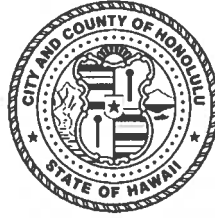


OAHU WORKFORCE DEVELOPMENT BOARD
CITY AND COUNTY OF HONOLULU

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March 13, 2026

**OAHU WORKFORCE DEVELOPMENT BOARD
WORKFORCE INNOVATION AND OPPORTUNITY ACT
POLICY # 01-26**

SUBJECT: Reverse Referrals

PURPOSE:

The purpose of this policy is to establish procedures for employers, training providers, and community partners to refer individuals to Workforce Innovation and Opportunity Act (WIOA) programs when those individuals may benefit from workforce services such as training assistance, supportive services, or employment services.

Reverse referrals help strengthen collaboration between businesses, training institutions, and the public workforce system while ensuring individuals have access to appropriate workforce development resources.

POLICY:

The American Job Center encourages employers, training providers, and community organizations to refer individuals who may benefit from workforce services funded under the Workforce Innovation and Opportunity Act.

Reverse referrals allow businesses and training providers to connect individuals to workforce programs when participants require services such as:

- Career counseling
- Skills training
- Individual Training Accounts
- Career Services
- On-the-job training
- Supportive services
- Job placement assistance

These referrals support the workforce system's goal of connecting job seekers with employment opportunities and career pathways.

The following entities may submit reverse referrals to WIOA programs:

Employers may refer individuals such as:

- Incumbent workers needing skills upgrades
- Workers facing layoffs
- Applicants who need training before hire
- Employees participating in work-based training

Training providers may refer individuals such as:

- Students needing financial assistance for training
- Individuals who may qualify for Individual Training Accounts (ITAs)
- Students requiring employment services
- Individuals completing training who need job placement support

Referral Process:

Step 1: Identification

Employers or training providers identify an individual who may benefit from WIOA-funded services.

Step 2: Referral Submission

The referring organization may submit a referral to the local American Job Center through:

- Reverse referral form
- Email submission
- Workforce case management system referral
- Direct introduction to workforce staff

The referral should include basic information such as:

- Participant name and contact information
- Employment or training status
- Type of assistance needed
- Referring organization contact information

Step 3: Workforce Program Contact

Upon receipt of the referral, workforce staff will contact the individual within **5 business days** to:

- Provide information about available services
- Schedule an intake appointment
- Conduct eligibility screening for WIOA programs

Step 4: Eligibility Determination

A referral does not guarantee enrollment into WIOA programs. Workforce staff must determine eligibility based on federal and local program requirements for programs including:

- WIOA Adult
- WIOA Dislocated Worker
- WIOA Youth

Eligibility will be documented according to applicable federal, state, and local policies.

Step 5: Roles and Responsibilities

Employers

- Identify individuals who may benefit from workforce services
- Submit referrals to the American Job Center
- Coordinate with workforce staff on employment opportunities

Training Providers

- Refer students or trainees needing workforce services
- Coordinate with workforce staff regarding training outcomes
- Support placement efforts where applicable

Workforce Staff

- Receive and review reverse referrals
- Contact referred individuals promptly
- Conduct eligibility determination and service enrollment where appropriate

Step 6: Documentation and Tracking

All reverse referrals will be documented in the workforce case management system to track:

- Number of referrals received
- Referral sources
- Enrollment outcomes
- Employment or training outcomes

Step 7: Confidentiality

Participant information will be handled in accordance with applicable federal, state, and local privacy laws and workforce system policies. Participant consent may be required before sharing information between organizations.

ACTION:

This policy is effective immediately and remains in effect until such time that amendments to this policy are made or a new policy is issued.

INQUIRIES:

For inquiries regarding this policy, please get in touch with Harrison Kuranishi, Executive Director of the Oahu Workforce Development Board, at 808-768-7790 or h.kuranishi@honolulu.gov.



Harrison Kuranishi
Executive Director