



Hennepin-Carver

Workforce Development Board

WDA 09 WIOA Adult, WIOA Dislocated Worker, MN Dislocated Worker: Supportive and Follow-Up Services Allowable Activities

Policy Summary

This policy outlines the supportive and follow-up services in the Workforce Innovation and Opportunity Act (WIOA) and Minnesota State Statute 116L.17 programs administered by the Minnesota Department of Employment and Economic Development (DEED).

Relevant Laws, Rules, or Policies

Workforce Innovation and Opportunity Act (WIOA) (42 USC 3101 et seq)
Code of Federal Regulations 20 (CFR) Part 680
Code of Federal Regulations 20 (CFR) Part 678
Training and Employment Guidance Letter (TEGL) 21-22 (June 9, 2023)
Training and Employment Guidance Letter (TEGL) 19-16 (March 1, 2017)
Training and Employment Guidance Letter (TEGL) 16-16 (January 18, 2017)
Training and Employment Guidance Letter (TEGL) 12-19 (November 1, 2020)
Training and Employment Guidance Letter (TEGL) 10-16, Change 3 (June 11, 2024)
Training and Employment Notice (TEN) 12-21 (October 15, 2021)
Minnesota State Statute 116L.17

Effective Date: March 18, 2026

Last Updated:

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Local Policy Required

Local providers must have an updated and current policy on file that includes, at minimum, the information required by this policy. Provider policies must be made available to DEED upon request, either in hard copy or electronic formats. DEED encourages providers to maximize career services within their respective policies as much as practical, within the limits of current requirements (Refer to “Relevant Laws, Rules, or Policies” at the top of this policy). *This local policy adopts that of the MN Department of Employment & Economic Development.*

Programs Covered

This policy applies to the following Dislocated Worker and Federal Adult Programs (DWFAP):

- WIOA Adult Program,
- WIOA Dislocated Worker Program

- State Dislocated Worker Program,
- National Dislocated Worker Grants (DWGs), and,
- Certain special programs such as the:
 - Minnesota Retaining Employment and Talent After Injury/Illness Network (RETAIN) Program, and,
 - Reentry Pilot Program.

Note: Terms that are *Italicized* are also defined within the “Dislocated Worker and Federal Adult Programs (DWFAP) Terms and Definitions” document in the “Related Links” at the bottom of this policy.

Local Provider Policies (Supportive Services):

Providers must have an updated and current policy on supportive services that outlines the resource and service coordination in the local area.¹ Local policies may include a maximum total amount of funding for supportive services available to a participant.² However, the policy cannot be so restrictive that it would result in a participant's failure to successfully complete their program(s).

Local Provider Policies (Follow-Up Services):

Providers must have an updated and current policy on follow-up services. These policies, among other things, must define what are considered to be appropriate follow-up services, and when to provide them to participants.³

Providers are encouraged to identify and establish partnerships with all relevant stakeholders to maximize resources and service offerings.⁴

Supportive Services:

Supportive services are services and assistance necessary for individuals to participate in their careers or training program(s).⁵ They are provided to participants on a case-by-case basis based on individual need(s). Participants must complete a financial needs analysis and an *Individualized Employment Plan* during program enrollment with their counselor to document their current financial situation and potential needs. Supportive services can only be paid for using WIOA or State funds when these services are not available through any other local agencies or organizations.

Note: Supportive services payments cannot be made for costs incurred prior to the individual's enrollment in the program.

See “Table One” below for a selected list of supportive services which may be provided to program participants. The list is not exhaustive, and it is meant to provide examples of services. DEED encourages providers to allow for and provide more supportive services than those listed, if able.⁶

Table One: Selected List of Supportive Services

Housing and Transportation Assistance	<ul style="list-style-type: none"> · Emergency housing or rental assistance,⁷ · Utilities and internet assistance, · Commuting and transportation assistance,⁸ · Relocation assistance to employ existing skills⁹
Family, Healthcare, and Dental Assistance	<ul style="list-style-type: none"> · Emergency healthcare or health assistance,¹⁰ · Emergency health insurance, · Dental assistance,¹¹ · Referrals to healthcare,¹² · Family care, including child or dependent care¹³
Counseling and Legal Assistance	<ul style="list-style-type: none"> · Personal, drug, or alcohol counseling,¹⁴ · Financial and legal counseling,¹⁵ · Legal aid services¹⁶
Work Attire and Work-Related Tools	<ul style="list-style-type: none"> · Uniforms or other work-related attire and work-related tools,¹⁷ · Work-related personal protective equipment such as eyeglasses and protective eye gear,¹⁸
Education and Job Search Assistance	<ul style="list-style-type: none"> · Out-of-area job search assistance,¹⁹ · Employment and training-related fees (i.e., conference parking fees, conference fees, background check fees, physical exams fees, application fees, etc.),²⁰ · Educational testing (i.e., test prep courses and materials, practice exams, etc.),²¹ · Books, fees, and supplies for post-secondary students not directly related to training (i.e. study materials, etc.),²² · Professional memberships. Note: Books, fees, and supplies directly related to participant training (i.e. required fees and/or supplies) may be paid for using training services funding.
Other Assistance	<ul style="list-style-type: none"> · Linkages to additional community services,²³ · Reasonable accommodations for individuals with disabilities,²⁴ · Food & nutrition services,²⁵ · Emergency National Farmworker Jobs Program assistance²⁶

WIOA Needs-Related Payments (NRPs):

NRPs are a type of supportive service that provides direct financial assistance to participants for the purpose of enabling them to participate in training. WIOA Adult and WIOA DW participants must be enrolled in training services programs receive NRPs.²⁷

Please note: Current DEED policy *prohibits* the disbursement of needs-related payments for Adult or Dislocated Worker program participants.

Supportive Services Documentation:

Case managers must document the type of supportive service(s) and the amount provided in the Support Service and Case Notes tabs within Workforce One. Supportive services cannot be used to extend the date of exit for participants in Workforce One.

Supportive Services Cannot Extend Exit:

Supportive services cannot be used to extend the date of exit for performance accountability purposes. Supportive services, like follow-up services, do not make an individual a participant or extend participation.²⁸ Individuals identified as needing ongoing supportive services must still be participating in basic career services, individualized career services or/and training services to continue to receive supportive services.²⁹

Follow-Up Services:

Follow-up services are a type of career service³⁰ and must be available and provided, as appropriate, to former participants who are placed in *Unsubsidized Employment*, for at least 12 months after the first day of employment.³¹ Providers do not need to provide follow-up services to former participants if participants do not need/want them, but they must be available.

Follow-up services for WIOA Adult and DW programs may begin immediately following placement into *Unsubsidized Employment* if it is expected that the participant will not receive any future services other than follow-up services.³² There is no requirement that providers wait 90 days after individuals to begin follow-up services.

Follow-up services include, but are not limited to:³³

- Counseling about the workplace,
- Peer support groups,
- Assistance with work-related problems that may arise,
- Information about additional educational opportunities, and,
- Referral to supportive services available in the community.

Supportive services cannot be provided as part of follow-up services after individuals have exited their program(s).³⁴ Supportive services can only be provided to those participating in basic career services, individualized career services or/and training services.³⁵

Related Links

- [Dislocated Worker and Federal Adult Programs \(DWFAP\) Terms and Definitions](#)

¹ 20 CFR 680.900

² 20 CFR 680.920(a)

³ TEGL 19-16 (p. 3)

⁴ TEGL 16-16 (p. 5)

⁵ 20 CFR 680.910 and TEGL 19-16 (pp. 18, 19)

⁶ TEGL 21-22 (pp. 9, 10)

⁷ 20 CFR 680.900(d), TEN 12-21, Attachment I, and MN State Statute 116L.17 (4)(2)

⁸ 20 CFR 680.900(b) and State Statute 116L.17 (4)(2)

⁹ MN State Statute 116L.17 (4)(2)

¹⁰ MN State Statute 116L.17 (4)(2)

¹¹ MN State Statute 116L.17 (4)(2)

- ¹² 20 CFR 680.900(i)
- ¹³ 20 CFR 680.900(c)
- ¹⁴ MN State Statute 116L.17 (4)(2)
- ¹⁵ MN State Statute 116L.17 (4)(2)
- ¹⁶ 20 CFR 680.900(h)
- ¹⁷ MN State Statute 116L.17 (4)(2)
- ¹⁸ 20 CFR 680.900(j)
- ¹⁹ MN State Statute 116L.17 (4)(2)
- ²⁰ 20 CFR 680.900(l)
- ²¹ 20 CFR 680.900(f)
- ²² 20 CFR 680.900(k)
- ²³ 20 CFR 680.900(a)
- ²⁴ 20 CFR 680.900(g)
- ²⁵ TEN 12-21, Attachment I (p. 3)
- ²⁶ TEGL 18-16 Change I, Attachment I (pp. 9, 10)
- ²⁷ 20 CFR 680.930
- ²⁸ TEGL 19-16 (p. 19)
- ²⁹ TEGL 19-16 (p. 19)
- ³⁰ WIOA Sec. 134 and 20 CFR 678.430(c)
- ³¹ 20 CFR 678.430(c)
- ³² TEGL 10-16, Change 3 (p. 31)
- ³³ TEGL 19-16
- ³⁴ 20 CFR 680.910(a)(1) and TEGL 19-16 (p. 19)
- ³⁵ 20 CFR 680.910(a)(1)