



## **CLIENT TRANSFER BETWEEN WDAs**

Workforce Investment Act Policies and Procedures

### **POLICY # W404**

Effective Date: September 30, 2008

#### **BACKGROUND:**

To formalize previously distributed guidance into SAWDC Policy.

#### **POLICY:**

*A Workforce Development Area (WDA) client transfer can only be from one program to the same category of program. Example: Adult to Adult - Youth to Youth - Dislocated Worker to Dislocated Worker. Example: youth program to adult program....is not a transfer but two different enrollments.*

#### **Determination of Transfer or Relocation:**

It is important to note that the transfer out WDA will not receive Performance Standard or Common Measure Outcomes for the client. The new WDA will receive the outcomes as they will be the exiting WDA for the client record. Therefore, if a client has completed their WIA program objective, or has notified you of their new location and do not require further WIA or WorkSource services in that area other than employment assistance, then this is a relocation and not a transfer. Job Placement assistance should be given to the client through email or phone contact and well documented in the client file and case notes. If however the client has not completed his program objective, or is in need of additional services from the new location, or that more intensive staff services are needed then you would need to send the new WDA a request to transfer the client to the new location. Upon determination of desired transfer and Program Operator Manager or designee approval proceed as follows:

- Document clients request for transfer. If not in writing then detailed in case notes and SKIES.
- Obtain clients approval to discuss clients information and release of files to new WDA. Document discussion or other source document in case notes and SKIES.

#### **Transferring Out – WIA Case Manager:**

1. Request a transfer to the WDA client is transferring to. Provide information as requested or needed.
2. Upon WDA approval to receive your client transfer provide them copies of documentation in client file and enter your case note.
3. Keep the original file. Your program is still responsible for eligibility determination.
4. In SKIES close all of your WIA services in the Services Plan.
5. DO NOT close the plan.
6. DO NOT exit the participant from the program.
7. You are required to monitor the clients SKIES record until you have verified the transfer has occurred – which is when the new WDA has changed the staff name/office on the Job Seeker – Seeker Program

8. tab **and** has entered a service and actual start date in the Services Plan. Until this is done, the participant is still in your program. Both steps must be completed by the new WDA. If the transfer does not materialize, you must contact the client and determine if you can offer services such as job search assistance or if you should exit the client from WIA and make SKIES entries.
9. Enter a case note in SKIES of the steps you have taken and the new WDA contact information.

Transferring In – WIA Case Manager:

1. Receive a request to transfer from another WDA.
2. WIA is not an entitlement program. Therefore a determination to approve transfer must be made by you and signed by WorkSource Spokane Program Operator Manager or designee. Review the clients: Individual Employment Plan (IEP – Adult/Dislocated Worker) or Individual Service Strategy (ISS - Youth), willingness to participate, client's services are appropriate for the Spokane WDA targets, training clusters, demand decline, employment opportunity, and if the required Performance Standard and Common Measures have been recorded accurately in SKIES, and if funding is available.
3. If transfer IS or IS NOT appropriate the WorkSource Spokane Program Operator Manager or designee must sign all requests.
4. Notify other WDA of decision results and reasoning so they can notify client
5. Enter a case note in SKIES of the process and decision. (Notes should be direct and factual, as the client has the right to view their file at any time).
6. If approved to receive a transfer in, request a complete copy of client file from the other WDA.
7. Review eligibility determination and source documentation by completing SAWDC Eligibility Determination Form and appropriate signatures. You are responsible for eligibility determination if you enroll/transfer in the client. (If client is not eligible at time of enrollment, do not enroll and notify Program Operator Manager and the SAWDC).
8. Develop or update IEP/ISS with client.
9. In SKIES - Job Seeker – Seeker Program change ONLY the staff name/office to yours, and a brief comment regarding the transfer. (Confirm correct program name – if incorrect notify other WDA and Program Operator Manager or designee). (Note - if you have more than one SKIES log in, confirm that you are using the correct one. Incorrect office logon will result in client not reflected on SKIES Reports for correct program)
10. Use the existing Service Plan in SKIES. Confirm other WDA services are closed. If not then notify them so they can close the service. DO NOT make any changes or deletions of other WDA's services.
11. Do NOT begin new services until you confirm the other WDA services have been closed in SKIES.
12. All Performance Outcomes now apply to the WDA who received the client transfer.

Program Operator shall define internal procedures for compliance.

**REFERENCE:**

- Common Measures
- TEGL 17-05
- WIASRD/WISPR