



Arkansas Workforce Center at Little Rock

LRWDB Program Directive

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Directive Number	SUBJECT
POL 2025 Supportive Services	Statement of Supportive Services
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September 1, 2025	Title I WIOA Services Provider
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PURPOSE

The purpose of this policy is to describe and to detail the regulations and requirements concerning supportive services, in accordance with the rules and regulations of the Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the Arkansas Workforce Development Board.

POLICY

Supportive services are designed to provide a participant with the resources necessary to enable an individual to participate in WIOA Title I-B Adult, Dislocated Worker, or Youth activities [WIOA § 3(59); 20 CFR 679.430, 680.910(b), 681.570; TEGLs 19-16 & 21-16].

The LRWDB and one-stop operator follow specific procedures for determining the need and funding source for supportive services. The LRWDB recognizes four primary types of supportive services: employability and emergency assistance, childcare and dependent care assistance, transportation assistance, and post-exit assistance.

Other supportive services may include, but are not limited to [WIOA § 3(59); 20 CFR 680.900, 681.460(a), & 681.570; TEGLs 19-16 & 21-16]:

- Linkages to community services
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications.

Eligibility for Supportive Services

For any individual to receive supportive services, he or she must meet all eligibility requirements for a WIOA Title I-B program.

The LRWDB, in consultation with its workforce center partners and other community service providers, works to ensure resource and service coordination for supportive services in the local area [WIOA § 134(d)(2); 20 CFR 680.910; 20 CFR 681.460(c); 20 CFR 681.470; TEGLs 19-16 & 21-16]. Case managers work with the other entities to ensure that participants receive coordinated service to create an appropriate total package [20 CFR 681.470; TEGLs 19-16 & 21-16].

A career counselor, employed by the one-stop operator, determines the need for WIOA supportive services. The career counselor develops an Individual Employment Plan to identify a participant's potential need for supportive service and ability to fully participate in planned activities. The career counselor also determines which, if any, services are paid through WIOA after analyzing the participant's ability to pay for services (using an Income and Expense form) and exploring alternative providers in the community. Supportive services (including Emergency Assistance) are authorized for WIOA funding only when monthly expenses, plus the cost of the supportive service, exceed household income and other resources.

The career counselor may make referrals for Pell Grants, other grants, scholarships, or student loans. The career counselor re-assesses the need for WIOA-funded supportive services as part of the regular quarterly review conducted with each participant receiving training and/or supportive services.

The career counselor's determination for the need for WIOA supportive service is recorded in an AJL note. Any determination that a needed supportive service is not available from alternative community providers is also recorded in an AJL note and on an Obligation Request Form.

Supportive services are WIOA-funded only when these services are not available through other agencies. The provision of accurate information about the availability of supportive services, as well as referral to such services, is available as a Basic Career Service [WIOA § 134(c)(2)(A)(iv); 20 CFR 678.430 & 680.900; 680.920; TEGL 19-16]. WIOA funding is generally considered temporary or transitional until other funding resources can be arranged.

Adults and Dislocated Workers

The LRWDB is not required to provide supportive services to Adults and Dislocated Workers, but such services are permitted for participants who need such services and meet eligibility requirements.

The primary requirements for an Adult or Dislocated Workers to receive a supportive service are [WIOA § 3(59) & 134(d)(2); 20 CFR 680.140, 680.900 & 680.910; TEGL 19-16]:

- The participant is participating in an activity authorized as a WIOA Title I-B Adult or Dislocated Worker (DLW) career (except follow-up) or training service

- The supportive services are necessary to enable the participant to participate in the activity or training service
- The participant is unable to obtain the needed supportive services through another program providing such services [WIOA § 134(d)(2) 20 CFR 680.910(a)]

Youth

Supportive services are Program Element 7 of the Youth program, and such services are available to Youth when needed, and in accordance with the local Supportive Service Policy. The LRWDB has the discretion to determine the specific program services a youth participant receives based on each participant's objective assessment and individual service strategy [WIOA §129(c)(2); 20 CFR 681.460].

The primary requirements for a Youth to receive a supportive service are [WIOA § 3(59); 20 CFR 681.570 & 681.580; TEGL 21-16]:

- The participant is participating in an activity authorized as a WIOA Title I-B Youth activity or service, including follow-up services (must be one of the 14 program elements or a follow-up service)
- The supportive services are necessary to enable the participant to participate in the activity or training service
- The participant is unable to obtain the needed supportive services through another program providing such services

Referral Procedures

Referral procedures are intended to ensure that individuals receive referrals to necessary supportive services [20 CFR 680.900; TEGL 21-16]:

1. **Assessment of Need**
 - Case managers assess each participant's needs for supportive services during intake and throughout their program engagement. Needs are documented in the individual's case file.
2. **Identification and Referral to Community Resources**
 - When a need is identified, the case manager will first seek to connect the participant to community providers or other local agencies known to offer the required supportive service (beginning with partners housed at the Little Rock Workforce Center).
 - Case managers may use designated referral systems (such as 2-1-1 or other local resource directories) and document all referrals and outcomes in the participant's record.
 - Accurate and up-to-date information about available supportive services and how to access them is made available at the Little Rock Workforce Center as part of basic career services.

3. Coordination and Documentation

- Case managers must ensure service coordination and avoid duplication by confirming no available or suitable alternatives before recommending WIOA-funded support.
- All attempts to obtain services from non-WIOA sources must be clearly documented, including the outcome of each referral.

Funding When Services are Not Otherwise Available

1. Verification of Unavailability

- If supportive services are not available or accessible from other sources, or if obtaining them elsewhere would impose hardship or delay participation, case managers must record these circumstances in detail.
- WIOA funds will be considered only after all other avenues are exhausted.

2. Provision of WIOA-Funded Supportive Services

- When no other funding or resources are accessible, supportive services vital to a participant's engagement or retention may be funded by WIOA Title I resources.
- Payments must be reasonable, necessary, and directly related to the participant's employment or training goals.
- Each case must be fully documented, including what was provided, the cost, and the rationale for using WIOA funds.

3. Immediate/Emergency Needs Exception

- If waiting for community resources would create undue hardship or interrupt participation, WIOA funds may be used directly. Such exceptions must be justified and documented in the participant's record.

4. Combination of Funds

- It may also be appropriate for WIOA title I supportive services funds to be coordinated with a partner entity's supportive services, if the partner indicates their supportive services funding is in danger of depletion prior to the end of the time period for which the funds are intended.
- This practice will help ensure that neither the local workforce development area nor the community partner exhausts their supportive services funds during their respective periods of funding.
- The details of this arrangement must be documented in the IEP, as well as in program notes.

Needs-Related Payments

Needs-related payments may be provided to Adults and Dislocated Workers to enable them to participate in training services (but not for participation in Career Services [WIOA § 134(d)(3)(A); 20 CFR 680.930]).

Eligibility requirements for an Adult to receive needs-related payments are [WIOA § 134(d)(3)(A); 20 CFR 680.940]:

- Be unemployed
- Not qualify for, or have ceased qualifying for, unemployment compensation
- Be enrolled (registered for classes) in a WIOA Title I-B training service

A Dislocated Worker may be eligible to receive needs-related payments in one of the following two ways [WIOA § 134(d)(3)(A); 20 CFR 680.950]:

1. For DLWs who qualified for unemployment benefits or trade readjustment allowance under TAA
 - Be unemployed
 - Have ceased qualifying for, unemployment compensation or trade readjustment allowance under TAA
 - Be enrolled (registered for classes) in a program of WIOA Title I-B training service by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility for the DLW program, OR if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months
2. For DLWs who did not qualify for unemployment benefits or trade readjustment assistance under TA [WIOA § 134(d)(3)(A); 20 CFR 680.950].
 - Be unemployed
 - Do not qualify for unemployment benefits or trade readjustment assistance under TAA
 - Be enrolled (registered for classes) in a WIOA Title I-B training service

Needs-related payments may be paid while a participant is waiting to start training classes, provided he or she has been accepted into a training program and enrolled in (registered for) classes, and provided the classes will begin within 30 days. The LRWDB may authorize an extension of the 30-day period to address appropriate circumstances [20 CFR 680.960].

The level of a needs-related payment made to an eligible Dislocated Worker may not exceed the greater of:

- a. the applicable level of unemployment compensation; or
- b. if the DLW did not qualify for unemployment compensation, an amount equal to the poverty line for an equivalent period, adjusted to reflect changes in total family income, as determined by LRWDB policies [WIOA § 134(d)(3)(C); 20 CFR 680.970].

Since participants in registered apprenticeship programs are considered to be employed from the first day of their RA training, the LRWDB does not provide needs-related payments to individuals in registered apprenticeship programs [20 CFR 680.940 -950].

Needs-related-payments are listed as a potential supportive service for Youth in the LRWDB's Services for Youth policy [WIOA § 3(59), 20 CFR 681.570, and TEGL 21-16.

Funding Requests

Requests for supportive services payments to a customer must be approved through the one-stop operator vouchering system. The variety of services the one-stop operator can provide is listed in the organization's Supportive Services Summary and Supportive Services Quick Reference Chart. The chart serves as a sample of services available to customers and is not intended to be all inclusive (i.e., it may include, but is not limited to items listed).

Funding Limits and Exceptions

The LRWDB, in consultation with the one-stop operator, establishes limits on the provision of supportive services, including: a maximum amount of funding, a maximum length of time for supportive services to be available to participants, and procedures for determining exceptions to these limits.

The maximum amount of funding is based on availability of local funds:

- a. For individuals in a WIOA funded training program, a supportive service maximum of \$2,000 during each (12) month period of participation may be received.
- b. For individuals not in a WIOA funded training program, a supportive service maximum of \$1,500 during each (12) month period of participation may be received.
- c. Limited exceptions may be made to the dollar limits of the supportive services with approval of the LRWDB. Reasons for the exception must be documented clearly in program notes. The LRWDB Executive Director has the authority to authorize an additional amount of \$500 per (12) twelve months on behalf of the board. Any amount beyond the additional \$2,500, for those in ITA Training, and \$2,000 for anyone who is not training, must be taken forth to the board for consideration.
- d. Needs related payments for Youth, Adult or dislocated Worker are to be set at \$500 with the LRWDB Executive Director able to approve an additional \$500 per (12) month period of participant's enrollment.

Youth

Post exit supportive services may be provided for youth for up to one year following exit. In most instances, the supportive service payment(s) will be issued to the party providing the supportive service rather than to the participant. Post exit supportive services may include, but are not limited to medical and dental services, transportation and clothing. Employment retention is a high priority and post-exit supportive services are used, when necessary, to help youth maintain employment or training activities. [ADWS Policy 3.1; TEGL 19-16; 20 CFR 681.580]

Contact Person W. J. Monagle, Executive Director	Expiration Date Indefinite
Authorized By Eddie Davis, Board Chair 	 