

	NORTH CAROLINA DEPARTMENT OF COMMERCE DIVISION OF WORKFORCE SOLUTIONS
	DWS Operational Guidance Number: OG 18-2021, Change 1
	Date: August 10, 2023
	Subject: Workforce Innovation and Opportunity Act (WIOA) Supportive Services Guidance
	From:  <hr/> Chet Mottershead Assistant Secretary for Workforce

Purpose: To provide guidance on the use of WIOA funds for supportive services to eligible participants enrolled in WIOA Title I Adult, Dislocated Worker, and Youth programs.

This change provides updated guidance on the provision of food as a supportive service and the inclusion of supportive services expenditures as an allowable cost for the youth work experience requirement, based on Training and Employment Guidance Letter (TEGL) 09-22, which was issued on March 2, 2023.

This Operational Guidance (OG) rescinds OG 18-2021 and the procedures herein supersede all previous policy, procedures, and guidelines regarding WIOA supportive services.

Background: The WIOA defines supportive services in Sec. 3(59) as 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 Act. Supportive services for Adults and Dislocated Workers are further referenced in WIOA Secs. 134(d)(2), (3) and 20 CFR §§ 689.900 through 689.970 and for WIOA eligible Youth in Section 129(c)(2)(G) and are governed by 20 CFR §§ 681.570 through 681.580.

TEGL 09-22 states that supportive services that enable WIOA participants to participate in work experience can now count toward the work experience expenditure requirement. Supportive services allow participants to persist in and complete program activities and are vital ingredients in youth success, therefore supportive services are now an allowable work experience expenditure.

In addition, on a limited basis and in certain situations, food at a reasonable cost may be provided to youth program participants as a supportive service. Food may be provided to eligible youth when it will assist or enable the participant to participate in allowable youth program activities and to reach his/her employment and training goals, thereby achieving the program's overall performance goals. Local Area Workforce Development Boards (WDBs) should have written policies and procedures in place for purchasing and distributing food to ensure consistent treatment of these types of expenses. When developing written policies and procedures, please review the Uniform Guidance at 2 CFR § 200.403.

To receive supportive services, WIOA participants must be receiving staff assisted career services and participating in employment and/or training activities. There must be a direct connection between the supportive services offered and the activity in which the participant is participating. Youth may also receive supportive services while in follow-up services (20 CFR § 681.580). The supportive services provided must be allowable, reasonable, and not otherwise available to the participant.

Supportive services are not entitlements and must be supported by the demonstration of financial need. Funds used for supportive services should be utilized in a manner that avoids duplication of services and must be leveraged with all other resources, including funding from private, community, and faith-based organizations.

Action:

Local Area WDBs and sub-recipients must be aware of and follow all federal, state, and local requirements for the provision of supportive services funded by WIOA resources. Supportive services policies and procedures must be in place that include guidance to help detect and prevent fraud, program abuse, and criminal activities.

Local Area WDB Supportive services policies should be revised to include the provisions reflected in TEGL 09-22. The Division of Workforce Solutions encourages Local Area WDBs to work with surrounding WDBs to establish similar or consistent supportive services policies to provide consistency to customers across the state.

All supportive services may be administered in-person or virtually and must be documented in the Individual Employment Plan (IEP), Individual Service Strategy (ISS), Objective Assessment, and NCWorks.gov case notes. When administering supportive services virtually, Local Area WDBs must place special emphasis on employing additional strategies to eliminate the possibility of fraud.

Local Area WDBs should distribute this guidance to all appropriate parties involved in WIOA service delivery.

Effective Date: Immediately

Expiration: Indefinite

Contact: DWS Planner