

EOWB Policy #: P-008 B	Effective Date: 07/01/2016
	Revised: 12/01/2024
Supportive and Follow Up Services	New ☒ Revised
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PURPOSE

This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) Title I funds for supportive services and follow up services for adults, dislocated workers, and youth in WIOA Title I activities.

POLICY

WIOA provides program guidelines for supportive services and follow up services for adults, dislocated workers, and youth. Such services are provided in coordination with partners of the WorkSource Center and other community partners.

SUPPORTIVE SERVICES

Supportive services may be made available to any WIOA enrolled Adult and Dislocated Worker participant in career services or training activities who cannot secure such assistance through other community resources or programs providing the amenities.

Supportive Services may be made available to any WIOA enrolled youth participant during any WIOA activities that are unable to obtain such assistance from other community resources or other community partners.

Supportive service payment is the use of federal funds to assist with need based financial support.

Supportive services may include but are not limited to, assistance with:

- Links to community services;
- Transportation;
- Child care and dependent care;
- Housing;
- Educational testing;
- Reasonable accommodations for individuals with disabilities;
- Referrals to health care;
- Needs Related Payments (NRP) for youth (A/DW NPR are addressed in EOWB Policy-014);
- Legal Aid Services;
- Uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- Payments and fees for employment and training-related applications, tests, and certification

FOLLOW-UP SERVICES:

Adult and Dislocated Worker

Follow-up services are provided to adult and DW participants upon completion of their service strategy. It is non-monetary activities are made available for up to 12 months following program completion. These services are designed to help individuals retain unsubsidized employment resulting from the system-related services received. Follow-Up services include:

- Career Planning and counseling;

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- Assistance with work-related problems;
- Peer support groups;
- Referrals; and
- Information regarding educational opportunities.

Follow-up services must be offered to all participants upon the start of their employment. Follow-up services must also be made available to any participant following exit from the program unless the participant declines to receive them, or the participant cannot be located or contacted.

Follow-up services must include more than simply a contact for securing documentation in order to report a performance outcome.

Supportive services payments and training services are NOT allowed during follow-up.

Youth

Follow-up services are critical services provided to a youth participant following an exit from the program. It must be provided for a minimum of 12 months in duration. It is unique to the individual and designated to support the youth to ensure their success in post-secondary education or unsubsidized employment. Follow-up services may be provided beyond 12 months at the state or Local WDB's discretion. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. Follow-up services may include but not limited to the following:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services;
- Activities that help youth prepare and transition to post-secondary education and training.

Follow-up services may include regular contact with a participant's employer, including assistance in addressing work-related problems that arise. Follow-up services must be provided to all youth participants for a minimum of 12 months unless the participant declines such services, or cannot be located or contacted.

Follow-up services must include more than simply a contact for securing documentation in order to report a performance outcome.

The types provided and the duration of services must be determined based on the need of the individual. Services may differ for each participant.

Supportive service payments are authorized for youth participants enrolled in follow-up after exiting from the program. Supportive service payments must be in writing as part of the follow-up service plan

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designed to assist the youth in remaining employed, in a postsecondary training, or higher education program.

REFERENCES:

20 CFR 680.150 (C)

20 CFR 680.900

20 CFR 681-570

Training and Employment Guidance Letter 19-16

Training and Employment Guidance Letter 10-16 Change 2

ADOPTED AT EOWB REGULAR MEETING	DATE: email
ERIN CARPENTER, EOWB EXECUTIVE DIRECTOR	EFFECTIVE DATE: 12/01/2023
SIGNATURE 	DATE 2/15/2024