



**NORTH CAROLINA DEPARTMENT OF COMMERCE  
DIVISION OF WORKFORCE SOLUTIONS**

**DWS Operational Guidance Number: OG 18-2021**

**Date: June 8, 2021**

**Subject: Workforce Innovation and Opportunity Act  
(WIOA) Supportive Services Guidance**

**From:**

**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 and to rescind PS 10-2020.

**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.

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 Workforce Development Boards (WDBs) and contractors 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.

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