

DESK AID
REFERRALS TO BLIND ADS AND ALL INFORMATION
WALK-INS, TELEPHONE AND INTERNET CUSTOMERS

Review applicants OJL account for completion

- Click Work History. Check and update work history to include last 5 years. Explain gaps in client notes.
- Click Client Notes. Ensure data validation related to legal age, eligibility to work in the US and selective service registration is documented. Data validation does not apply to internet referrals.
- Click Job Referrals. Review number of referrals. If excessive, discuss with client and refer to Skills Unit.
- Click Objective under Client Resume section to ensure a searchable objective is present. Create or update as needed.
- Review Program Registrations to ensure an Open Enrollment.

Review job order with applicant

- Review Job Title
- Review Description and Duties of Job
- Review Specific Skill Requirements and Essential Job Functions
- Determine the disclosure level of the job order before discussing name of company or referral instructions.
- Inform applicant of Job Information:
 - Salary
 - Job Location
 - Type of Employment
 - Shift
 - Hours per week
 - When position will be available
 - Education Requirement
 - Experience Required
 - Licensing or certification requirements

Referral of Walk-in, Telephone or Internet Customer

- Determine if the customer meets the minimum requirements set forth by the employer. If minimum requirements are not met, do not refer.
- Scroll to bottom of job order page to “**How to Apply for This Position**”.
- Provide the customer with the employer’s contact information.
- Click on “**Make Referral**” button.
- Confirm Social Security Number and applicant name are correct on screen.
- Update the referral letter displayed on the screen as needed.
- Print the letter and give to customer. When referral method is by phone, fax or email and employer doesn’t require the referral letter, provide customer with employer contact information.

Walk-In customers will be serviced via the Request for Referral Form. Telephone customers will be provided referral information over the phone. Internet referral requests will be serviced via e-mail, phone or letter.