Automated Referral System Help Sheet 1
Creating a Referral

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The Automated Referral System

The Automated Referral System (ARS) is a web-based application created by the Research and Statistics Unit at LA County’s Workforce Development, Aging and Community Services. The ARS is designed to automate referrals from partner County departments to the America’s Job Centers of California (AJCC) throughout Los Angeles County. It provides a simple online application to create a referral and a method for AJCC staff members to confirm that the referral has been received and note if the referred individual has been enrolled in a workforce program at an AJCC.

The ARS consists of three basic steps:

1. **Referral Creation** - A County staff member creates a referral online.
2. **Referral Assignment** - The appropriate WDACS staff member assigns the referral to the nearest (or most convenient) AJCC to the individual.
3. **Workforce Program Confirmation** - An AJCC staff member meets with the individual and enters workforce program enrollment information.

Creating a Referral

This Help Sheet will walk through the general method for creating an online referral using the ARS, as well as viewing its progress.

*Please note that different programs will have varying fields or requirements that are not detailed here. If needed, refer to specific instructions provided regarding your particular referral program.*

1. Log into the ARS using the credentials you were provided. The URL is:

   https://referral.wdacs.lacounty.gov
2. Click the **Referrals** tab towards the top right corner of the page:

In the example screenshot above, the user has the ability to create referrals for the INVEST program, as noted by the button towards the top left.

3. Click the button for the Program you wish to create a referral for:

4. Click the **Create New Referral** button:
6. Enter the individual’s information into the Referral Application:

Red asterisks (*) next to fields mean that they are required. You **must** complete these fields in order to submit the referral.

7. Once you have entered all available information, click on the **Attachments** button towards the bottom right the Referral Application, to upload a signed **Consent and Release Form**:

8. Click **Choose File** to locate and select the **Consent and Release Form**, then select the correct **Document Type** in the field provided.
9. Click **Attach this Document** and you should see the document you attached listed under your **Current Attachments**:

![Current Attachments](image)

**IMPORTANT!** Please note that a signed **Consent and Release Form** is required, in order to submit a referral.

10. Repeat Step 9 if you wish to attach additional documents. Otherwise, click **Back to Referral**.

11. Review all the information you have entered into the Referral Application and click **Submit** to submit the referral.

![Submit](image)

12. You will receive the following dialogue box, alerting you that submission may take a few seconds. Click **OK** to complete the referral submission:

![Confirmation](image)

13. If any information is missing or incorrect, you will receive a message asking you to complete or correct the field(s). Otherwise, you will see the following confirmation at the top of the page:

![Confirmation](image)
14. Click the **Cancel** button to go back to your referral list and confirm that your most recently submitted referral is listed under the **Pending Site Assignment** section:

![Pending Site Assignment](image)

15. The list always defaults to the most recent Referral Date, but you can click a heading under any of the referral list sections, in order to sort by that data item.

![Click any of the headings to sort by that field.](image)

You have created and submitted your online referral!

The referral will be received by WDACS and assigned to the appropriate AJCC by a WDACS staff member.

**Forms**

The **Consent and Release Form** can be downloaded in the **Forms** tab within the ARS, along with any other documents that may be required for your particular program:

![Forms](image)

Click **View File** to download a PDF version of form you need to sign and upload.
How to View Status of a Submitted Referral

As a referrer, you will receive an automated email once a referred individual’s workforce enrollment has been entered by the AJCC. You can then log into the ARS to view the workforce information.

However, even before you receive the automated email, you can track the progress of the referral.

After logging in to the ARS, select the appropriate Program and you should see your referral list. The top section, **Pending Site Assignment**, displays all your referrals that have NOT yet been assigned to an AJCC.

The sections below Pending Site Assignment will display individual AJCCs, and your referrals that have been assigned to those AJCCs:

Below are some tips regarding the columns and values found in your referral list:

- **Enrolled in WIOA** – This column indicates whether the referral has been completely processed. If a Y or N is displayed for a referral, it means the referral process loop has been completed. If the column does not have a value displayed, it means the AJCC needs to take further action regarding the referral.

- **Edit link** – If there is a Y or N value under the **Enrolled in WIOA** column, click the Edit link to view the Referral Application you completed, as well as the Workforce Enrollment Information entered by the AJCC.

- **Appointments** – This column indicates whether an appointment has been scheduled for the individual. If ‘No Appointment’ is displayed, this means it is a new referral that requires further action by the AJCC. If you see the ‘Appointment Scheduled’ or ‘Multiple Appointments Scheduled’ links, the AJCC has scheduled an appointment with the referred individual and you can click those words to view details of the appointments.