

# The Workforce Innovation and Opportunity Act

## WIOA Desk Reference

### Supportive Services

Supportive Services provide participants of WIOA activities with key assistance beyond career and training services necessary to achieve success. Supportive services, like assistance with transportation or child care, allow participants to successfully engage with WIOA career and training activities such as Registered Apprenticeships or classroom training that are vital to entering or re-entering the workforce.

## About Supportive Services

Local Workforce Development Boards (WDBs), in consultation with the one-stop partners and other community service providers, must develop a supportive services policy that ensures resource and service coordination in the local area. The policy should address procedures for referral to such services, including how such services will be funded when they are not otherwise available from partners or other sources.

### SUPPORTIVE SERVICES FOR ADULTS, DISLOCATED WORKERS, AND YOUTH

Supportive services are services that are necessary to enable an individual to successfully participate in activities authorized under WIOA sec. 134(c)(2) and (3) (adults and dislocated workers) and sec. 129(c)(2) (youth), and defined in WIOA sec. 3(59). The WIOA Final Rules discuss supportive services at 20 CFR 680.900-970 and 681.570. Services may include, but are not limited, to the following:

- ◆ Linkages to community services;
- ◆ Assistance with transportation;
- ◆ Assistance with child care and dependent care;
- ◆ Assistance with housing;
- ◆ Needs-related payments, as described below;
- ◆ Assistance with educational testing;
- ◆ Reasonable accommodations for individuals with disabilities;
- ◆ Legal aid services;
- ◆ Referrals to health care;
- ◆ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses, protective eye gear and other essential safety equipment;
- ◆ Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- ◆ Payments and fees for employment and training-related applications, tests, and certifications.

Local WDBs may establish limits on the provision of supportive services or provide American Job Centers (AJCs) with the authority to establish such limits, including a maximum funding limit and a maximum length of time that supportive services are available to participants. Procedures may also be established to allow AJCs to grant exceptions to those limits.

#### Learn More About WIOA

**Information** and **guidance** for WIOA can be found here: [doleta.gov/WIOA](http://doleta.gov/WIOA)

**ION**, the technical assistance initiative for WIOA, can be accessed by visiting **WorkforceGPS** here: [ion.workforcegps.org](http://ion.workforcegps.org)



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## Supportive Services and Follow-up Services for Adults and Dislocated Workers

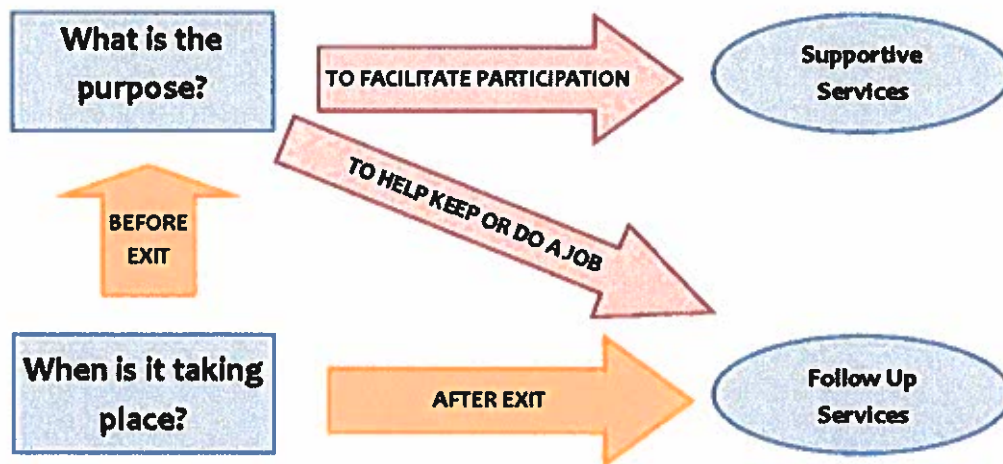
### When can supportive services be provided to WIOA title I adult and dislocated worker participants?

Supportive services may be provided to WIOA title I adult and DW participants as necessary to enable an individual to participate in career services and/or training services. As stated in TEGL 19-16, individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. 20 CFR 680.900 lists examples of supportive services that may be provided to participants in career services and/or training services. Note that for performance reporting purposes supportive services do not make an individual a *participant* or extend participation on their own.

### What are follow-up services and when may follow-up services be provided to WIOA title I adult and dislocated worker participants?

Follow-up services may be provided to participants placed in unsubsidized employment, for not less than 12 months after the first date of employment as appropriate (WIOA sec. 134(c)(2)(xiii)). For performance reporting purposes follow-up services do not extend the exit date, but can take place after exit and therefore do not make an individual a participant on their own. TEGL 19-16 says that States and local areas must establish policies that define what are considered to be appropriate follow-up services, as well as policies for identifying when to provide follow-up services to participants. The appropriate follow-up services must also be described in the State and/or Local area policies.

Figure 1. Differentiating between Supportive and Follow-Up Services for performance reporting: Adult and Dislocated Worker Programs



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## What are Needs-Related Payments?

Needs-related payments, as described in 20 CFR 680.930 through 680.970, provide financial assistance to participants enabling them to participate in training. Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training. Participants may receive needs-related payments 30 days prior to training; however, States may grant local areas the authority to extend eligibility for exceptional circumstances.

In order to be eligible, **adults** must:

- ◆ Be unemployed;
- ◆ Not qualify for, or have ceased qualifying for, unemployment compensation; and
- ◆ Be enrolled in a program of training services under WIOA sec. 134(c)(3).

In order to be eligible, **dislocated workers** must:

- ◆ Be unemployed; and
  - ◇ Have ceased to qualify for unemployment compensation or trade readjustment under TAA; and
  - ◇ Be enrolled in a program of training services under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
- ◆ Be unemployed and do not qualify for unemployment compensation or readjustment assistance under TAA and be enrolled in a program of training services under WIOA sec. 134(c)(3).

## Supportive Services and Follow-up Services for Youth

**When can supportive services be provided to WIOA title I Youth?**

Supportive services can be provided to WIOA title I Youth during program participation and during follow-up services. There are no specific requirements for when to provide supportive services. They may be provided based on the needs of the participant as identified in the youth's Individual Service Strategy (ISS).

**How do support services relate to follow-up services?**

Supportive services are 1 of the 5 types of WIOA title I Youth program elements that may be provided during follow-up as discussed in 20 CFR 681.580. If supportive services are provided as a follow-up service, they do not extend the date of exit.

## Additional Resources on Supportive Services

- ◆ TEGL 19-16, *Guidance on Services through the Adult and Dislocated Worker Programs under WIOA and the Wagner-Peyser Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules*
  - ◇ [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_19-16\\_acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-16_acc.pdf)
- ◆ TEGL 21-16, *Third WIOA Title I Youth Formula Program Guidance*
  - ◇ [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_21-16\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_21-16_Acc.pdf)
- ◆ The Supportive Services Program Element Resources page on Youth Connections Community of Practice
  - ◇ <https://youth.workforcegps.org/sitecore/content/sites/youth/resources/2017/01/24/16/00/Supportive-Services>

