

Program Notice: PN-10

SUBJECT: File Transfer Procedure

EFFECTIVE: 8/1/2023

Background:

The intent of this program notice is to provide guidance on how to transfer Workforce Innovation and Opportunity Act (WIOA) program participants who are relocating to another WorkSource office.

Transfer Procedure:

1. The Initial Office will contact the office the participant would like to be transferred to for services. Verify the Receiving Office is aware the participant is currently enrolled at the Initial Office to ensure they do not complete new enrollment paperwork.
2. Discuss participant's career goals to determine whether the Receiving Office is willing to provide services. If it is determined the participant will be transferred, either mail the participant's hard file (make a copy of the file for the local office) or advise the receiving office that all documentation is maintained electronically in the Management Information System (MIS), or email documents via a secure email.
3. Initial Office program staff will close all active program services, Individual Participant Plan (IPP), and take a Miscellaneous Exit Outcome in the Management Information System (MIS), and will document in case notes that the file was transferred to another office, per the participant's request, document the date of the transfer, name of new office and staff they are being transferred to and any discussions surrounding service delivery.
4. Receiving Office Staff with Department Head Access will need to transfer the participant to the new office in the MIS.
5. The Receiving Office will open a new program enrollment service in MIS. All enrollment touchpoints and case notes will need to be entered follow the receiving office's local process.
6. Receiving Office staff will document in MIS case notes that the file was transferred from another office at the participant's request, the date of service shall be documented and shall be the same as the exit date from the Initial Office
7. Initial Office program staff will check MIS to ensure the Receiving Office has reassigned participant to their WorkSource office and opened program services.
8. Retention services will be provided by the receiving office (if applicable).