

THE STAR SYSTEM

The STAR system is a new referral system for all six counties in the Northern Panhandle: Hancock, Brooke, Ohio, Marshall, Wetzel, and Tyler. STAR stands for Services, Training, and Referrals.

The purpose of this system is to create referrals regionwide to help all our clients be aware of all the services that may be available to help them with any needs they may have.

The STAR system has KIOSKS located at 11 locations throughout the region. Those locations are:

Weirton:

Change, Inc.

American Job Center

DRS (Division of Rehabilitation Services)

DHHR (Dept. of Health and Human Services)

Wheeling:

American Job Center

DRS (Division of Rehabilitation Services)

DHHR (Dept. of Health and Human Services)

Wheeling Health Right

Wheeling VET Center (In Bethlehem)

Helping Heroes

New Martinsville:

DHHR (Dept. of Health and Human Services)

Clients will be advised by each of these agencies/locations that the KIOSK is there, and they should feel free to use it.

It will be explained to the Client by that agency what it is for. The client will fill in information on the screen, name, address, phone number and email address. They will answer a series of 12 questions. Once all the questions have been completed, the Client will receive an instantaneous email listing all the agencies in the Region that can help them. Each agency will have a contact name and number listed for the Client to call or email.

Also, the agencies listed in the Clients email will receive an instantaneous email with the Clients contact information and will need to contact the Client and offer to help them.

Not all agencies will have a KIOSK but are still in the system, set up with contact information, etc. However, we will have a Poster/Flyer at some agencies that will have a QR Code that the Client can use to access the STAR system.

We really believe that this system will be very helpful to ensure that all our clients get all the services they need!!!

We are very excited about the system and helping all Clients.

We appreciate the involvement of all the agencies and staff in the system in whatever capacity they are serving and look forward to working closely with them.

If you are a client and you wish to use the STAR System, you can go to any of the locations where the KIOSKS are located, or you can use the QR Code at other various agencies. You can also use the QR Code located on our FACEBOOK page or here on our WEBSITE.

IF ANYONE HAS ANY QUESTIONS REGARDING THE START SYSTEM, PLEASE CALL GENA AT THE NPWDB INC OFFICE AT 304-231-1170 OR EMAIL HER AT gsaffell@npworkforcewv.org.

