

**Southern Nevada Workforce Investment Board
General Policy & Procedure
CHANGE OF SERVICE PROVIDER**

EFFECTIVE DATE: July 11, 2003

NUMBER: 5.10

AUTHORIZATION: SNWIB Manager

BACKGROUND:

The Workforce Investment Act (WIA) was signed into effect on August 7, 1998. The WIA establishes criteria for Federal job training programs, creates a comprehensive workforce investment system and establishes for each state a local workforce investment board. Sections 129 (c)(3)(A)(i) and 134 (d)(2)(B) of the WIA required that information be made available, through the One-Stop Delivery System, of the providers of services available under the Workforce Investment Act.

In some cases, clients may review the list of contracted service providers, and request a change from their current service provider to another service provider whom the client feels would be more suitable to their needs. Other situations may require the SNWIB to initiate client transfers.

I. JUSTIFICATION FOR CHANGE OF SERVICE PROVIDER

- A. Typically, there are three situations which initiate the transfer of clients from one service provider to another:
1. Client requests transfer.
 2. SNWIB initiates transfer to ensure continuation of client services following the exhaustion of service provider funding.
 3. SNWIB initiates transfer to ensure continuation of client services following the closeout of service provider contract.

II. CLIENT REQUEST FOR CHANGE OF SERVICE PROVIDER

In order for a client to request a change of service provider, the following procedure will apply:

- A. The client should contact the current service provider they would like their file transferred from. The current service provider needs to obtain a written statement from the client requesting the file transfer. This letter must include:
1. Client name
 2. Client Social Security Number
 3. Date of request
 4. Name of current Service Provider
 5. Name of new Service Provider
 6. Specific reason for the transfer

7. Client Contact Information (phone number preferred)
 8. Client signature
- B. The current service provider must time and date stamp the client transfer request immediately upon receipt. The current service provider will then have **two (2) working days** to then forward the request to the MIS Department of SNWIB with a copy of the case manager file.
 - C. Upon receipt of the request and case file, the MIS Department will change the service provider code in the client tracking system. The MIS Department will have **3 working days** from receipt of the file to complete the record change and contact the new service provider to advise them of the client's registration status. **Services can begin at this time.**
 - D. The new service provider will have **3 working days** from the date of notification by the MIS Department of file availability to retrieve the client file from the SNWIB.
 - E. Upon receipt, the new service provider shall review the file. If the new service provider finds reason not to accept the client, they must notify the SNWIB MIS Department in writing (to include justification for such refusal) within **2 working days**. Non-notification to the SNWIB of refusal within 2 working days will automatically constitute file acceptance.
 - F. Should a client be denied their request for a change of service provider, the SNWIB will return the file to the original service provider within **2 working days**, who will advise the client that their request for transfer will not be honored.

III. **GENERAL PROVISIONS FOR SNWIB INITIATED CLIENT TRANSFERS**

- A. In the situation where client files must be transferred due to a service provider's inability to provide services for reasons of funding exhaustion or contract close-out, the SNWIB will initiate the client transfer process (refer to SNWIB Policy 5.9, "Contract Close-out").
- B. The SNWIB MIS Department will coordinate with the current service provider to complete the client transfer. The current service provider must prepare a listing of files being transferred, to include status of outstanding financial obligations for services provided to the client.
- C. Upon receipt, the SNWIB will have **two weeks** to determine the most appropriate service provider(s) to receive the file transfers, and contact the new service provider(s) to discuss the transfer and ensure that the new service provider has the capacity to continue services to these clients.
- D. Upon receipt, the new service provider shall review the client file and attempt to contact the client. If the new service provider finds reason not to accept the client, they must notify the SNWIB MIS Department in writing (to include justification for such refusal). The deadline for advising the SNWIB of acceptance/refusal of client transfers will be negotiated between the SNWIB and the new service provider prior to the records being transferred. Requests for extension of this deadline shall be submitted to the SNWIB MIS Department, who will determine

if the extension is necessary and reasonable. Non-notification to the SNWIB of refusal within 5 working days will automatically constitute file acceptance.

IV. **GENERAL PROVISIONS FOR FINANCIAL OBLIGATIONS**

Each service provider will be responsible for any financial obligations incurred while the client was receiving services from their agency. In the case where the service provider is no longer in business, funds must be returned to the SNWIB for redistribution to the new service provider in order to cover any outstanding obligations for client services.