COUNTY OF LOS ANGELES

WIOA ADULT, DISLOCATED WORKER, and YOUTH PROGRAMS DIRECTIVE

NUMBER: **WIOA D16-01**	SUBJECT: **Non-Custodial Parent Referral Program Procedures**
DATE: **June 30, 2016**	EFFECTIVE DATE: **July 01, 2016**

TO: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ADULT, DISLOCATED WORKER, AND YOUTH PROVIDERS

PURPOSE:
Community and Senior Services (CSS) and Child Support Services Department (CSSD) have collaborated to create a referral program in order to help remove barriers faced by Non-Custodial Parents (NCPs). One of the barriers faced by NCPs that owe outstanding child support obligations is the suspension and revocation of State licenses such as driver's licenses and other professional licenses. Most jobs in California require proof of a current and active driver's license, or professional license, if applicable, thus NCPs that have had their license suspended or revoked have a hard time obtaining a job, making it difficult to make child support payments.

WIOA enrollment of NCPs through our America's Job Centers of California (AJCC) system can remove this barrier. If enrolled in WIOA through this partnership, NCPs that productively participate in services may have their license(s) re-instated, giving them a better chance at obtaining employment and to remain gainfully employed, which will also allow them to get on a support payment plan, becoming compliant with child support payments.

BACKGROUND:
CSSD is charged with establishing and enforcing support orders in accordance with *Title IV-D of the Social Security Act of 1975.* The State License Suspension and Revocation Program, also known as the State Licensing Match System (SLMS), is used to collect payments towards support orders. When a NCP does not pay support as ordered, the California Department of Child Support Services is required to report the NCP to California licensing boards. The State of California will deny permanent state-issued driver, business and professional licenses (for example: cosmetologist, contractor, doctor, teacher, attorney) to NCPs who owe arrears and apply for a license or a renewal.

CSSD and CSS have agreed through a Memorandum of Understanding (MOU) that

NCPs referred to AJCCs that enroll in a WIOA program and who actively engage successfully in WIOA services will have their licenses conditionally released and potentially reestablished, if the NCP gets on a payment plan and honors the plan.

SCOPE:
The NCP referral process can occur in two ways (1) direct referrals from CSSD to AJCCs via CSS or through participant walk-in referrals **or** (2) reverse referrals from AJCCs to CSSD via CSS. The NCP referral process shall be conducted as follows:

1. **Direct Referrals Received from CSSD or Participant Walk-Ins**: CSSD will provide CSS, via email at NCPAJCC@css.lacounty.gov, with a completed *America's Job Center of California (AJCC) Participant Referral Form* (Attachment A) to identity NCP(s) as a candidate(s) for referral under this program.

    a. CSS will distribute the *America's Job Center of California (AJCC) Participant Referral Form* (Attachment A), along with the *America's Job Center of California (AJCC) Non-Custodial Parent (NCP) Participant Form* (Attachment B) and the *Non-Custodial Parent (NCP) Consent and Release Agreement* (Attachment C) via email from the email address noted above to an AJCC based on geographic proximity to NCP's residential address **or** based on NCP's choice. These emails will be directed to the AJCCs' designated NCP liaison and alternate liaison. **Please note that it is possible that a NCP may show up to an AJCC prior to the distribution of the referral from CSS, as they will be provided a hard copy of the referral by CSSD. NCPs referred to the AJCC shall not be turned away under any circumstance. This does not mean that the Participant must be enrolled if not ready or willing to do so, but rather, they must be provided the opportunity to begin participating in Basic Career Services at the AJCC.**

    b. AJCC NCP liaisons or alternate liaisons shall confirm receipt of direct referrals, both those received via email from CSS **and** those received directly from the individual, by informing CSS, via email at NCPAJCC@css.lacounty.gov, immediately but no later than two (2) business days of receiving the referral. The Participant must be contacted for an appointment no later than two (2) business days after receipt of the referral.

    c. If the NCP has enrolled in a WIOA program, the AJCC NCP liaison or alternate liaison must email the completed *America's Job Center of*

California (AJCC) Non-Custodial Parent (NCP) Participant Form (Attachment B) and a completed *Non-Custodial Parent Consent and Release Agreement* (Attachment C) to CSS at NCPAJCC@css.lacounty.gov within three (3) business days of enrollment in WIOA. However, if the NCP declines to enroll in a WIOA program, then only an *America's Job Center of California (AJCC) Non-Custodial Parent (NCP) Participant Form* (Attachment B) needs to be completed and returned.

2. **Reverse Referrals from AJCCs**: AJCCs shall identify any NCP individuals that have had their license(s) revoked or suspended, who are already enrolled in WIOA and are successfully participating in services at the AJCC, and refer them to CSSD via CSS. It is crucial that it is explained to the NCP that they are going to be enrolled in the NCP referral program and that this is being done in order to help them in re-instating their license(s), getting them back on track with child support payments, and to help them in obtaining a job.

    a. The NCP liaison or alternate liaison shall fill out the *Non-Custodial Parent Reverse Referral Form* (Attachment E) and the *Non-Custodial Parent Consent and Release Agreement* (Attachment C) and send the completed forms to CSS at NCPAJCC@CSS.lacounty.gov.

    b. CSS will confirm receipt of reverse referrals received from AJCCs and provide CSSD with those referrals.

    c. CSSD will report/communicate results of these referrals to CSS and CSS will in turn forward the results to the applicable AJCC.

In addition to the above referral processes, AJCCs shall provide CSS, on a monthly basis on the 5th day of the month, following the report month, an update on all NCPs by providing a completed *Non-Custodial Parent Referral Program Outcome Tracking Form (Attachment D)*. This form shall be completed at the 30 day, 60 day, and 90 day point after the NCP's WIOA Program Participation date. NCPs that have dropped out of the program, or have completed WIOA services, will only need to be reported for the periods in which they are still in the program.

CSS will provide CSSD with a monthly aggregated report from data compiled from the monthly progress reports and share the report with the AJCCs.

ACTIONS:
Copies of completed forms shall be maintained in the NCP participant case file.

AJCCs shall inform all direct services staff and partner agency staff that operate in the AJCC about the NCP referral program by explaining the benefits of participation in this program. Cross-training of all staff and partners is critical to ensure that NCPs referred under this program are appropriately served at the AJCC. It is unacceptable to turn away any NCP referred to the AJCC under any circumstances.

AJCCs are to ensure that the NCP liaison and alternate liaison contact information remains current and updated at all times and shall inform CSS of any changes immediately by emailing a completed *Los Angeles County America's Job Centers of California (AJCC) Non-Custodial Parent (NCP) Referral Program Liaison & Alternate Contact Information Form* (Attachment F) to NCPAJCC@css.lacounty.gov.

AJCCs shall implement the procedures described in this directive to ensure that the Non-Custodial Parent referral program is effective and successful.

INQUIRIES:
If you have any questions or concerns regarding this directive, please email us at: NCPAJCC@css.lacounty.gov.

Thank you,

Josie Marquez, Assistant Director
Workforce and Community Services Branch

Attachments:

A. America's Job Center of California (AJCC) Participant Referral Form
B. America's Job Center of California (AJCC) Non-Custodial Parent (NCP) Participant Form
C. Non-Custodial Parent (NCP) Consent and Release Agreement
D. Non-Custodial Parent (NCP) Referral Program Outcome Tracking Form
E. Non-Custodial Parent America's Job Center of California (AJCC) Reverse Referral Form
F. Los Angeles County America's Job Center of California (AJCC) Non-Custodial Parent (NCP) Referral Program Liaison & Alternate Contact Information Form