



LOS ANGELES COUNTY

WIA Adult, Dislocated Workers and Youth Program **DIRECTIVE**

NUMBER: LACOD-WIAD08-10

SUBJECT: Supportive Services

DATE: 03/17/08

EFFECTIVE DATE: 03/17/08

Page 1 of 5

OVERVIEW:

The Los Angeles County Local Workforce Investment Area (LWIA) encourages the provision of supportive services to WIA participants to the extent that they are necessary to promote participants' completion of services and/or training leading to employment or other planned outcomes. WorkSource Center contractors and Youth Program service providers have considerable discretion as to the amount of funds and length of time they devote to a participant's supportive services, as long as an assessment of need for such services has been documented.

Purpose:

This directive provides direction to County Workforce Investment Act (WIA) program contractors on the County's policy, along with related procedural information, concerning the provision of supportive services to individuals enrolled in WIA Title I Adult, Dislocated Worker, and Youth programs.

Scope:

This policy is intended to ensure that the County's WIA Program Contractors make available and otherwise coordinate support services to promote the ability of job seekers and youth enrollees to participate in WIA services. This policy does not establish limits on the amount or duration of funds for support services. Such limits may be imposed by providers in accordance with their agencies' written policies and procedures, within parameters described herein. Furthermore, participation in WIA shall not be construed to provide any individual with an entitlement to supportive services. A 30-day comment period was initiated, during which time the policy was transmitted in draft form to system stakeholders and a WIA Contractors' Forum was held to discuss the policy.

Effective Date:

This directive is effective on the date of its issuance.

Definitions:

Section 101 (46) of the Workforce Investment Act of 1998 provides the following definition of supportive services:

“The term “supportive services” means such services as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in such activities authorized under this title, consistent with provisions of this title.”

For the purposes of the policy and its application to the County’s WIA program, supportive services are specific services for WIA-enrolled participants (which they cannot afford to pay for) that enabled them to participate in authorized WIA activities (including the 10 required WIA Elements for Youth Programs). Such services include, but are not limited to:

- ❖ Transportation: Expenses for commuting to and from WIA activities such as public transportation fare, carpool arrangement or gas for personal auto.
- ❖ Child or dependent care
- ❖ Housing: Temporary shelter, housing assistance and referral services.
- ❖ Clothing: Uniforms or clothing that is adequate to meet the requirements of training, other WIA activities or the workplace.
- ❖ Specialized Counseling: Such services may include counseling focused on academic support, substance abuse issues, financial planning and management, drop out prevention, parenting skills, etc.
- ❖ Health Services: Referrals to community medical and mental health providers.
- ❖ Other Services: Other support items that are needed to enable participation in WIA activities and employment. These include, but are not limited to: tools, eye glasses and protective eye wear, and assistive devices for persons with disabilities.

References:

- ❖ WIA 101 (46) –*Definitions – Supportive Services*
- ❖ WIA 129(a)(5) – *Use of funds for Youth Activities; Purposes; Incentives*

- ❖ WIA 129(c)(2)(G) - *Youth Program Elements*
- ❖ WIA 134 (d)(2)(H) – *Core Services: Required Information on Supportive Services*
- ❖ WIA 134(e)(2) & (3) – *Supportive Services (Adults and Dislocated Workers)*
- ❖ Title 20 CFR 663.800 – *What are supportive services for adults and dislocated services?*
- ❖ Title 20 CFR 663.805 – *When may supportive services be provided to participants?*
- ❖ Title 20 CFR 664.440 – *What are supportive services for youth?*

BACKGROUND:

Supportive services for adults and dislocated workers are defined at WIA sections 101(46) and 134(e)(2) and (3). They include services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under WIA title I. Local Boards, in consultation with the one-stop partners and other community service providers, are required to develop policies on supportive services that ensures resource and service coordination in the local area. Such policies are intended to address procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources. The provision of accurate information about the availability of supportive services in the local area, as well as referral to such activities, is one of the core services that must be available to adults and dislocated workers through the One-Stop delivery system.

Supportive services for youth, as defined in WIA section 101(46), may consist of a variety of services including: linkages to community services; assistance with transportation; assistance with child care and dependent care; assistance with housing; referrals to medical services; and assistance with uniforms or other appropriate work attire and work-related tools.

POLICY/PROCEDURES:

The County has established the following policies and procedures for supportive services under WIA.

Policy:

It is the policy of the Los Angeles County Workforce Investment Area that similarly situated participants have access to and receive similar support services. The provision of supportive services to WIA participants shall be customer-driven and based on an individual assessment conducted as part of the employment/services planning process. Pursuant to this policy, the following requirements also apply:

1. Supportive services may only be provided to individuals who are:
 - ❖ adults and dislocated workers who are enrolled and participating in WIA core, intensive or training services and WIA-enrolled youth participants; and that are
 - ❖ unable to obtain such supportive services through other programs providing such services.
2. Supportive services may only be provided when they are necessary to enable individuals to participate in Title I activities.
3. The provision of accurate information about the availability of supportive services in the Los Angeles County Local Workforce Investment Area, as well as referral to such services, is a required core service that must be in place at all County-funded WorkSource Centers.
4. Incentives may be paid to WIA Youth participants (in cash or a cash-valued certificate/card) based on attendance, successful performance or completion of a WIA activity that leads to attainment of a goal as identified in the participant's Individual Service Strategy. Such payments are intended to provide participant's with: 1) an incentive to remain in the activity; and/or 2) with a reward for good performance.
5. Supportive services may be received throughout the period that the participant is enrolled in WIA and up to a maximum of 12 months after exiting.

Procedures:

WIA contactors must adopt and implement procedures to implement the above-described policy, which will include, but not necessarily be limited to the following:

1. A process to identify the needs of WIA-enrolled individuals for supportive services to enable their participation in program activities;
2. A process to identify non-WIA resources that may be available within the local area.
3. A process to refer participants to support services.
4. Processes for accurately recording the provision of WIA-funded supportive services and the referral of participants to non-WIA-funded supportive services.

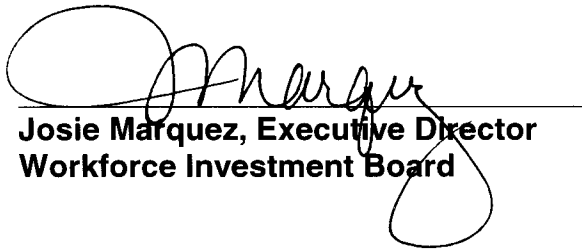
In addition, WIA contractors may set limits on the amount and duration of supportive services funds provided to any one participant. Any such policy must not restrict the ability of participants (for whom a need has been determined) to access support services within the established limits.

ACTION:

Los Angeles County WIA contractors should ensure that the policies and procedures described herein are communicated throughout the operations management and governance structure of the contractor organization and that this Directive is appropriately maintained until further notice.

INQUIRIES:

Inquiries regarding this directive and the policies and procedures described herein should be directed to Maggie Mireles at (213) 738-2198 or Robert Brieff at (213) 351-8924 or rbrieff@css.lacounty.gov.



**Josie Marquez, Executive Director
Workforce Investment Board**