MOU ATTACHMENT C

CROSS REFERRAL AGREEMENT

- 1. The parties agree that each partner shall receive referrals from and make referrals to the SC Works system in accordance with this Cross Referral Agreement.
 - (a) Referral Definition

A referral is defined as a good faith effort by each local SC Works Partner to direct customers to the right service at the right time.

Referrals are made in SC Works Online Services (SCWOS), or if the partner does not have a SCWOS staff account, the Partner Referral Form (Attachments C-1).

Referrals between partners will be counted when a Referral Form is received by any one partner. It will be incumbent on each partner to follow-up with referrals received from other partners, to facilitate each partner's individual intake process.

- 2. Each partner will use the attached referral form or SCWOS Referral in referring individuals for services they are not able to provide. This agreement will be updated to include any necessary performance standards, tracking requirements, etc. as WIOA implementation progresses.
- 3. The parties agree to make discussion of the referral process (for review and enhancement) a permanent agenda item at all regularly scheduled partner meetings, to include:
 - ♦ Provide feedback on the success of cross-referral arrangements;
 - Cross-train their respective staffs;
 - ♦ Consider co-enrollment options and practices;
 - ♦ Consider the effect of cross-referrals on mutual performance expectations; and
 - ♦ Constantly improve the joint delivery of services to customers.

MOU ATTACHMENT C-1

	Last 4 Digits of SS#:	Phone #		
		1 Holle II		
Customer's Name:				
Last	First		MI	
Email:	Alternate Contact In	formation:		
REFERRED FROM:				
AGENCY:				
YOUR NAME & TITLE:				_
YOUR PHONE #:	YOUR EMAIL:			
REFERRED TO:				
AGENCY:	PROGRAM:			
				
NAME & TITLE: DESCRIPTION OF SERVICES If an Employment Assessment and/or Plant		ted at your agency, plo	ease documen	•
NAME & TITLE: DESCRIPTION OF SERVICES If an Employment Assessment and/or Plant	S YOUR CUSTOMER NEEDS: nent and/or Plan has been complet an to bring or take to his/her initia	ted at your agency, plo	ease documen	•
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^{*}ALL PARTNERS WITH SCWOS ACCOUNTS WILL UTILIZE THE REFERRAL SYSTEM IN SCWOS.