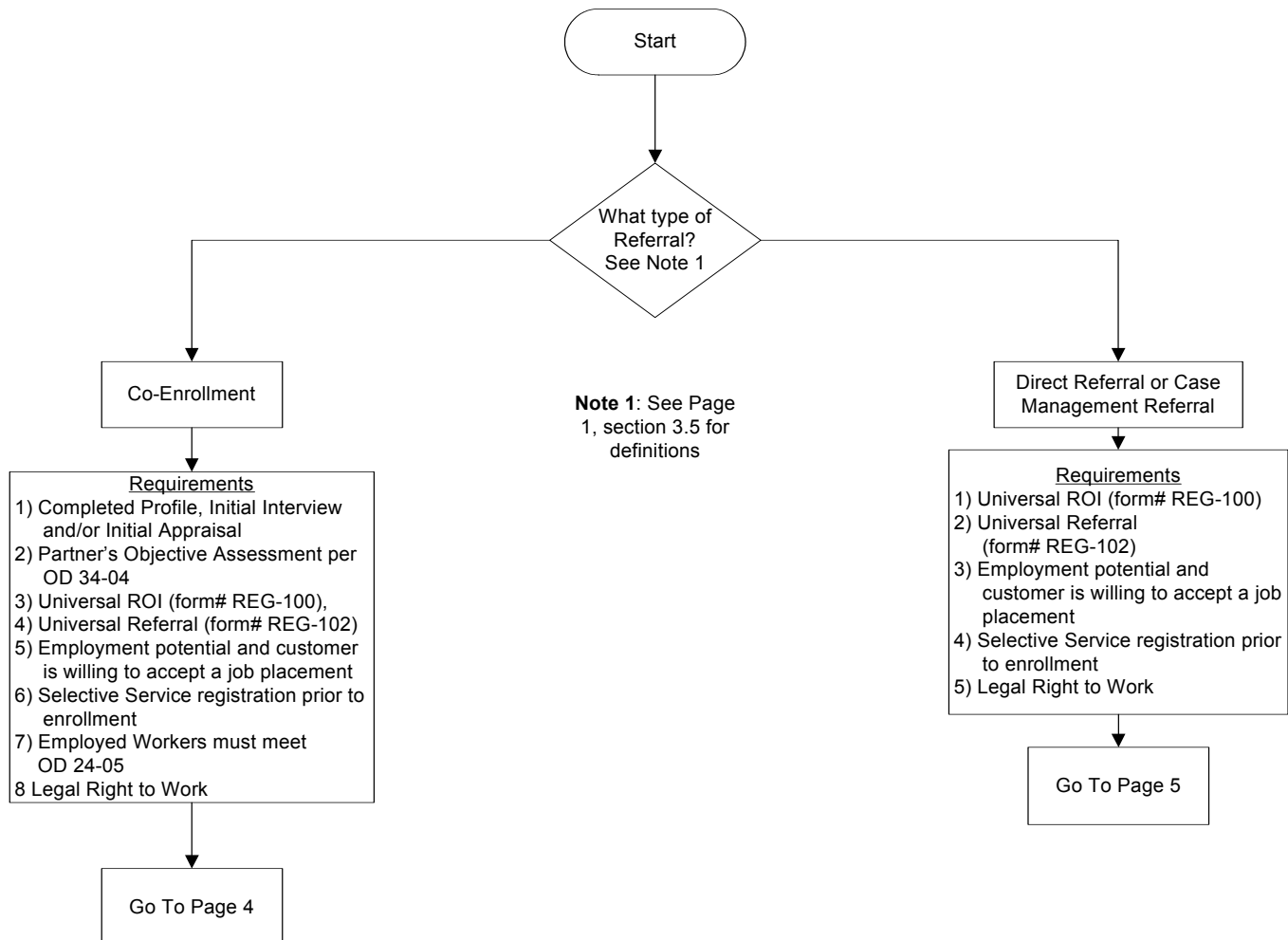
Identify Initial Training Requirements  
FCWIB Operations Management Staff  
FCWIB Monitoring Staff  
All One-Stop Contract Coordinator (OSCC) Staff  
All Providers of Services Staff  
All Partner Agency Staff

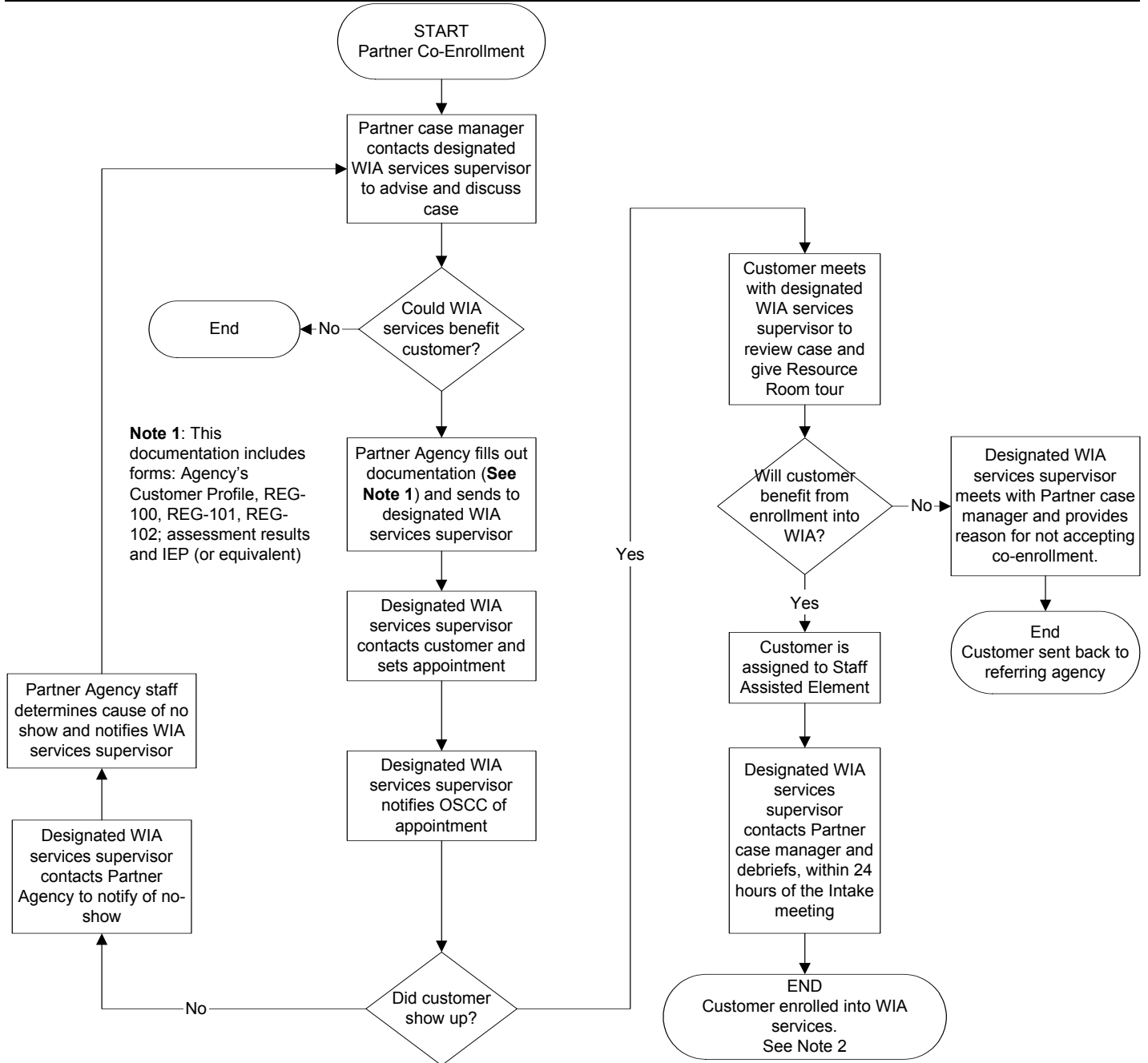
Identify Retraining Requirements

**Document Change History on file in the FCWIB Documentation Library.**

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- 1.0 PURPOSE:
- 1.1 This process describes the steps to be taken to facilitate a Co-Enrollment, Direct Referral or Case Management Referral between any Partner agency and Workforce Investment Act (WIA)-funded agency.
  - 1.2 The intent of a Co-Enrollment or Referral activity is to ensure that needed services for a customer are provided through the most appropriate funding stream, and are not duplicative.
- 2.0 SCOPE :
- 2.1 This process begins when a Partner agency or a WIA-funded agency has identified a customer who can benefit from the services of another agency, in addition to the services provided by their own agency.
  - 2.2 This process ends when the customer is enrolled into WIA Staff-Assisted or higher services, or is not enrolled for cause.
- 3.0 REFERENCES :
- 3.1 FCWIB Work Instructions mentioned in the body of this instruction or needed for the process
    - 3.1.1 None
  - 3.2 Forms Used
    - 3.2.1 Form # REG-100 – Universal Release of Information
      - 3.2.1.1 This form is for the purpose of obtaining summary information of services only, which is needed to avoid the provision of duplicate services.
      - 3.2.1.2 Under no circumstance can this form be used to obtain any documentation or information related to medical, psychiatric or substance abuse services.
    - 3.2.2 Form # REG-101 – Agency Summary of Services Form
    - 3.2.3 Form # REG-102 – Universal Referral Form
    - 3.2.4 Form # REG-103 – Customer Profile
    - 3.2.5 Form # REG-104 – Interest Worksheet
  - 3.3 Policy Bulletins (PB)
    - 3.3.1 None
  - 3.4 Operational Directives (OD)
    - 3.4.1 OD 11-04 – Adult Customer Flow
    - 3.4.2 OD 35-05 – Co-Enrollment and Referral Process
    - 3.4.3 OD 34-04 – Approved Assessment Tools
    - 3.4.4 OD 24-05 – Employed Worker Self-Sufficiency Eligibility
  - 3.5 Definitions of terms and acronyms used in the document
    - 3.5.1 FCWIB – Fresno County Workforce Investment Board
    - 3.5.2 SRT – Self-Reliance Team
    - 3.5.3 OSCC – One-Stop Contract Coordinator: the agency under contract with FCWIB to provide overall WIA administrative and universal services in specific service areas
    - 3.5.4 PS – Provider of Services: Any agency under contract with FCWIB to provide WIA OSCC, Staff-Assisted, Intensive and/or Training services in specific service areas
    - 3.5.5 WIA – Workforce Investment Act
    - 3.5.6 Partner – Any agency mandated by law to partner with local workforce investment boards
    - 3.5.7 IEP – Individual Employment Plan
    - 3.5.8 Co-Enrollment – The process used to provide services from multiple funding streams simultaneously, without duplicating services or efforts. The referring agency maintains the primary case management responsibilities, and the referred-to agency has secondary case management responsibilities.
      - 3.5.8.1 The referring agency has performed assessments and developed an Individual Employment Plan (IEP).
      - 3.5.8.2 The referred-to agency will accept those assessment results and work with the referring agency's IEP
      - 3.5.8.3 All clients that are co-enrolled will be required to take the WorkKeys® assessments
      - 3.5.8.4 The referred-to agency does not have to accept the client into the program based on cause
      - 3.5.8.5 Agencies who would use this process: Department of Rehabilitation (DOR), Migrant Seasonal Farm Workers (MSFW), Older Youth, Employment & Temporary Assistance (E&TA) – CalWorks only.
    - 3.5.9 Direct Referral – The process used to enroll clients into WIA when services such as case management and/or assessments are not available by the referring agency. The WIA Provider of Services has full ownership of the client, once accepted into the WIA program.

- 3.5.9.1 The referring agency is no longer involved with the client at the point of enrollment into WIA
  - 3.5.9.2 There is no formal co-management of a client (no exchange of data or other information after the referral is accepted)
  - 3.5.9.3 The referred-to agency does not have to accept the client into the program based on cause
  - 3.5.10 Case Management Referral – Same as Direct Referral with the following exception:
    - 3.5.10.1 The referring agency has secondary case management responsibilities, and the referred-to agency has primary case management responsibilities.
    - 3.5.10.2 Examples of agencies who would use this process: Community Colleges or some departments within the Employment Development Department (EDD).
- 4.0 SPECIAL REQUIREMENTS:
- 4.1 Specialized equipment, skills, safety
    - 4.1.1 None
  - 4.2 Specialized personnel requirements
    - 4.2.1 None
  - 4.3 List record retention requirements as required
    - 4.3.1 Electronic backup of records is permissible.
- 5.0 Process Flow





**Note 1:** This documentation includes forms: Agency's Customer Profile, REG-100, REG-101, REG-102; assessment results and IEP (or equivalent)

**Note 2:** Partner case manager is lead case manager. WIA ERS provides regular updates to Partner case manager.

