Partner Referral System
Best Practices

Information sheets

- Review and update your information sheet content at least once per year.
- If content refers directly to a website for information, include the web address and check the validity of the web link each year during the review/update.
- Under the “Referral Process” section, indicate whether it is mandatory for the individual to apply on the website, whether it is possible to set up a meeting with staff and if there are accommodations available and what those are. Clearly indicate whether there is a “Self Service” option to make an appointment.

Reports

- Review referral reports/information at American Job Center (AJC) meetings and discuss what is working well and what could be improved based on the partner referral system reports/information.
- Track referral information across time so you can discern changes and have the information available for recertification.
- Review reports regarding the demographics of referrals. Discuss how well the partners are serving populations with barriers and how the process can be improved.

Process

Ensure each partner has an established process to maintain use of the system, including:

- An administrator who ensures that all staff have an account and maintains the accuracy of staff information.
- An administrator who maintains the content on the information sheets.
- An administrator who reviews reports and compiles information for the AJC meetings.
- New staff training on how to use the system.
- Training and expectations that ensure staff understand when to make a referral using the system.
- A specified deadline for staff response to a referral.
- Requirements governing when and how Staff are required to check their referrals and follow up on issues.
- Instructions for staff explaining what to do when a referral is not completed.

Updated April 2024