

Supportive Services

WIOA YOUTH PROGRAM ELEMENT

The Workforce Innovation and Opportunity Act (WIOA) Youth program includes 14 program elements, which are required to be made available in each local area. The program elements outline a vision for supporting youth and young adults through an integrated service delivery system. This brief includes related information in the Act, the regulations, and guidance for this program element.

Workforce Innovation and Opportunity Act

Section 3(59): The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this Act.

Section 129 (c)(2)(G): supportive services.

Workforce Innovation and Opportunity Act Relevant Regulations

§ 681.570 What are supportive services for youth?

Supportive services for youth, as defined in WIOA sec. 3(59), are services that enable an individual to participate in WIOA activities. These services include, but are not limited to, the following:

- (a) Linkages to community services;
- (b) Assistance with transportation;
- (c) Assistance with child care and dependent care;
- (d) Assistance with housing;
- (e) Needs-related payments;
- (f) Assistance with educational testing;
- (g) Reasonable accommodations for youth with disabilities;
- (h) Legal aid services;
- (i) Referrals to health care;
- (j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- (k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and



- (l) Payments and fees for employment and training-related applications, tests, and certifications.

§ 681.580 What are follow-up services for youth?

- (a) Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.
- (b) Follow-up services for youth also may include the following program elements:
- (1) **Supportive services;**
 - (2) Adult mentoring;
 - (3) Financial literacy education;
 - (4) 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; and
 - (5) Activities that help youth prepare for and transition to postsecondary education and training.
- (c) All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. Follow-up services may be provided beyond 12 months at the State or Local WDB's discretion. The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

Workforce Innovation and Opportunity Act Relevant Guidance

No additional guidance on Program Element 7: Supportive Services in [TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 21-16 | U.S. Department of Labor](#) beyond what is articulated in regulations.

Resources

For additional resources on the program element, please visit [WorkforceGPS - Supportive Services](#).

