

Fresno Regional Workforce Development Board

A proud member of America's Job Center of CaliforniaSM Network

2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 • www.frwdb.net

Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 33-18, Revision C

Date Released: April 4, 2019

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: April 4, 2019

Subject: Interagency Referrals

Applicable Program: WIOA Programs

Revision History: Initial Release – 12/6/18; Rev B - 12/11/18

This Revision C expands and clarifies the applicability of this process to all FRWDB sub-contracted Providers of Services.

The purpose of this Operational Directive (OD) is to communicate direction concerning documentation of referrals from FRWDB providers of services.

Providers of Services are to implement this OD immediately.

All participant referrals made from the Providers of Services to any agency, including other WIOA provider of services, 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 WIOA providers of services.

- Provider staff/management must have alerts configured in their profile to be notified of incoming referrals.
- Provider 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