




VIRGINIA BOARD OF WORKFORCE DEVELOPMENT

Policy Area: Programs and Services	
Title of Policy: Provision of Supportive Services	Number: 401-05 Change 1
Effective Date: March 19, 2021	Review by Date: June 30, 2024
Approved Date: Revision Date: March 19, 2021	Approved by: 

I. Purpose

This issuance provides the Virginia public workforce system a comprehensive framework for consistent delivery of supportive services under the Workforce Innovation and Opportunity Act (WIOA).

II. Summary

The Workforce Innovation and Opportunity Act supports the provision of supportive services to give individuals support to overcome hurdles that prevent them from participating in, and benefitting from, WIOA Title I employment and training activities. WIOA defines supportive services as services necessary to enable individuals to participate in WIOA Title I authorized activities.

Examples of supportive services under WIOA include employment-related necessities such as uniforms or tools, transportation, childcare, dependent care, housing, and needs-related payments. Supportive services may also include employment-related necessities such as payment of fees for employment and training related applications, as well as educational testing and certification costs.

III. The definition of needs-related payments refers to financial assistance to participants and are available only to individuals enrolled in training services under WIOA.

IV. References

- Workforce Innovation and Opportunity Act (Pub. L. 113-128)
- Workforce Innovation and Opportunity Act (Public Law 113-128) – Section 3(59), Section 134(d)(2) – Adult and Dislocated Workers; 20 CFR 680.900, 680.910 and 680.920 – Adult and Dislocated Workers; WIOA Section 129(c)(2)(G) – Youth; 20 CFR 681.570 – Youth
- Uniform Guidance at 2 CFR part 200
- Training and Employment Notice No. 03-15, *Guidance on Services Provided through the Adult and Dislocated Worker Program Under the Workforce Innovation and Opportunity Act, and Wagner-Peyser, as Amended by WIOA, and Guidance for the*

Transition to WIOA Services

- Training and Employment Guidance Letter 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*
- *Department of Labor Employment and Training Administration Training and Employment Guidance Letter (TEGL) WIOA No. 21-16: Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance*
- *Double check DOL website*

V. Policy

The Virginia workforce development system recognizes that supportive services may be necessary for individuals to successfully enter and complete a training program and/or enter into employment. Under WIOA and this policy, Local Workforce Development Boards (LWDB) have the discretion to provide the supportive services they deem appropriate based on the local workforce system needs. LWDBs, in consultation with American Job Center (AJC) partners and other community service providers, must develop policies authorizing supportive services, procedures for referral to such services, and how such services will be funded. Policies shall include procedures to ensure coordination with other entities offering services through the AJC, to avoid duplication of resources and services and establish limits on the amount and duration of such services.

Supportive services that are not necessary for an individual to participate in WIOA employment and training activities shall not be funded through WIOA.

Supportive services may be provided by WIOA Title I to individuals enrolled in career and training services through AJCs and have been unable to obtain these services through other programs.

To be eligible for WIOA needs-related payments, individuals must be unemployed, must not qualify for Unemployment Compensation or Trade Readjustment Assistance, and must be enrolled in a WIOA Title 1–funded training program as defined in WIOA sections 134(c)(2) and (3).

VI. Procedures

LWDBs in Virginia shall develop policies and procedures governing the provision of supportive services under WIOA. Such policies and procedures shall ensure the following:

1. Provision of supportive services is applied consistently to all customers
2. Clearly identified type of supportive services available through the AJCs
3. Coordination of the provision of supportive services funded by AJC programs in order to eliminate duplication and ensure appropriate and effective use of available funds. WIOA Title I-funded supportive services shall only be provided in the absence of other available resources.

4. Establish requirements for documentation to confirm that other resources are not available to provide a needed supportive service, making WIOA funds the funding stream of last resort.
5. Establish the eligibility criteria for needs-related payments, payment limitations, and how the amount of needs-related payments will be determined.
6. Establish financial tracking and reporting procedures to account for the expenditure of WIOA funds for supportive services.