

# Myth Busters 2.0

WIOA American Job Center (AJC) Services



**Myths** are misconceptions that interfere with the ability to fully implement an integrated workforce development system as envisioned under the Workforce Innovation and Opportunity Act (WIOA). Myths may result from misunderstanding laws and regulations and from lack of experience with other workforce partners. Listed below are some myths and the facts that provide the real story:

## Supportive Services for Title I Programs

### Myth:

■ All WIOA Adult and Dislocated Worker participants are entitled to supportive services.

### Fact:

There is no requirement in either the Adult program or Dislocated Worker program that all participants must receive supportive services. Rather, the Adult and Dislocated worker programs may provide supportive services to those participants receiving career services or training services *if* they are unable to obtain such supportive services through other programs and *when* such services are necessary to enable participation in career and training services. The lack of other resources must be documented in the objective assessment/case file. State workforce boards may, and local workforce boards must, establish policies identifying when and to whom supportive services will be provided IF they plan to provide supportive services and adequate resources are available to do so.

For more information on supportive services in the WIOA Adult and Dislocated Worker programs, please see TEGL 19-16, at: [https://wdr.doleta.gov/directives/All\\_WIOA\\_Related\\_Advisories.cfm](https://wdr.doleta.gov/directives/All_WIOA_Related_Advisories.cfm).

Please see the Supportive Services Desk Reference at: [https://ion.workforcegps.org/resources/2017/07/14/09/22/Supportive\\_Services\\_Desk\\_Reference](https://ion.workforcegps.org/resources/2017/07/14/09/22/Supportive_Services_Desk_Reference).

# Myth Busters 2.0

WIOA American Job Center (AJC) Services



## Myth:

Needs-related payments can support any individual for any service provided under the Adult and Dislocated Worker programs.

## Fact:

A needs-related payment is a type of supportive service that provides financial assistance to participants receiving training services under the WIOA Adult and Dislocated Worker programs. As such, needs-related services are more limited than most other supportive services available to participants under these programs.

When needs-related payments are provided through the WIOA Adult and Dislocated Worker programs, documentation must also demonstrate that the recipient is unemployed and does not qualify for (or has ceased to qualify for) unemployment compensation.

For more specific information about supportive services, including needs-related payments, please see the Supportive Services Desk Reference at:

[https://ion.workforcegps.org/resources/2017/07/14/09/22/Supportive\\_Services\\_Desk\\_Reference](https://ion.workforcegps.org/resources/2017/07/14/09/22/Supportive_Services_Desk_Reference).