



LOCAL INSTRUCTION NUMBER 20-08

To: Catawba Workforce Development Area

Subject: Required Use of SCWOS for Referrals

Issuance Date: June 30, 2021

Effective Date: July 1, 2021

Purpose: To provide guidance on the required use of SC Works Online Services (SCWOS) for customer referrals.

Background: The Workforce Innovation and Opportunity Act (WIOA) places a strong emphasis on planning across multiple partner programs to ensure alignment and collaboration in service delivery. The SC Works system brings together a series of partner programs and entities responsible for workforce development, education, and other human resources programs to collaborate in the creation of a seamless customer-focused service delivery network that enhances access to the programs' services. Effective referrals are essential to maximizing resources and aligning critical services for SC Works customers.

Policy: A referral is used to introduce an individual to another program or provider of service and to provide a description of the type of service the individual is seeking. A vital responsibility of each SC Works partner is the effective referral of customers to the appropriate partner for services, in a manner that reduces duplication and ensures tracking of referrals to build accountability. Additionally, WIOA strongly encourages the use of an integrated system of case management, using technology to achieve alignment in service delivery that meets customers' needs, including referrals. In order to facilitate such a system, the following programs are required to conduct all customer referrals through SCWOS:

- WIOA Title I
- Wagner-Peyser (WP)
- Trade Adjustment Assistance (TAA)
- Jobs for Veterans State Grants (JVSG)
- Reemployment Services and Eligibility Assessment Grants (RESEA)

The use of SCWOS for referrals will foster a more streamlined referral system, while further supporting a coordinated delivery of service to SC Works customers. Additionally, electronic referrals via SCWOS can be more easily tracked, including outcomes.

Step-by-step instructions regarding Staff Referrals to Providers in SCWOS are located under Staff Online Resources in SCWOS.

At a minimum, a referral must include:

- Name of the participant being referred;
- Date Contact Made – Date the referring partner provides referral information to referred partner;
- Referral To – partner organization receiving the referral;
- Reason for the Referral – Why the participant is being referred and/or what services are being sought; and
- An actively checked email address for the provider receiving the referral.

NOTE: This information must also be documented in a corresponding case note. Supporting documentation, such as a release of information form, may be attached to the case note as appropriate.

Referrals should be completed by the referring program, but the status left open at the time of referral. This indicates that a referral to a partner program has been made, but the outcome is not yet known.

The screenshot displays the SCWOS Staff Referrals interface. At the top, a form shows the individual's details: Name (Einstein, Albert), Phone Number (164-564-5645), and Address 1 (123 Science Drive Columbia, SC 29201). Below this, a filter dropdown is set to 'All'. A table lists referrals with columns for LWIA/Region, Provider, Date, Status, and Action. The first row shows a referral to Greenwood Genetics Center on 04/05/2021 with a status of 'Open', which is circled in red. The Action column for this row contains links for Edit, Delete, and Inactivate. At the bottom, there is a pagination bar showing 'Page 1 Of 1' and a 'Rows per page' dropdown set to 10. An 'Add Referral' button is located at the bottom center.

LWIA/Region	Provider	Date	Status	Action
05	Greenwood Genetics Center	04/05/2021	Open	Edit Delete Inactivate

Recording Outcomes

Referral outcomes are recorded by closing a referral. Upon receipt of a referral from a partner program, the referred to program staff is responsible for closing the referral by recording the appropriate outcome as defined below.

Referral Result

Individual attended session at referral provider: ☒ Yes ☐ No

Comments:

[\[Spell Check \]](#)

Status:

None Selected
 Completed Referral / Enrolled
 Completed Referral / Not Enrolled

Last Edited Date: 

Last Edited By: Patel, Mikita (MPATEL)

Outcome Definitions

- A “*Completed Referral/Enrolled*” outcome is defined as a referral that was received by the referred to program and the individual referred was enrolled in the program.
- A “*Completed Referral/Not Enrolled*” outcome is defined as a referral that was received by the referred to program, but the individual referred was not enrolled in the program.

Individual's Name: Einstein, Albert

Phone Number: 164-564-5645

Address 1: 123 Science Drive Columbia, SC 29201

Display only Referrals with a status of All

To sort on any column, click a column title.

LWIA/Region	Provider	Date	Status	Action
05	Greenwood Genetics Center	04/05/2021	Completed	Edit Delete Inactivate

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Rows per page: 10

If an individual declines to enroll in the partner program referred to, program staff receiving the referral must document the individual's refusal by:

- Entering a case note in SCWOS outlining that the individual is declining to enroll in the partner program and why; and
- Complete and attach the *Program Enrollment Refusal Form* (located in SCWOS under Staff Online Resources) to the case note.

To ensure referrals are being closed and outcomes recorded, supervisory program staff should monitor the “Staff Referrals Report” in SCWOS under Detailed Reports.

Action: Ensure that all staff receive and understand this policy.

Inquiries: Questions may be directed to Nicole Lawing at 803.327.9041 or nlawing@catawbacog.org



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