

NORTH CENTRAL ARKANSAS WORKFORCE DEVELOPMENT BOARD

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Serving the Counties of
Cleburne • Fulton • Independence • Izard • Jackson • Sharp • Stone • Van Buren • White • Woodruff

WDB Policy #: 3.10

Effective Date: 6/12/2019

Revision Date:

SUBJECT Referrals of Youth and other individuals to other appropriate programs

PURPOSE

Under WIOA Section 129 (c)(3)(A) INFORMATION AND REFERRALS.—Each local board shall ensure that each participant shall be provided— (i) information on the full array of applicable or appropriate services that are available through the local board or other eligible providers or one-stop partners, including those providers or partners receiving funds under this subtitle; and (ii) referral to appropriate training and educational programs that have the capacity to serve the participant either on a sequential or concurrent basis.

BACKGROUND

LWDBs must ensure that WIOA Youth program providers refer all youth participants to appropriate other entities where they can receive needed services [WIOA § 129(c)(3)(A)], including:

- a. Providing these participants with information about the full array of applicable or appropriate services through the one-stop system and other appropriate providers
- b. Referring these participants to appropriate training and educational programs that have the capacity to serve them either on a sequential or concurrent basis.

Each LWDA must ensure all youth who meet the eligibility criteria for the youth program receive information about the full array of services available through the LWDA, One-Stop partners, and eligible youth service providers, as well as referrals to appropriate training and educational programs with the capacity to serve the applicant either on a sequential or concurrent basis. In order to meet the basic skill needs and training needs of applicants who do not meet the eligibility requirements of a particular program or cannot be served by the program, each youth provider must ensure these youth are referred:

- A. For further assessment, as necessary, and
- B. To appropriate training and education programs that have the capacity to serve them either on a sequential or concurrent basis.

REFERRAL PROCESS

The choice of referral process depends on the customer's needs, what arrangements, if any, have been agreed to with the service to which the customer is to be referred. In addition, the capacity of both the referring organization and the service to which the customer is being referred must be considered at any particular point in time. Referral processes can take many forms. Referral processes can occur in a telephone environment, in face to face settings or in the form of written communication (including e-mail) or a combination of these channels.

Approved by the NCAWDB on

_____ *June 12, 2019* _____

Pam Williams, NCAWDB Chairperson:

_____ *Pam Williams* _____