

## TANF Policy 14 – Data Entry of Referrals

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Effective July 1, 2008, Employment Connection providers and Keep A Job providers will discontinue using the Program End event in the DOL Internet Report site to indicate a break in service. The Case Close event will be used exclusively.

Employment Connection providers and Keep A Job providers must enter all referrals into the DOL Internet Reporting Site, and in order to work with an individual, the provider must have a current DCISII referral print screen.

90 day look-back – Each time that a vendor receives a referral, they must insure that it is an eligible referral. An eligible referral is a referral that has not been in an active status with another vendor in the last 90 days. When a referral is received, that has been active with another vendor in the last 90 days the referral will be transferred to the previous vendor.

In most cases, with a few exceptions, the provider should be entering all eligible referrals into the DOL Internet Reporting Site.

- When an individual is referred to the provider electronically by the DCIS II system and is not currently active with the provider. The provider should enter a referral event.
- When an individual has been previously referred but never engaged with the provider. At this point, the first referral should have a case closed event associated with it closing the case, allowing the provider to create the second referral event.
- When an individual has been previously referred and engaged with the provider. At this point, the first case should have a case close event associated with it closing the case, allowing the provider to create the second referral event. However, in this situation, given the fact that the individual was engaged, became non-compliant, and a sanction request made, a Cure Sanction Referral would be needed. Under no circumstances should a provider work with an individual who is in a sanction status without receiving a DCISII Cure Sanction Referral. The Cure Sanction Referral is generated by the DSS worker. The provider should not acknowledge a regular referral for the individual.

One exception being, if the client is active with the provider, the referral is not inputted into the DOL Internet Report Site. This would be considered a re-referral.

The other exception is an Inappropriate Referral. Inappropriateness being defined as: 1) being active with another provider, 2) provider receives a regular referral instead of a Cure Sanction Referral, 3) for KAJ, if the client is unemployed or underemployed.

If the provider receives a walk-in, the provider should take the following steps:

1. Provider needs to call the individual's DSS worker in order to determine if the individual is eligible, and to request that a referral be generated. If the DSS worker is not available, call the DSS supervisor.

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2. If the provider is unsuccessful in reaching a DSS staff person, the provider should instruct the individual to go see his/her DSS worker.