

DATE: October 20, 2016
TO: All WIOA Subrecipients
FROM: Laurel McMahan, Program Manager
Administrative Services Division



SUBJECT: Supportive Services during 12-Month Follow-up for Adult/Dislocated Workers

The state had submitted a request to the US Department of Labor for additional clarification on whether the Workforce Innovation and Opportunity Act (WIOA) allowed for supportive services to be provided to Adults or Dislocated Workers enrolled in a follow-up activity as had been permitted under the Workforce Investment Act (WIA).

The state recently received a response to its request. WIOA only permits supportive services for those individuals who are participating in career or training services. Therefore, once a participant has exited, as defined in the regulation, the individual can no longer receive supportive service. Simply put, if an individual is only receiving follow-up services, that individual cannot receive supportive services. An individual in need of supportive services must still be participating in other career or training services in order to receive supportive services.

WIOA defines supportive services to mean services such as transportation, child care and other similar needs that are necessary to enable an individual to participate in activities authorized under the Act. It also notes that supportive services are those that are necessary to enable an individual to participate in career and training services. To be eligible for most supportive services, an individual must be participating in either career or training services, or both.

Follow-up services are a type of career service that must be provided, as appropriate, to adults and dislocated workers for up to a year after the first date of employment. WIOA explicitly notes that follow-up services alone do not make an individual a participant or extend participation. Under WIOA, an individual is "exited" after 90 days of not receiving a qualifying service and no further services are planned. "Follow-up services" are not a qualifying service. Therefore, individuals who have "exited" a program may no longer receive supportive services because they are no longer participating in the program.

Individuals identified as potentially needing ongoing supportive services must still be participating in career services (other than just follow-up) and training services to receive them. If a participant enters employment but is likely to need supportive services for a period after they begin the job, the career planner should not exit the individual once employed, but instead allow a soft exit to occur once 90 days without service. This falls in line with WIOA's direction of serving individuals who may require more assistance than those served under WIA.

If you have any questions, please contact the Grants Management Unit.