

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 33-18, Revision B

Date Released: December 11, 2018

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: December 11, 2018

Subject: Interagency Referrals

Applicable Program: AJCCs

Revision History: Initial Release – 12/6/18

This Revision B adds the link to the Community Pro application.

The purpose of this Operational Directive (OD) is to communicate direction concerning documentation of referrals from/to Fresno County AJCCs.

Providers of Services are to implement this OD immediately.

All participant referrals made from the AJCC to any outside agency must be documented in Community Pro <https://ca-state-center.literacypro.com/login>.

There are two methods to facilitate referrals within Community Pro:

1. External referrals
 - a. To use this method, you must have a point of contact email for the receiving agency.
 - b. The external referral function in Community Pro is used.
2. Community Pro Partner Referral – a Community Pro partner is an agency that is actively using Community Pro and has resources available in the Community Pro Catalog to which referrals may be made.
 - a. Using Community Pro, they will ensure that a client is input into Community Pro and pertinent client information is current.
 - b. A Community Pro agreement must be signed by the client
 - c. Subsequent follow-up on the referral must be performed to ensure the client uses the referral.

Community Pro partners may refer clients to the AJCCs.

- AJCC staff/management must have alerts configured in their profile to be notified of incoming referrals.
- AJCC staff/management must follow-up with the client to ensure the referral is used and the status must be updated in Community Pro.

Please address any questions to the FRWDB Program Manager.

Attachments: Community Pro Users' Guide