

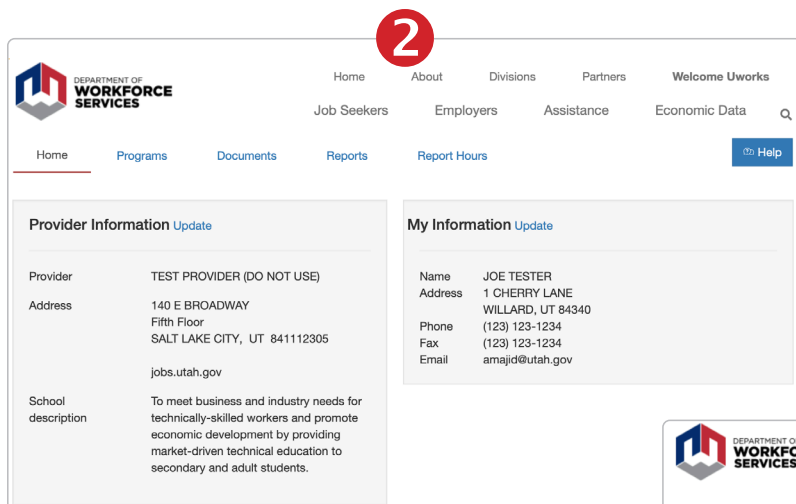
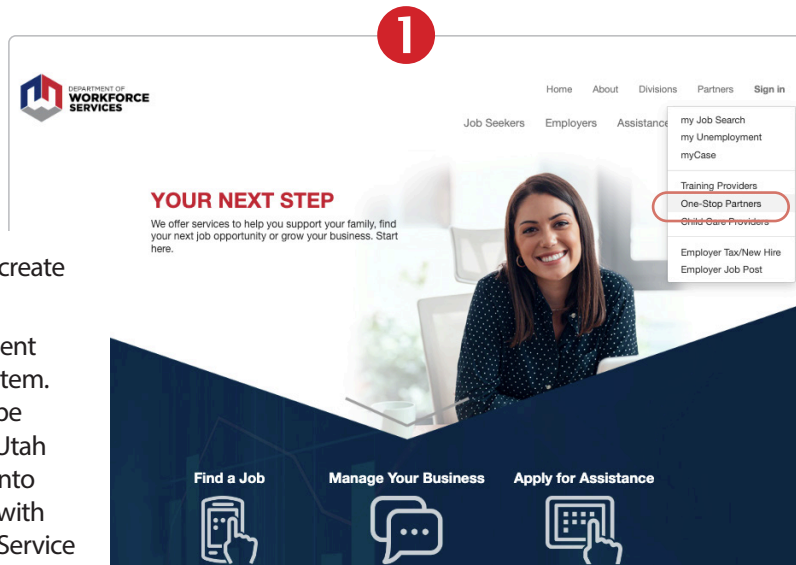
American Job Centers

Partner Referral System Quick Start Guide



AMERICAN JOB CENTER PARTNERS should use the Partner Referral System developed by the Utah Department of Workforce Services to refer individuals to services and respond to referrals from other partners. The system is easy to use, the instructions below will help you get started!

- Accessing the partner referral system requires you to create login credentials or use an existing Utah ID.
- You will receive an email invitation from the Department of Workforce Services inviting you into the referral system. By selecting the link embedded in the email you will be directed to jobs.utah.gov where you can create your Utah ID, or use your existing Utah ID, and password to log into the referral system. If you have not received an email with the link, contact your local Department of Workforce Service community liaison.



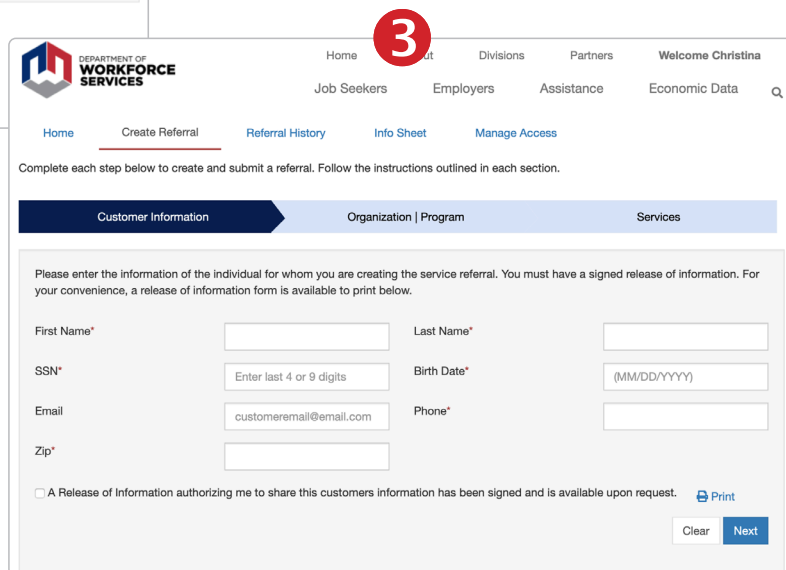
The 'Home' page shows your organization's contact information and your individual profile information.

- You may edit your profile information. To update the information, select 'Edit,' make the changes, and save.

Depending on your security setting, you may have the ability to update your organization's contact information.

The community liaison's name and contact number for questions and assistance is on this page.

- After initially logging into the referral system, please select the 'Sign in' menu located in the upper right hand corner on jobs.utah.gov to login.
- Select 'One-Stop Partners' from the drop down menu.

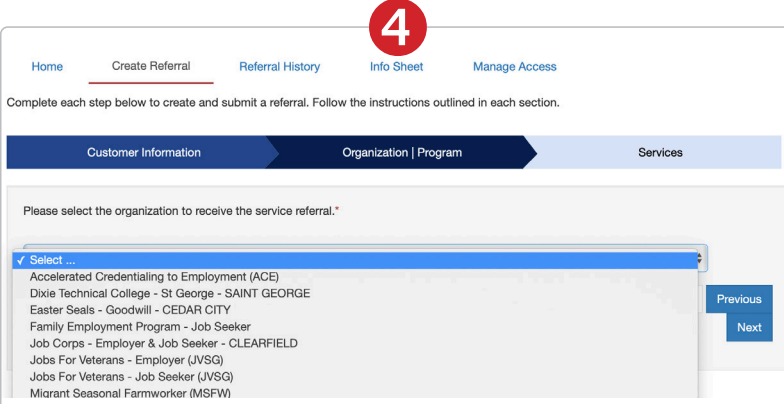
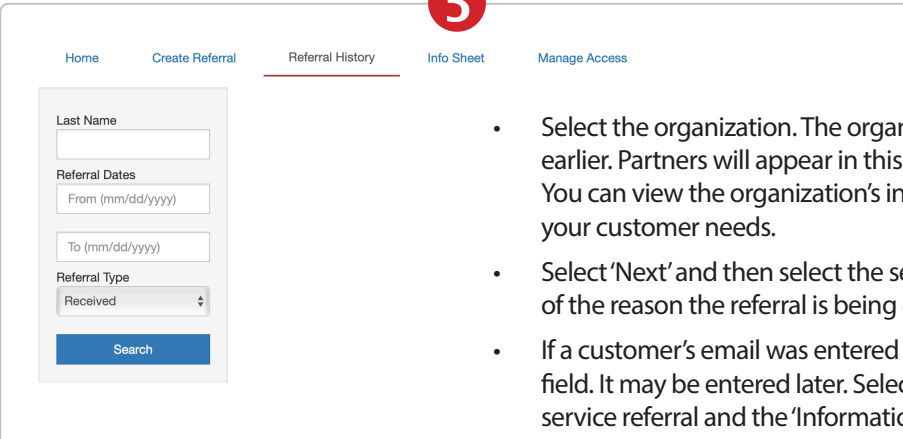


- To create referrals to partners, select the 'Create Referral' page.
- Enter the customer's information.

The zip code entered determines the list of organizations available for referral. For example, if you enter a zip code in the Provo area, you will only see partners in the Provo area.

The release of information form is required. If your organization does not have a form, you are welcome to use the form in the system. For a blank Release, select the blue 'Print' icon.

- After completing the information in the first step, select 'Next.'

- Select the organization. The organizations listed depend on the zip code entered earlier. Partners will appear in this list if they have an approved 'Information Sheet.' You can view the organization's information to ensure it has the service/resource your customer needs.
- Select 'Next' and then select the services the customer needs and the description of the reason the referral is being created. Select 'Submit.'
- If a customer's email was entered on the previous page, it will populate this email field. It may be entered later. Select 'Send.' They will receive a link to view the service referral and the 'Information Sheet.'
- You may 'Close' the current page and return to the 'Home' page, 'Create a new referral,' or 'Create an additional referral for this person.'

- Search for referrals your organization receives from partners and view referrals you send on the 'Referral History' page. You may search for a customer with a specific last name, using a specified date range, and/or search by referrals sent and received. A list of customers meeting the search parameters will display in the table.
- Select 'Show only your referrals' to view referrals you created or sent to another organization. You can determine the outcome of referrals your organization receives.

- You can export the referral list into an Excel document.
- Select 'View' from the 'Referral History' screen to view a summary of the referral. You may enter the outcome and comments. Select 'Save' if an outcome is entered.
- Referral outcomes may be viewed by the organization that sent you the referral.

If you have questions, go back to the 'Home' page to get contact information for the community liaison assigned to your American Job Center.