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Paper**

The Workforce Investment Act:
The Law and its Implications for
Battered Women and Their Advocates

Robin Hammeal-Urban

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by
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About the New England Network on Domestic Violence and Poverty

The New England Network on Domestic Violence and Poverty serves as a catalyst for the development of comprehensive policies to address domestic violence and poverty. Staff develop materials that provide information and analysis to domestic violence coalitions and anti-poverty advocates around the country. The Network is part of *Building Comprehensive Solutions to Domestic Violence*, a national multi-year initiative funded by The Ford Foundation. Greater Hartford Legal Assistance, Inc., leads the Network in collaboration with the National Resource Center on Domestic Violence.

The Workforce Investment Act: The Law and its Implications for Battered Women and Their Advocates

Introduction

Battered women¹ and their children need many things to be safe and economically self-sufficient. One element may be a job that pays enough for a battered woman to support herself and her children. A goal of the new Workforce Investment Act (WIA) is to help people get jobs that provide enough income and benefits to live on. WIA requires the government to provide people with job training and related services. Because WIA is new, it is still unclear how it will be implemented at the state and local level. We don't know yet how all the services under WIA will be defined.

This paper provides basic information about the Workforce Investment Act, implications for battered women, and potential implementation issues. This paper does *not* provide all the information advocates will need in order to do effective advocacy. Advocates should seek to work with others who have a wealth of information and experience with job training programs. (Some of these allies are listed below in the section on implementation issues.)

Overview of the Workforce Investment Act

The Law

Name:	Workforce Investment Act of 1998 (The Act is commonly referred to as WIA.)
When Passed:	August 7, 1998
Effective Date:	July 1, 2000
Purpose of the Act:	WIA states three purposes: (1) to improve the quality of the workforce, (2) to reduce welfare dependency, and (3) to enhance the productivity and competitiveness of the Nation. ²
General Description:	A wide range of services and programs can be made available under WIA. These include job skill assessment, job search assistance, career planning, case management, job training, and entrepreneurial training. WIA establishes a <i>one-stop delivery system</i> for adults and youth. ³ This means that the full range of WIA services should be offered regardless of where a person seeks job training or other WIA services. WIA replaces the Job Training Partnership Act (JTPA) and makes some significant changes in the way job training and related services are offered. ⁴

Implementation

Process:

Once a state develops an approved plan for providing WIA services, the federal Department of Labor gives funds to the governor of the state. The governor then distributes the funds to *Local Workforce Investment Boards*, which are responsible for implementing services at the local level. WIA places certain requirements on states and the Local Workforce Investment Boards, but gives them a lot of discretion in designing their one-stop delivery systems.

State and Local Plans

To get federal WIA funds, a state must submit a five-year plan to the federal Department of Labor. The state plan must describe, among other things, the current and projected employment opportunities in the state, job skills needed to obtain employment, and the current availability of what is referred to as "workforce investment activities" in the State. "Workforce investment activities" refers to a broad category of activities that enhance the abilities of the workforce, such as job training, employment or youth activities, assessment of job skills, career counseling, adult education and literacy, and case management. (Many of these activities are the same services that are provided under WIA.) The state plan must prioritize job training services for certain groups of people including displaced homemakers; low-income people, including those on welfare; and those with multiple barriers to employment.

The state plan is developed by the State Workforce Investment Board, which is composed of the Governor, other elected officials, and business owners and representatives. In addition to developing the state plan, the State Workforce Investment Board is charged with overseeing the continuous improvement of the statewide system of workforce investment activities.

The state plan designates *local workforce investment areas*. Each of these local areas develops its own local plan to deliver services. Like the state plans, local plans are for five years. Local plans are developed by the Local Workforce Investment Board. The local board is composed of business owners and leaders, representatives from educational institutions, school board representatives, and others. A subgroup of the local board is the *Youth Council*, which is responsible for coordinating and developing services for youth. Youth services are available for people between the ages of 14 and 21. There are a number of requirements for the local plan, such as identifying available jobs in the local area and the skills needed to get those jobs, and describing the local one-stop delivery system. In addition, the local plan must be consistent with the state plan.

Both the state plan and the local plan must be made available to the public for review and comment before the plans are finalized. Although the state plan is a five-year plan, it can be modified "as necessary" during the five-year period.⁵

Services For Adults

Delivered Through a One-Stop Delivery System

WIA services are provided through a one-stop delivery system. In each local area there must be at least one one-stop center where all WIA services can be accessed. The one-stop center determines eligibility for certain programs, conducts initial skills assessment, provides information about available jobs in the local area, and provides information about all WIA services and programs.

In the one-stop delivery system a person should be offered or referred to the full range of WIA services regardless of where she seeks services. For example, a person seeking job training or job search assistance from the Department of Education should get information about the entire range of WIA services, even those provided by other agencies. A

person seeking services should not have to search out the other agencies or departments of government (such as the Department of Labor, the Department of Housing and Urban Development, the Department of Health and Human Services) to find out about the full range of WIA programs available.

Three Levels of Services For Adults

There are three levels of services provided for adults under WIA. They are *Core Services*, *Intensive Services*, and *Training Services*. In general, core services are very basic and mainly consist of providing information about job opportunities, and some job search and placement assistance. Intensive services are more in-depth, and can include case management services and testing to identify employment barriers. Employment barriers might include lack of work experience, limited proficiency in English, and/or disability-related issues. The third level of services is training services. Training services are just that – actual job training programs that teach individuals how to do particular jobs or tasks. A person starts with core services, then goes to intensive services and then to training services. Generally, a person moves to the next level of services only if she can not obtain employment at the prior level of service. For example, if a person gets a job with core services, she will not move into intensive services and will not have access to training services.

WIA funds may be used to provide "supportive services" to an individual who would be unable to participate in WIA programs without the supportive services *and* cannot obtain supportive services through another source. Supportive services can include transportation, child and dependent care, housing, and other need-related payments. This might include money for food or medicines. It appears that domestic-violence-related services could also be included in supportive services. Advocates should be aware that there may be a variety of ways to include domestic-violence-related services under WIA.

1. Core Services

Core Services are provided by the one-stop center. They are available to *everyone*, regardless of income, experience, or need. *Anyone* can go to a one-stop center and receive core services. Core services *must* include the following:

- information about all WIA services, as well as welfare-to-work and TANF job training programs, and determination of eligibility for these programs. (See page 7 for a discussion of welfare-to-work and TANF job training programs.)
- information about available jobs, skills needed to get those jobs, and job training programs
- an initial assessment of skill levels, aptitudes, abilities, and the need for supportive services
- career counseling and job search assistance, including follow-up services, which includes counseling regarding workplace issues, for at least 12 months after employment begins.

2. Intensive Services

Intensive services is the next level after core services. There are eligibility requirements for intensive services. Basically, a person can get intensive services if she wasn't able to get a job using core services – or has a job, but it doesn't pay enough to live on.

Intensive services may be provided by the one-stop center or through contracts with other service providers. In contrast to core services, WIA does not specify what must be offered as intensive services. This is determined by the local plan. WIA suggests that intensive services consist of comprehensive and specialized assessments of skill levels and needs through the following:

- diagnostic testing and evaluation to identify employment barriers and goals
- development of an *individual employment plan* that identifies employment goals and an appropriate combination of services to achieve those goals
- individual counseling, group counseling, and career planning
- case management for people seeking training services
- short-term prevocational services, such as development of learning skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct.

3. Training Services

Like intensive services, there are eligibility requirements for training services. In general, a person can get training services if she wasn't able to get a job with intensive services and selects a training program linked to job opportunities in the local area. In addition, she must be able to successfully participate in the training program chosen. All persons receiving training services must fall within the prioritization system as set out in the state plan.

Under WIA, the emphasis is on providing customer choice. Training services are provided through the use of *Individual Training Accounts* so that participants can choose for themselves the training program they will attend. Individual training accounts work like vouchers. They are worth a certain amount of money and can be used to purchase training services from a list of approved training providers. The participant chooses the training program and provider after reviewing performance-based information about the training programs. The performance-based information includes completion rates for individuals participating in the training program as well as the percentage of those who have obtained a job after the program and their wages. The local plan will set the monetary value of individual training accounts and the length of training programs (3 months, 6 months, 1 year, etc.) they can be used to purchase.

Only in certain circumstances can the one-stop center provide training services by contracting directly with training providers rather than by using the individual training account voucher system.

WIA suggests but does not require that training services include the following types of training programs:

- occupational skills training, which includes training for nontraditional employment (Nontraditional employment refers to occupations in which one gender is less than 25% of the persons in that occupation.)
- on-the-job training
- workplace training that is combined with other educational programs
- private sector training programs
- skill upgrading and retraining
- entrepreneurial training
- job readiness
- adult education and literacy
- customized training. (This is training that is designed to meet the specific needs of an employer. The employer commits to hire the participant after training is complete, and the employer pays 50% of the cost of training.)

Services For Youth

There are three funding streams for youth programs under WIA. One is the *Job Corps* program. The purpose of Job Corps is to help eligible youths become more responsible, employable, and productive citizens. Job Corps is an intensive program operated in a group setting. It can be a residential or nonresidential program. The new law does not change the Jobs Corps program.

The second youth funding stream is the *Youth Opportunity Grants* program. Here, funds are awarded to Local Workforce Investment Boards to increase the long-term employment of youth who live in empowerment zones,

enterprise communities, and high poverty areas. (Empowerment zones and enterprise communities are areas designated to receive special federal funding – separate from WIA funds – for economic development.) The Local Boards are to provide "youth development activities" such as leadership development, citizenship, community services, and recreational activities, as well as the other youth activities described below. Youth Opportunity Grants must provide intensive educational and job placement services and 24 months of follow-up services.

The third youth funding stream is to provide youths with appropriate workforce investment activities, similar to some of those provided for adults. To be eligible for these youth activities a person must be

- between the ages of 14 and 21 years
- low-income
- *and* fall into one or more of the following categories:
 - a person who is deficient in basic literacy skills
 - a school drop-out
 - a homeless, runaway, or foster child
 - a person who is pregnant or a parent
 - an offender
 - a person who requires additional assistance to complete an educational program or to secure and keep a job.

These youth activities must provide an objective assessment of the youth's academic level, skill levels, and services needs, and must also identify an employment goal. The assessment should include review of basic skills, work experience, interest, aptitudes, supportive service needs, and developmental needs of the participant. Youth activities should encompass the following elements:

- tutoring and study skills training leading to the completion of secondary school, including dropout prevention strategies
- alternative secondary school services
- summer employment opportunities
- paid and unpaid work experience
- occupational skill training
- leadership development opportunities
- supportive services
- adult mentoring for the period of participation and a follow-up period of at least 12 months
- follow-up services for at least 12 months
- comprehensive guidance and counseling, including drug and alcohol abuse counseling.

All participants in youth activities should receive information on the full range of available services, including those available through the one-stop centers. If a youth does not meet the enrollment requirements of a particular program, the youth should be referred for further assessment and appropriate programs to meet his or her training needs. A youth who is still in school cannot participate in an activity that would interfere with regular academic requirements.

Relationship Between the Workforce Investment Act and the TANF and Welfare-to-Work Job-Training Programs

The programs and services offered under WIA are separate programs from TANF and welfare-to-work job-training and readiness programs. At times it may be hard to distinguish all these programs. For example, one-stop centers will assess participants to see if they are eligible for welfare-to-work programs. Some job training agencies may serve participants in TANF, welfare-to-work and WIA programs. However, WIA programs can differ from TANF and welfare-to-work in significant ways:

WIA	TANF and Welfare-to-Work
Goal is for participants to get jobs with wages and benefits that provide economic self-sufficiency.	Generally, the goal is to get participants “attached” to the workforce and off welfare by getting any job, even if it does not provide enough wages for self-sufficiency.
Participation is voluntary. Participants are people seeking to improve their earning power.	For most people, participation in “work activities” is mandatory in order to continue to receive cash assistance (welfare) from the State.
People who do not follow through and participate in WIA services that they requested may then, as a consequence, not be permitted to participate in WIA services for a certain period of time. (If a person participating in WIA services tests positive for a controlled substance, she can be excluded from WIA services for up to six months the first time, and for up to two years each time thereafter.)	Participants can be sanctioned if they do not comply with program requirements. This means they can lose their cash assistance (welfare) from the State, or the amount of cash assistance can be reduced for a certain period of time.

People in TANF or welfare-to-work job programs may also want to participate in WIA programs, which may provide more extensive job training and lead to jobs with better wages and benefits. Because WIA did not change the TANF program, these people may have to comply with the TANF work requirements while also attempting to participate in WIA programs. For example, a person might have to work 25 hours per week to get TANF. If she wants to participate in a WIA training program, she’ll probably have to do that in addition to working 25 hours a week. Because WIA is new, it is still unclear how people on TANF, with its own job training and work requirements, can take advantage of the more intensive job training offered under WIA.

Implications for Battered Women

WIA is not specifically designed to assist battered women. The phrase "domestic violence" does not appear anywhere in the text of the Act. However, there is nothing in the Act that precludes the development of responses for battered women. WIA could be a source of help for many battered women, particularly those living in poverty. For example, job training and placement services might lead to career advancement and better paying jobs. For some battered women, attaining economic self-sufficiency will help them meet the basic needs of their family, including safe and decent housing. A good paying job may enable some to leave abusive partners. Whether battered women will actually benefit from WIA will depend on implementation at the state and local level.

Potential Implementation Issues

■ ***What do battered women need in order to benefit from WIA?***

Many battered women need only what everyone else needs as they seek to move toward economic self-sufficiency.

They need training and employment support to get a job that pays enough to live on. Because the abuse in these women's lives does not necessarily prevent them from participating in WIA programs, they don't need any domestic-violence-specific response from WIA.

Some battered women need flexibility and/or domestic violence services to be able to safely participate in WIA programs. For example, a battered woman may need a flexible job training schedule because she may need time to go into a shelter to hide, or she may need time to attend civil and/or criminal court proceedings to enhance safety for her and her children. Or, a battered woman may need domestic violence services such as shelter, advocacy, or legal representation, to ensure her safety before or while she takes advantage of opportunities under WIA.

Battered women need flexibility from other programs and systems they are working with so that they can participate in WIA programs. For example, domestic violence shelters and other systems may have to be flexible in applying their own rules so as to permit women to attend job training programs and other WIA services.

■ *How can advocates help battered women benefit from WIA?*

Battered women will benefit from individual advocacy.⁶ In general, the more prepared individual battered women are to deal with this new system, the better able they will be to access services and programs for which they are eligible.

Advocates can start by providing battered women with general information about one-stop centers and WIA services. Many women will not know about the opportunities available under WIA. Even if they have heard about the one-stop center, they may think that it is just another welfare-to-work program which offers limited services, or not understand how it might help them find a better job.

Advocates could begin to plan for individual advocacy with the following issues and questions:

1. Determine what advocacy women will need. Advocates can gather some of this information directly from battered women in shelter and support groups, during non-crisis Hotline calls, and/or while providing legal advocacy. Other anti-poverty advocates will have experience and knowledge about individual advocacy needs. Advocates can also do their own analysis of advocacy needs once they have a basic understanding of how their local area is implementing WIA.
 - Do women know about WIA services?
 - Do they know where the one-stop center is?
 - What difficulties are women facing in the workforce investment system?
 - How are the programs enhancing or diminishing safety?
 - Are batterers somehow using the programs to further their control? For example, can a batterer sabotage her efforts to preclude her from getting a better job?
 - What role do WIA services and job training play in battered women's safety plans?
2. Prepare to provide effective advocacy on WIA issues.
 - What information do advocates need about WIA? For instance, how is the system designed and implemented locally? Who are the people working in the system?
 - What training for advocates is needed? Who should participate?
 - What collaborations with other programs are necessary?
 - What additional resources are needed? How will you get them? If you don't get them, will you shift resources from other areas?
 - How will battered women know there is advocacy available and what it can do?

Battered women will benefit from policy advocacy that makes the WIA delivery system more responsive to their needs. In addition to advocating for individual battered women, advocates can play an important role in educating and improving the WIA delivery system. By taking steps to enhance how WIA responds to all battered women, you will assist women who have individual advocacy and those who do not. Advocates are in the unique position to be able to find out from battered women how WIA is responding to their needs. Advocates should use this information to enhance their policy analysis and advocacy.

Because many implementation decisions will be made by the Local Workforce Investment Boards or one-stop centers, much of the policy advocacy on behalf of battered women must be done at the local level. There will also be some advocacy opportunities at the state level. Remember, the local plan must be consistent with the state plan and there should be a process to modify the state plan as needed.

Policy advocacy can happen in many ways. For example, advocates might explain the diverse experiences of battered women and the spectrum of domestic violence to the one-stop center staff, job training providers, and Local and State Workforce Investment Boards. Or, advocates might explain how inflexible WIA programs cause unintended negative consequences for battered women and their children, such as precluding them from participation in certain programs.

[Author's Note on Training WIA Staff about Domestic Violence: How to effectively train WIA staff on domestic violence and battered women's experiences is a broad topic which is beyond the scope of this paper. Generally, WIA staff and programs need to know how domestic violence affects all battered women, not just those women who are working with advocates or those women in life-threatening situations. They need to know that some battered women can successfully participate in WIA programs without any specific response to domestic violence, and others need flexibility and domestic violence services to be able to safely participate. For a fuller discussion on domestic violence training, see "Recommendations for Training TANF and Child Support Enforcement Staff about Domestic Violence," Davies, J., available from the National Resource Center on Domestic Violence, 800-537-2238. Many of the concepts discussed can be applied to the training of WIA staff.]

■ *How can advocates find out how WIA is implemented locally?*

Talk to allies already working with the WIA system. (Below is a list of potential allies who may have experience with job training programs and information about WIA.)

Most of the details about implementation will be in the local plan. While some local plans contain many details, others do not. Many of the plans are vague. It appears that many implementation details will be determined by the one-stop centers and others providing services. It is also important to know what your state plan says, because the local plan must be consistent with the state plan. To get a copy of your local and state plans, contact your Local or State Workforce Investment Board. If you can't find the workforce investment boards, call your state Department of Labor and ask how to reach the workforce investment boards.

In addition to looking at the plans, call or visit the one-stop center, meet the staff, and ask how services are provided. This will give advocates an avenue to get information about how WIA is being implemented, as well as provide opportunities for individual advocacy and for sharing information about domestic violence.

Remember, each local workforce investment area develops its own plan and implements its own system for delivery of WIA services. You may be working with women seeking WIA services in one workforce investment area, and also with other women who are seeking services from a different local workforce investment area. This means that you may be advocating on behalf of women in two different WIA delivery areas. While this may seem challenging, it gives you an opportunity to learn about two WIA systems from the perspectives of battered women. You may be in

the unique position to compare how different workforce investment areas implement WIA and how battered women are affected by the differences.

■ *Who are allies to work with on WIA issues?*

There are many people already involved in job training programs and systems both in the community and in state and local government. Once advocates find these people, it will be easier to understand how the system is working locally. Advocates may find people with helpful information and experience in the following organizations:

- legal services or legal aid programs
- State Workforce Development Boards
- Local Workforce Development Boards
- welfare-to-work, job-training, or educational programs
- advocates working with people with disabilities
- labor organizations
- housing advocacy programs
- broader social justice, economic development, and environmental justice movements, which may also be involved in the range of issues affected by WIA

■ *How will WIA plans and staff respond to domestic violence?*

Because WIA is new, it is unclear how or whether local implementation will create a response to domestic violence. Some parts of WIA talk about “services” in such a broad way that it could be interpreted to include provision of domestic violence services.

Advocates should monitor local implementation of WIA and listen to battered women as they talk about their experiences with WIA programs. Then advocates must thoughtfully and carefully analyze the information and issues before advocating for specific changes or programs in the WIA system. There is always the risk that responses intended to benefit battered women may have unintended negative consequences for some battered women and their children.

Battered women should not be excluded from WIA programs because of the violence in their lives. Similarly, battered women should not have additional requirements placed on them before they are allowed to participate in WIA programs. For example, battered women should not be required to obtain restraining orders or attend support groups in order to participate in WIA programs. However, there may be circumstances in which advocacy for restraining orders may increase safety and provide opportunity for battered women to fully participate in WIA activities.

The following potential domestic violence issues should be considered during all phases of WIA implementation.

1. Will the response to domestic violence enhance the safety and options of battered women and their children? For example, will a confidential training site be offered?
2. Will there be flexibility in program schedules and participation requirements to respond to the general life demands, including the unique circumstances and safety needs, of battered women? For example, a battered woman may need a flexible schedule because she may need time to go into a shelter, or attend civil court proceedings.

3. How will WIA programs respond when an abusive partner interferes with a woman's ability to participate? For example, will a battered woman still be eligible for WIA services if she is prevented from completing a training program because of an abusive partner?
4. How will the confidentiality and privacy of battered women be protected? Will the addresses of women in hiding be kept confidential? How will recordkeeping and reporting systems safeguard confidential information?
5. Is there any reason for the WIA system to identify victims of domestic violence? If so, will it be part of WIA screening and assessment?⁷ Will there be services or an effective response if a battered woman discloses domestic violence? What unintended negative consequences might occur? How will we be sure that disclosure of domestic violence does not increase a women's risks? Will the person screening be skilled in responding to domestic violence? What confidentiality protections will there be for disclosures of domestic violence?

Identifying victims of domestic violence is a complex and difficult issue. It raises many questions, including implementation and training issues. It may not benefit battered women to be screened for domestic violence by the WIA system. Some of the negative consequences a battered woman may experience from being asked about domestic violence can include further violence from her partner if he discovers that she has told, further violence from her partner to show her what will happen if she does tell, insensitive workers that reinforce the batterer's threats that no one will believe her if she tells, and reliving the trauma of abuse by talking about it, which for some women could lead to depression, anxiety, nightmares, etc. WIA programs should not ask about domestic violence unless they are prepared to offer a helpful and safety enhancing response.

6. Will staff at one-stop centers and training programs receive training on domestic violence? Of what will this training consist?⁸
7. Will staff at one-stop centers have access to domestic violence expertise to respond to the safety concerns of some battered women?

Terms

Core services is one of the three levels of services for adults offered under WIA. The first is core services, followed by intensive services, and then training services. Any adult is eligible for core services. Core services are very basic and mainly consist of providing information about job opportunities and all other WIA services.

Individual employment plan is developed for participants receiving intensive services. The individual employment plan identifies employment goals and an appropriate combination of services to achieve those goals.

Intensive services is one of the three levels of services for adults offered under WIA. The first is core services, followed by intensive services, and then training services. Intensive services can include testing to identify employment barriers, as well as case management services. There are eligibility requirements for intensive services.

Job Corps is an intensive program for youth operated in a group setting. It can be a residential or nonresidential program. The goal of the program is make youths more responsible, employable, and productive citizens. This is not a new program. WIA does not change this program.

Individual training account is like a voucher that a person in WIA training services can use to purchase job training. This permits the participant to choose the provider of the training program and the specific program in which she will participate.

Local Workforce Investment Board is composed of business owners and leaders, representatives from educational institutions, school board representatives, and others within the local workforce investment area which is defined in the state plan. The local board develops the local plan for the delivery of WIA services in that local area.

Local Workforce Investment Plan is a five-year plan developed by the Local Workforce Investment Board that describes how WIA services will be delivered within the local workforce investment area.

State Workforce Investment Board is composed of the Governor, other elected officials, and business owners and representatives. The state board develops the five-year state plan which designates the local workforce investment areas. The state board is responsible for overseeing the continuous improvement of the statewide system of delivery of services under WIA.

State Workforce Investment Plan is a five-year plan developed by the State Workforce Investment Board. This plan must be approved by the federal Department of Labor before the state can receive funding under WIA.

Training services is one of the three levels of services for adults offered under WIA. The first is core services, followed by intensive services, and then training services. A person in training services may receive an individual training account, which can be used to purchase job training of the person's choice.

Supportive services are defined to include such things as transportation, child and dependent care, housing, and need-related payments that are necessary so a person can participate in WIA programs. This list is not exhaustive. It appears that domestic-violence-related services could be included in supportive services.

Youth Opportunity Grants refers to WIA funds awarded to Local Workforce Investment Boards to increase the long-term employment of youth who live in empowerment zones, enterprise communities, and high poverty areas.

Endnotes

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1. Because the overwhelming majority of domestic violence victims are women abused by male partners, this paper uses “she” or “battered woman” when referring to victims, and “he” when referring to “batterers.” All victims of domestic violence deserve support and responsive advocacy, including victims in same-sex relationships and male victims abused by female partners.
 2. 29 U.S.C.A. Section 2811.
 3. In the legislation, some workforce investment services for youths are accessed in slightly different ways than services for adults.
 4. WIA makes some significant changes from the way job training was provided under the Job Training Partnership Act (JTPA). For example, under WIA, participants are given individual training accounts so that they can choose their own job training program. Participants choose the training program and provider after reviewing performance-based information about different training programs. Under the old JTPA, participants were assigned to job training programs run by providers that had contracts with the local workforce development board. Participants could not choose their job training program. In addition, WIA creates a *one-stop delivery system* in an attempt to ensure that all participants have access to the full range of services for which they are eligible. The JTPA did not require a one-stop delivery system. It is unclear whether participants knew of all the programs for which they may have been eligible.
 5. 29 U.S.C.A. Section 2822.
 6. Some of the concepts discussed in this section are adapted from "The New Welfare Law: Implications for Battered Women – Introduction to the Law," Davies, J., available from the National Resource Center on Domestic Violence, 800-537-2238.
 7. For a more in-depth discussion of the issues raised by screening for domestic violence, see "Building Opportunities for Battered Women's Safety and Self-Sufficiency," Davies, J., available from the National Resource Center on Domestic Violence, 800-537-2238.
 8. For full discussion on domestic violence training for TANF and child support enforcement staff, see "Recommendations for Training TANF and Child Support Enforcement Staff about Domestic Violence," Davies, J., available from the National Resource Center on Domestic Violence, 800-537-2238. Many of the concepts discussed can be applied to the training of WIA staff.