

Task:	Programmatic Accessibility: Direct Linkage
Effective Date:	
Description:	<p>Customers have access to on-demand, real-time services in person and via technology at or through the AJC/site/partner/system in compliance with WIOA's "direct linkage" requirement and definition of "access".</p>
Minimum Criteria:	<p>All services are available on demand through a direct connection with the AJC/site/partner system within a reasonable time, either through onsite staff or via technology in real time consistent with the "direct linkage" requirement.</p> <p>To ensure that not all services provided are virtual, at least one (1) WIOA Title IB (Adult, Dislocated Worker, and Youth program) staff member is physically present at the facility at all times or is covered by other required one-stop partner program staff during shift transitions or breaks.</p> <p>Staff members physically present at the AJC/site/partner/system are appropriately trained to provide information about all required one-stop partner programs, services, and activities available at or through the AJC/site/partner/system.</p>
Indicator Demonstrating Requirement is Met:	<p>Staff resource materials include the definition of "direct linkage". Phone, real-time, web-based communications, or other technology is physically present and enables real-time interaction (e.g., via Skype).</p> <p>The AJC/site/partner/system has documented procedures for responding within a reasonable timeframe to demands for services via technology in accordance with direct linkage requirements.</p> <p>The communications technologies used by the AJC/site/partner/system include call logs or other methods of tracking demand for real-time services.</p> <p>The Local Workforce Delivery System Service Matrix indicates WIOA Title IB (Adult, Dislocated Worker, and Youth programs) staff are stationed at the center.</p> <p>Documentation of the AJC/site/partner/system indicates cross-training expectations and a schedule for the cross-training sessions.</p> <p>Documentation of the AJC/site/partner/system indicates in which programs, services, and activities staff and required one-stop partners are trained.</p>

Procedures:

Direct linkage will be provided a variety of ways including the following:

- a. Warm Handoff: Staff will walk the person to the referring agency and conduct personal introduction.
- b. Personal Phone Call: Call between partners introducing the customer and scheduling of a potential initial interview appointment.
- c. Email: Notify the regional contact by providing the customer's name and contact information. Also give customer referring agency information.
- d. Skype/WebEx/Other Technology: Connect client with agency according to agency accessibility.
- e. Other means developed: Partners continually meet to find new ways to meet customer demands.

Each mandated partner will have a direct contact provided which includes name, phone, address, and email.

Each mandated partner, based on the referral process, will respond to an inquiry within 24 hours. If staff are unavailable they will utilize technology to communicate when they will return to the office to contact referrals. If not available within 24 hours, another staff member should contact the referrals and provide services or directly communicate when services will commence.

Documentation will be completed based on the agency making the referral by electronic documentation, case notes, or the appropriate procedure which is normal protocol that the agency uses in daily operations. Call logs, email logs and Networks reports show the usage and real-time demand for services.

Title 1B (adult, DLW and Youth) staff are housed out of each of the AJC's.

Cross training occurs naturally as partner staff are hired and on-boarded to the AJC. Partner meetings are held at each AJC where cross training and information sharing is done. Formal documentation of these meetings is kept by the One Stop Operator. Formal cross trainings have also occurred between programs at the state level, which involves staff from the AJC.