

Proposed Quality Job Referral Procedure

When Job Order is Received	
1	When a new job order is received, WS staff may conduct a match in SKIES and initiates calls or letters to applicants who meet requirements, to arrange referrals in a timely manner.
2	When there are insufficient seekers in SKIES, WS staff recruits and initiates SKIES record (Contact information, work history, desired job, Assessment, etc.) to ensure accuracy of seeker record.
Prior to Making Referral	
1	While the job seeker is present, WS staff creates or reviews and updates SKIES record (Contact information, work history, desired job, Assessment, etc.) to ensure accuracy of seeker record.
2	If the job seeker has the application materials indicated in the job order, WS staff asks questions to assess whether job seeker clearly and fully meets the requirements of the job (Never make referrals because of pressure exerted by an applicant.)
3	WS staff ensures all job requirements are clearly indicated in the resume and/or application materials.
4	WS staff proofreads resume/application to ensure it is free from typos and makes recommendations for improvement (where appropriate.)
5	When the application/resume is incomplete, WS staff sends job seeker to Resource Room or home to update/complete application materials.
6	When the application/resume is incomplete, WS staff enters reserve referral.
Making the Referral	
1	After determining that seeker meets requirements, WS staff refers applicant to the next step in referral process, explains special instructions, provides referral card, puts resume in SKIES and asks seeker to follow-up with results.
No Referral is Made	
1	WS staff explains that skills and abilities do not match position or meet requirements for a referral.
2	If the job seeker does not meet the employers requirements, WS staff conducts a match in SKIES and refers them to other more appropriate jobs.
3	If the job seeker has not been successful after prior referrals, WS staff discusses job search results and recommends appropriate workshops to enhance resume or interview skills (if necessary) and documents in SKIES.
4	WS staff assesses if a skill gap exists, refers to training or other appropriate partner resources, and documents in SKIES.
Quality Control Process	
1	WS staff receives and reviews completed documents (application packet) to confirm applicant is qualified and quality of application materials (missing blanks, sloppiness.)
2	WS staff forwards "quality" application packet to employer
3	WS staff flags and returns inadequate materials to supervisor to discuss with

	appropriate staff.
	Follow-up
1	WS staff follows-up with employer 5 days after placement and then 30 days after placement
2	WS staff documents placement information in SKIES

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