



Subject: WCCNM Referral Policy, OP - 442
Effective: PY2021, effective on February 28, 2022

PURPOSE: The purpose of this policy is to provide guidance on the referral process in the Central Region, and to ensure compliance with Workforce Innovation & Opportunity Act's (WIOA) referral requirements and Veterans' Employment and Training Service requirements on the referral process for veterans.

Background: The development and implementation of a comprehensive workforce system requires teamwork between the WCCNM and Partners in the Central Region network. Partners and the WCCNM agree to work together to establish shared goals, operating strategies, and procedures for the effective integration of workforce services. This includes developing and agreeing on a process for referring individuals between relevant programs. In order to do that, all Partners must familiarize themselves with the services offered by other Partners.

WIOA requires that the WCCNM Board, Chief Elected Officials (CEO), and One-Stop Partners must enter into a Memorandum of Understanding (MOU) concerning the operation of the one-stop delivery system in a local area. These MOUs shall include provisions describing methods of referral of individuals between the One-Stop Operator and the One-Stop Partners for appropriate services and activities. The primary goal of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers.

Referral System:

Referrals between WCCNM Partners are made via the WCCNM Intranet, the internal information-sharing network for the WCCNM Partner network, which serves as a hub for a variety of resources including the referral system. All forms on the Referrals page of the WCCNM Intranet are by role-based permission only, meaning that individuals are granted access to different referral forms based on their position and program within the New Mexico Workforce Connection network in the Central Region. WCCNM Partner program staff who need additional access beyond what they have been granted may contact the Operations Manager for access. Once submitted, referrals are sent to the appropriate program staff. All referrals are updated and tracked using this system.

Note: The term “referrals” in this context refers only to the referral of individuals between programs within the WCCNM Partner network. Any request coming from outside the WCCNM Partner network is considered an “inquiry” and follows a different procedure. Inquiries from outside the WCCNM Partner network should be made using the main WCCNM phone number or email address.

Roles and Responsibilities:

- 1. One-Stop Operator:** The Operator works with all Partners within the WCCNM’s New Mexico Workforce Connection Centers (American Job Centers) to coordinate effective strategies and systems necessary to build and sustain a cohesive, seamless service delivery system that engages all agencies and organizations at a systems level. The Operator is primarily responsible for developing these partnerships, engaging in system approaches focused on shared decision-making, collaborative problem solving, and collective impact approaches.

The One-Stop Operator will create a systemic process that supports partner ownership and adoption of effective shared practices necessary to support customers and businesses, including the referral system to be used by all partner programs.

- 2. Partners:** Partner responsibilities apply to partners that are co-located in New Mexico Workforce Connection Centers, required external partners, and additional partners. Partners will further promote system integration to the maximum extent feasible through the design of referral processes.

The primary goal of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. To facilitate such a system, Partners agree to:

- a. Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the Partners’ programs represented in the WCCNM New Mexico Workforce Connection Centers (American Job Centers) network;
- b. Develop materials summarizing their program requirements and making them available for Partners and customers;
- c. Develop and utilize eligibility determination, assessment, and registration forms / processes;
- d. Provide substantive referrals to customers who are eligible for supplemental and complementary services and benefits under partner programs;
- e. Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys;

- f. Commit to robust and ongoing communication required for an effective referral process; and
- g. Commit to actively following up on the results of referrals and ensuring that Partner resources are being leveraged at an optimal level.

All Partners agree to these commitments by signing the WCCNM One-Stop MOU.

Referral Process for Veterans:

Veterans shall be treated like a regular customer unless they self-disclose that they are a veteran. The workforce system and program staff must allow veterans and eligible spouses to identify themselves at the point of entry.

Each Workforce Connection Center in the Central Region has different procedures for completing the intake process; for example, either the welcome desk staff, intake staff/specialist, or the next available staff person can make an initial assessment of an individual customer's needs. If during an initial assessment, a veteran self-attests to meeting one or more of the Significant Barrier to Employment (SBE) criteria established by the Jobs for Veterans' State Grants (JVSG) program, the NMWC staff member must immediately refer the individual to the Disabled Veterans' Outreach Program (DVOP) specialist, or to the appropriate NMWC partner program, if no DVOP specialist is available onsite.

A DVOP specialist must not perform initial intake of nonveterans or of all veterans, as DVOP specialists are limited to serving only those veterans with a SBE or other populations identified by the Secretary of Labor.

Procedures:

The WCCNM Operator will develop and maintain internal procedures on this process.

References:

- TEGL 16-16 – WIOA General Guidance for One-Stop Operations
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16.pdf
- WCCNM Umbrella One-Stop MOU
- WIOA Sec. 121(c)
- Veterans' Program Letter (VPL) 03-14 Jobs for Veterans' State Grants (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans
<https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14.pdf>

INQUIRIES:

WIOA Manager 505-724-3629

This Policy has received approval by the Workforce Connection of Central New Mexico Board.