

Technical Assistance Guidance

TAG-05-2017

Issued Date: **Thursday, April 27, 2017**

Subject: Workforce Connections – Policy Revisions & Updates
Program Services & Activities – ADW
Supportive Services

Purpose

To announce publication and effective date of revisions/updates made to Workforce Connections' (WC) policies **ADW-030-06 and ADW-030-02**.

This TAG provides sub-recipients with a helpful tool to improve quality of service, effective management practices and ensure compliance with Federal, State and local regulations.

Background

Consistent with Sec. 3(59) of Title I of WIOA supportive services are those services that are necessary to enable a program participant to participate in career and training services. The regulation further addresses the scope and purpose of supportive services and the requirements governing their distribution. WIOA and its associated regulations clearly stipulate that supportive services are WIOA-funded only when these services are not available through other agencies and that supportive services are necessary to participate in WIOA Title I activities.

References

P.L. 113-128 Sec. 3(59), Sec. 134

20 CFR §680.900 "What are Supportive Services for Adults and Dislocated Workers"

20 CFR §680.150 (c)

TEGL 19-16

With the commitment to improve processes and after further research and assessment of recently established requirements, WC has revised the above mentioned policies to address the following:

Revisions to Policy ADW-030-06, Section I

Item (D) will amended to include the following:

Supportive services may be made available to any adult or dislocated worker **participating in title I career services and training activities** that is unable to obtain supportive services through other programs. Additionally, supportive services **must be allowable, necessary and reasonable** to enable the individual to participate in career services or training activities.

Note, individuals that have exited from the program and are receiving follow-up services are not eligible to receive supportive services. Supportive services alone cannot be used to extend an individual's participation in the program.

Revisions to Policy ADW-030-02, Section IV

Item (A) will be replaced in its entirety with the following:

Follow-up services provide a continuing link between the program participant and the workforce system. These services allow service providers to assist with other services the program participant may need once he or she obtains employment, and should be more substantive than contacts to obtain reporting information. Appropriate follow-up services must be made available to participants who are placed in unsubsidized employment for a minimum of twelve (12) months following the first day of employment.

Item (B) will be replaced in its entirety with the following:

Note: Follow-up services provided to ensure job retention will not extend the participation period. Such follow-up services may include, but are not limited to:

- Contacting employers;
- Referral to partners within the OSDs;
- Referral to supportive services available in the community;
- Counseling about work-related issues; and
- Career counseling.

Action

Please share this information with all staff and other interested parties.

WC will continue to provide technical assistance to support the workforce system. For more information and/or updates, please contact your program manager at your earliest convenience. Sub-recipients and their staff are strongly encouraged to carefully read and become familiar with the revised policies since their organization, program or project funded in whole or in part with WIOA funds will be impacted by the new established requirements affecting compliance.

Policy revisions/updates adopted and implemented as of Thursday, April 27, 2017. WC Policies can be located at: <http://nvworkforceconnections.org>

Technical Assistance

Available upon request.