

TITLE: Supportive Services Policy #2.4.1-R1

Type: Program Policy

Original Policy Date: 07/01/2016

Effective Revision Date: 04/24/2025

Status: Final

Supersedes: WIA Policy #530R4 and
PacMtn Policy # 2.4.1

Purpose

The purpose of this policy is to establish guidelines for providing supportive services for Adults and Dislocated Workers. WIOA requires coordination with other resources in a community to ensure that support services are provided only when they are not otherwise available.

Policy

Supportive services enable individuals to participate in WIOA-funded programs and activities to achieve employment and job retention in accordance with WIOA Sec. 134(d)(2) & (3), 20 CFR 680.900-970, and TEGL 19-16. Supportive services may be provided to WIOA-enrolled participants who meet the following criteria:

1. Are enrolled in WIOA Adult or Dislocated Worker programs.
2. Are enrolled in WIOA Out-of-School or In-School Youth programs (See Youth Support Service Policy #3.3.4-v1 for youth-specific provisions).
3. Are unable to obtain supportive services through other community resources or programs providing such services.
4. Have been provided with community resource information on low-cost or free services available locally, which should be utilized prior to program-funded support whenever possible.
5. In urgent or potentially unsafe situations, immediate assistance may be provided without prior resource referral, as allowed by WorkSource System Policy 1020 (Rev2).

Supportive services must be documented in case notes and participant records, in compliance with WIOA Title I-B Policy 5602-5 and WorkSource System Policy 1020 (Rev2). Additionally, follow-up services must be available for up to 12 months post-exit to support employment stability and career progression, per WIOA Title I-B Policy 5620-1 and TEGL 10-16, Change 3.

Policy Guidelines

Supportive services for participants must be viewed in a manner that underscores collaboration. WIOA resources are limited and must be administered with the knowledge that some supportive service needs may be met through linkages with other WorkSource and community partners.

Every effort must be made on the part of program staff to ensure participants have been provided Community Resource information on low cost and/or free services available locally. These services should be utilized prior to program support whenever possible.

Service providers must establish internal controls that result in equitable treatment, maximize the allocations, and ensure coordination with, and referral of participants and applicants to other community resources.

- Supportive services may be provided to participants to enable them to engage in career or training services or in effort to obtain employment or self-sufficiency upon completion of a career or training program.
- When providing support services to a program participant, practitioners must case note the participant's progression in obtaining the outcome desired.
- Supportive services are also allowed for adults and dislocated workers during follow-up who are placed in unsubsidized employment and have a program completion.

Supportive Services neither trigger participation nor extend the date of participation (i.e., extend exit).

Every instance of granting supportive service must be adequately documented in the participant file.

The Support Service Request Form (included with the Support Services Procedures #2.4.1-P), is necessary to ensure that all documentation requirements are addressed.

For any instance where the total support services to be provided exceed the locally established limit, a Waiver Request form must be completed and signed by approved Program and PacMtn Representatives.

Please refer to Support Services Procedure #2.4.1-P for specific details on allowable and non-allowable services payable through Supportive Service dollars:

1. For eligible program participants to include those individuals who are in follow up and have been placed in unsubsidized employment, with a program completion recorded in MIS
2. For allowable training expenses affiliated with training paid by programs other than WIOA Title I

Any discrepancies arising between PacMtn policy and or procedures with federal and state provisions due to current or future revisions will default to the current minimum federal and state regulations and guidance available. PacMtn policy and or procedures may set forth stricter requirements than provided by federal and state guidance, but in no case will PacMtn policy and or procedures not meet minimum federal and state policy.

Definitions

NA

References

Workforce Innovation and Opportunity Act of 2014
WIOA Final Rule; 20 CFR Parts 676,677, and 678; Federal Register, Vol. 81, No. 161, August 19, 2016

WIOA Final Rule; 20 CFR Parts 603, 651, 652, et al; Federal Register, Vol. 81, No. 161, August 19, 2016,
WIOA Sections 3(59)
WIOA Section 134(d)(2) and (3) and 134(c)(2)(A)(ix)(I) and (II) WIOA
129(c)(2)(G)

TEGL 19-16

TEGL 10-16, Change 3

WorkSource System Policy 1019 (Rev12) – Eligibility Policy and Handbook

WorkSource System Policy 1020 (Rev2) - Data Integrity and Performance Policy and Handbook

WIOA Title I-B Policy 5602 (Rev5) – Supportive Services & NRPs

WIOA Title I-B Policy 5620 (Rev1) – Follow-Up Services

PacMtn Procedures Document #2.4.1-P - Support Services

PacMtn Policy #3.3.4-R1 - Youth Support Services

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