


Policy Area: Programs and Services	
Title of Policy: Provision of Supportive Services	Number: 401-05 (2016)
Effective Date: Jan 1, 2017	Review by Date: Jan 1, 2019
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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. This policy applies for supportive services provided through the Title I-funded Adult, Dislocated Worker, and Youth Programs.

Examples of supportive services under WIOA include employment-related necessities such as uniforms or tools, transportation, child care, 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.

IV. References

- Workforce Innovation and Opportunity Act (Pub. L. 113-128)
- United States Department of Labor, *Workforce Innovation and Opportunity Act; Final Rule*, 20 CFR, Part 680, Subpart G, Supportive Services
- 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*

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 Boards have the discretion to provide

the supportive services they deem appropriate based on the local workforce system and the needs of the local community. Local Boards, in consultation with one-stop 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 to avoid duplication of resources and services, as well as establish limits on the amount and duration of such services.

Supportive services that are not necessary for an individual to participate in WIOA Title I employment and training activities shall not be funded through WIOA Title I funds. Supportive services may be provided to individuals enrolled in career and training services who have been unable to obtain these services through other programs.

To be eligible for 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 I-funded training program as defined in WIOA sections 134(c)(2) and (3).

VI. Procedures

All Local Boards in Virginia shall develop policies and procedures governing the provision of supportive services under WIOA Title I. Such policies and procedures shall ensure the following:

1. The provision of supportive services is consistently applied to customers.
2. The types of supportive services and amounts (if applicable) available are clearly identified.
3. Procedures are in place to coordinate the provision of supportive services funded with WIOA Title I resources with other supportive services funded by other one-stop partners. WIOA Title I-funded supportive services shall only be provided in the absence of other available resources within the local workforce area which includes supportive service resources from other one-stop and community partners.
4. Procedures that document how a participant will document that they have pursued, and not been provided, supportive services through other sources.
5. Procedures are in place for whether needs-related payments are offered in the local area, the eligibility criteria for needs-related payments, and how the amount of needs-related payments will be calculated.
6. Clear financial tracking and reporting systems must account for the expenditure of WIOA Title I funds for supportive services.