



Workforce Development Supportive Services: An Overview





Presentation Outline

Supportive Services Overview

Main Discussion Points:

- I. background
- II. explain supportive services referral and funding sources
- III. outline WIOA Title I supportive services funding eligibility requirements
- IV. minimum requirements for LWDB's mandatory support services policy
- V. State and federal supportive services information and technical assistance





Background

Workforce Investment Act of 1998, or WIA

Workforce Innovation and Opportunity Act, or WIOA

Both laws addressed jobseekers' needs by establishing a workforce system delivering access to:

- **employment,**
- **education,**
- **training, and**
- **support services**

to succeed in the labor market.





Background

Who needs to know about supportive services?

- Local area CEOs and any designated Fiscal Agents
- LWDB and it's staff
- PA CareerLink[®] operators
- PA CareerLink[®] program partners
- WIOA Title I service providers
- Eligible training providers
- Program intermediaries
- Other PA CareerLink[®] stakeholders that may refer customers to a supportive service provider





Background

What is supportive services?

WIOA Sec. 3(59) defines supportive services such as transportation, childcare, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this WIOA.





Supportive Services Overview

Non-WIOA Title I Program

LWDBs must ensure that supportive service information is made available as well as a referral process is in place to provide PA CareerLink[®] customers access to identified supportive services. See WIOA section 134(c)(2)(A)(ix) and § 678.430(a)(9))

This is a basic career service described as the need for LWDBs to continuously search and make available to PA CareerLink[®] customers information in usable and understandable formats and languages, relating to the availability of supportive services or assistance and appropriate referrals to those services and assistance for PA CareerLink[®] customers.





Supportive Services Overview

Non-WIOA Title I Program

The PA CareerLink[®] system includes a multitude of partner programs that may or may not be authorized to offer their customers supportive services.

Many local area governmental units, stakeholders and employers may have supportive services and/or funds available for customers.





Supportive Services Overview

WIOA Title I Supportive Services

Citations:

WIOA sec. 129 (c)(2) authorizes funding for Title I youth program while WIOA sec. 129 (c)(2)(G) indicates supportive services are one of the fourteen (14) required youth program elements.

WIOA Title I supportive services are authorized under WIOA sec. 134(c)(2) and (3) for the Title I adults and dislocated workers programs. WIOA sec. 134(d)(2) & (3) describes supportive services for the adult and dislocated worker programs.

WIOA regulations describe supportive services for adults and dislocated workers at 20 CFR 680.900-970 and for youth at 20 CFR 681.570.





Supportive Services Overview

WIOA Title I Supportive Services

All WIOA Title I program participants:

- may be eligible for SS
- must be provided information about non-WIOA Title I funded SS

WIOA Title I services providers (or other designated local area entities) must exhaust non-WIOA Title I supportive services options for participants prior to the provision of WIOA Title I supportive services [(20 CFR 680.910(a)(2)].





Supportive Services Overview

WIOA Title I Supportive Services Eligibility Criteria

All WIOA Title I enrolled adults, dislocated workers and youth participants must meet the following eligibility criteria to be considered for Title I funded supportive services:

1. Participating in career or training services,
2. Unable to obtain supportive services through other programs, and
3. Necessary for the individual to participate in WIOA Title I activities.





Supportive Services Overview

WIOA Title I Supportive Services may include, but are not limited to, the following:

- Assistance with transportation/childcare/dependent care/housing/educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Linkages to community services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools
- Assistance with books and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications
- **Needs-related payments, or NRP**





Supportive Services Overview

WIOA Title I - Needs-related payments, or NRP

Needs-related payments, or NRP, are a form of WIOA Title I supportive service available only to WIOA Title I adults, dislocated workers and out-of-school youth **who are enrolled in approved training.**

NRPs description, eligibility, level of payment determination and documentation requirements are found at 20 CFR 680.930 through 680.970.





Supportive Services Overview

WIOA Title I - Participant Case Management

- *TEGL, No. 19-16 Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules indicates:*
 - ✓ individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up services), training activities, or both to continue to receive supportive services
 - ✓ receipt of supportive services alone does not create a WIOA Title I participant status nor extend participation





Supportive Services Overview

Local Workforce Development Area Supportive Services Policy

Both WIOA and its promulgating regulations require local workforce development boards to develop and publish a supportive services policy that accounts for the provision of WIOA Title I funded and non-WIOA Title I funded supportive services.

A well written and implemented policy reduces the risk of disallowed costs and maximizes the resources made available to support worker success.





Supportive Services Overview

Local Workforce Development Area Supportive Services Policy

Both WIOA and its promulgating regulations require local workforce development boards to create policies and procedures to improve coordination among one-stop partners and other stakeholders so that certain outcomes are achieved such as non-duplication of resources and/or services as well as the establishment of limits on the amount and duration of such services.





Supportive Services Overview

Supportive Services policy and procedures must include, but is not limited to:

- Ensure supportive services are WIOA Title I funded only when these services are not available through other agencies [(20 CFR 680.910(a)(2))] and that the services are necessary for the individual to participate in WIOA Title I activities [(20 CFR 680.910(b))].
- Include a description of how supportive services will be funded or provided when funds are not otherwise available from program partners or other sources.
- Outline exceptions to the participant funding and time limitations as well as the criteria and process to provide for such.

Note: Local boards may decide to provide the PA CareerLink[®] operator(s) with the authority to establish a maximum funding limit and a maximum length of time that supportive services are available to participants.





Supportive Services Resource

[U.S. DOL's Employment and Training Administration information](#)

**ETA's Training and Employment Notice No. 12-21, *Practitioners Guide to Supportive Services*:
<https://www.dol.gov/agencies/eta/advisories/training-and-employment-notice-no-12-21>**

ETA's guide aims to assist workforce professionals to quickly and accurately locate emergency and long-term resources for customers to gain economic stability. The guide includes information on sources that help with rental assistance, childcare, child tax credit, food security, health care resources, and much more.

Additional supportive services will exist in local communities from state or local governments or nonprofit, community-based, or faith-based organizations, and strong partnerships between workforce programs and partner programs can holistically support jobseekers and learners.

<https://www.dol.gov/agencies/eta/advisories>

<https://www.workforcegps.org/>





Supportive Services Resource

U.S. OMB's Uniform Guidance

2 CFR 200 OMB Uniform Administrative Requirements Cost Principles and Audit Requirements for Federal Awards-Final Rule

Subpart E—Cost Principles: General Provisions

- 2 CFR 200.403 Factors affecting allowability of costs
- 2 CFR 200.404 Reasonable costs
- 2 CFR 200.405 Allocable costs

<https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200>



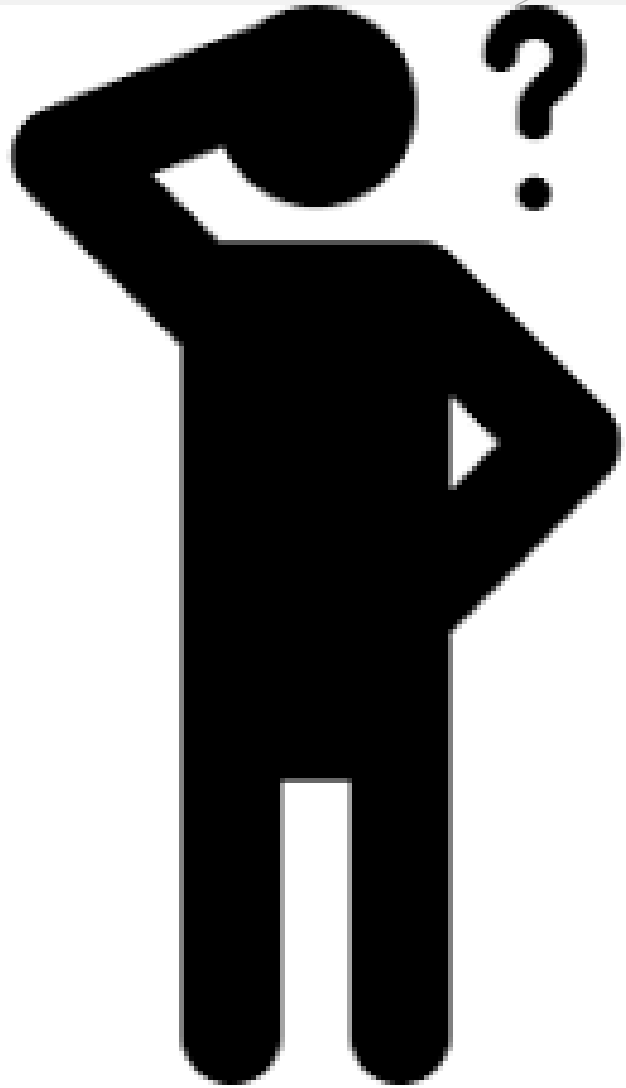


L&I Workforce Development Resources

You will find many useful topics including L&I policies and guidance at:

- **Website title: “Workforce Development”**
- <https://www.dli.pa.gov/Businesses/Workforce-Development/Pages/default.aspx>
- **Website title: “Workforce System Policy”**
- <https://www.dli.pa.gov/Businesses/Workforce-Development/Pages/Pennsylvania's-Workforce-System-Directives.aspx>





Send your questions to our resource account. Thank you!



Michael Branca



717-425-7658



mbranca@pa.gov



BWDA Workforce Development Analyst II
Policy & Planning Coordination Services

Unit Resource Account:

RA-LI-BWDA-Policy@pa.gov

