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September 4, 2018

To: All Staff, Partners, Job Center Supervisors, WIOA Subgrantees

From: Kathy Kossick, Executive Director

RE: **PROVISION OF SERVICES INVOLVING RELATIVES,  
PERSONAL FRIENDS OR ASSOCIATES**

**WIOA DIRECTIVE WDD 18-8**

**INTEGRITY OF OPERATIONS AND RELATIONSHIPS WITH RELATIVES,  
FRIENDS, PERSONAL ACQUAINTANCES OR CLIENTS/CUSTOMERS:**

Supervisors and employees are required to provide services in a manner which maintains the integrity of operations, and avoids irregularities, accusations of favoritism, questionable, inappropriate or unprofessional relationships.

Employees should be especially aware of the varying degrees of influence that can be exerted by relatives, personal friends, and associates. Because of public interest and concern, and to protect employees from any appearance of wrongdoing, this WIOA directive requires that employees avoid situations which might be construed as granting favoritism to relatives, friends or associates.

Employees should also avoid interpersonal relationships with clients/customers that might be construed as inappropriate or unprofessional. Clients/customers include job seekers and businesses that access any level of service. Examples include: a) fraternization or social activities with clients/customers; b) requesting action or information from customers for personal reasons; and c) personal financial transactions with clients/customers.

When an employee finds that he/she must conduct business with relatives, friends, or personal acquaintances, or has an interpersonal relationship with a client/customer, he/she shall advise both the functional and site supervisor. The supervisors will assign another employee to provide the service, provide the service directly, or make other appropriate arrangements.

Types of situations to be avoided are varied and can occur in practically every activity or service. Some examples include: a) registering or assessing a relative, friend, or close associate for services; b) contacting the assigned case manager to inquire about the status of a relative, friend, or close associate; c) advocating on behalf of a

relative, friend, or close associate for financial incentives, ITAs or supportive services; and d) providing job referrals to, of, or for, relatives and/or close associates who could potentially benefit from an employee's involvement. Any impropriety on the part of an employee, relative to this section, may result in disciplinary action up to and including termination.