

TRAINING AND EMPLOYMENT NOTICE	NO. 12-21
	DATE October 15, 2021

TO: STATE WORKFORCE AGENCIES
STATE WORKFORCE ADMINISTRATORS
STATE WORKFORCE LIAISONS
STATE AND LOCAL WORKFORCE BOARD CHAIRS
DIRECTORS STATE LABOR COMMISSIONERS
STATE APPRENTICESHIP AGENCIES
STATE DIRECTORS OF THE OFFICE OF APPRENTICESHIP
DISABLED VETERANS OUTREACH PROGRAM REPRESENTATIVES
LOCAL VETERANS EMPLOYMENT REPRESENTATIVES

FROM: ANGELA HANKS /s/
Principal Deputy Assistant Secretary

SUBJECT: Practitioners Guide to Supportive Services

1. **Purpose.** To provide a resource guide to workforce investment practitioners who assist jobseekers in finding and applying for financial assistance and other supportive services.
2. **Action Requested.** Use and share the practitioners guide to help ensure all jobseekers searching for work, beginning new employment, or entering training can find and apply for the assistance they need for economic stability.
3. **Summary and Background.**
 - a. Summary –This practitioners guide describes available resources, including pandemic related emergency services, useful in helping workforce program customers gain economic stability.
 - b. Background – The Workforce Innovation and Opportunity Act Section 134(c) (2) and its regulations at 20 CFR 678.430 describe career services, including providing usable and understandable information on supportive services and assistance. Further, WIOA Adult, Dislocated Worker, and Youth programs, and many DOL-funded competitive grant programs, allow program funds to be used directly for supportive services. Many workforce development practitioners are experienced at helping customers find appropriate supportive services, particularly in their local community. This guide comprehensively lists nationally-available programs and those newly created in response to the pandemic. Additional supportive services will exist in local communities from state or local governments or nonprofit, community-based, or faith-based organizations, and strong partnerships between workforce programs and partner programs can holistically support jobseekers and learners.

4. **Practitioners Guide for Supportive Services.** This guide aims to assist workforce professionals quickly and accurately locate emergency and long-term resources for workforce program customers to gain economic stability. It includes information on rental assistance, supports for utilities and broadband, child care, the child tax credit, earned income tax credit, nutrition and food security, health care resources, and legal aid among others. Additional information on supportive services is also available on the Department of Labor's technical assistance platform for workforce practitioners at Workforce GPS.

5. **Inquiries.** The guide includes links to online information for most services. Please direct any other inquiries to the appropriate ETA Regional Office.

6. **References.**

- Workforce Innovation and Opportunity Act (WIOA) (Pub. L. 113-128) (July 22, 2014);
- Workforce Innovation and Opportunity Act; Final Rule (WIOA DOL Final Rule) published at 81 FR 56071 (August 19, 2016), specifically 20 C.F.R. parts 680 and 687;
- Training and Employment Guidance Letter (TEGL) 19-16, *Guidance on Services Provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service 12 (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules*, dated March 1, 2017, https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3851;
- TEGL 12-19, *National Dislocated Worker Grant Program Guidance*, dated March 18, 2020, https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=9054;
- TEGL 12-19, *Change 1, Change 1 to TEGL 12-19, National Dislocated Worker Grant Program Guidance*, dated November 2, 2020, https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=5028.

7. **Attachment.**

- Attachment I - *Practitioners Guide to Supportive Services*