



WIOA Title I Supportive Services

TECHNICAL ASSISTANCE GUIDE

The purpose of this guide is to support Local Workforce Development Boards (WDBs), One-Stop Career Centers, and Workforce Innovation and Opportunity Act (WIOA) service providers in developing a system of supportive services that help to support the successful outcomes of participants in Title I programs. WIOA specifies the provision of supportive services as a specific service category that can help to remove and address barriers to employment. This resource provides an overview of requirements and considerations for Local WDBs in developing supportive service strategies with One Stop and program partners.

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I. Overview of Title I Supportive Services

WIOA Title I services provide job seekers support in accessing employment, education, training, and **supportive services** to succeed in the labor market. WIOA Title I programs seek to support individuals who have barriers to employment. Supportive services offer a holistic set of supports for addressing a wide variety of barriers to employment to help meet the unique circumstances and needs of individuals and open up opportunities for achieving their employment and education goals. These services must be incorporated as a central component in Title I service delivery models and should draw on a variety of funding sources, including Temporary Assistance for Needy Families, National Farmworker Jobs Program, National Dislocated Worker and Jobs for Veterans State Grants, to ensure access and support the success of individuals in career and training services.

Supportive Services may include, but are not limited to¹:

- Linkages to community services
- Assistance with transportation
- Assistance with childcare and dependent care
- Assistance with housing
- Needs-Related Payments (available only to individuals enrolled in training services)
- 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 items such as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies and other necessary items for students enrolled in post-secondary education classes
- Payments and fees for employment and training-related applications, tests and certifications

The provision of accurate information about the availability of supportive services in a local area, referrals to such services, and in some cases, direct provision of funding to support participants must be available through the One-Stop delivery system. Local areas must take steps to establish a comprehensive supportive services strategy, as well as specific local policies¹ that guide the provision of supportive services in their local area. WIOA provides local areas with the authority and flexibility to tailor supportive service supports to the needs of the local community.

¹ NJWIN 10-16(A).

Local WDBs must develop written policies and procedures that:

- Ensure coordination with other entities to ensure the highest quality, most comprehensive service provision possible.
- Prevent duplication of resources and services.
- Establish limits on the amount and duration of these services.
- Construct a process to ensure equitable treatment of the distribution of services or disbursement of payments.

Through supportive services, local areas have an opportunity to draw upon the resources and experience of partners and agencies across the workforce system to help these customers attain self-sufficiency through employment. Through relationships with partners, an opportunity exists for a more unified approach in connecting vulnerable populations to employment and sustained career pathway opportunities.

Work First New Jersey Supportive Services

WIOA participants who are eligible for and/or already enrolled in Temporary Aid for Needy Families (TANF), General Assistance (GA), or Supplemental Nutrition Assistance Program (SNAP) support also have access to specific supportive services through these programs. WIOA funds for supportive services must be considered as a secondary source to WFNJ supports.

Work First New Jersey (WFNJ) offers a handbook, which covers information on the basic requirements of WFNJ, responsibilities as a WFNJ participant, supportive services available while in the WFNJ program, and support services for working families. Customers are provided participant reimbursements (1) before they are referred to a One-Stop, (2) while they are engaged in employment and training activities, and (3) once employment is secured. Transportation and Child Care costs are most common; however, other costs can be reimbursed or advanced if allowed.

https://www.nj.gov/humanservicesdfd/programs/workfirstnj/WFNJ_HB_Eng.pdf

II. Supportive Services Categories

The Center for Law and Social Policy (CLASP) *Funding a Career Pathway Report*, developed and defined categories that describe the array of supports available to jobseekers. The process of determining an individual's need for supportive services begins at the initial assessment and continues through comprehensive and ongoing assessment stages (See NJDOL's Assessment Technical Assistance Guide).²

²

https://www.nj.gov/labor/wioa/forms_pdfs/WIOA%20Title%20I%20Assessment%20Technical%20Assistance%20Guide.pdf

Through assessment, the counselor and participant identify clear goals, aligned employment and education services, as well as supportive services that address barriers to achieving goals. These supportive services fall under two main categories in WIOA Title I programs – financial stability support and personal support.³

Financial Stability Support

A common roadblock for customers, who are seeking employment, training, and/or education is basic-needs insecurity. Many forms of insecurity exist, such as housing, food, health and safety, and oftentimes these overlap. One can be homeless, in an unsafe environment, and hungry. This can make it difficult to pursue self-sufficient employment.

Supportive services allow for the opportunity to meet the person where they are, consider their economic needs across a multitude of life domains, and provide financial support that can facilitate stable employment. Supportive services are particularly important for serving special populations and individuals from marginalized communities who are likely to experience these insecurities more than others (e.g. former offenders, LGBTQ+ populations, people of color, socio-economic disadvantaged individuals, immigrants).⁴

To be basic-needs insecure is to “lack access to resources for food, housing, health care, technology, transportation, personal hygiene and childcare”.⁵ Local WDBs have the authority and the responsibility to develop policies and coordination among other entities to provide these resources. Qualifying activities would include financial literacy workshops, needs-related payments, incentives, and referrals.

Personal Support

There are nonacademic and nonfinancial barriers that can affect one’s physical, mental, or social health and impact an individual’s ability to fully engage in society. These barriers include mental health (e.g. depression, anxiety), legal concerns (e.g. civil matters, child custody cases), and technology needs (e.g., access to computers, internet access), as well as needs related to specific populations, such as returning citizens or caregivers.

Under WIOA, those with barriers are priority populations, recognizing the unique circumstances that can cause struggles in meeting the demands of family, work, school, and training participation. Supports like mentoring, case management, specialized counseling, legal assistance, and community engagement can empower individuals to address their personal needs and receive the necessary help to have a well-balanced life.

³ <https://www.clasp.org/sites/default/files/public/documents/toolkit-pdfs/appendix.pdf>

⁴ <https://hope4college.com/wp-content/uploads/2018/09/Basic-Needs-Insecurity-College-Students.pdf>

⁵ <https://temple-news.com/hope-center-reports-on-students-basic-needs-insecurity-during-pandemic/>

Title I Individualized Career and Training Services

Academic and career preparation supports are also included in the CLASP Report as types of supportive services; however, under WIOA Title I programs, these are core individualized career and training services.

Academic Supports provide support for individuals who have been long-term unemployed, displaced workers, youth, and/or first-generation college students, who may be unprepared or lack the necessary skills to successfully enter a career pathway. Academic supports can assist and provide them with the ability, skills, and knowledge needed to achieve their goals. Qualifying activities would include course planning, establishing good study skills, tutoring, and/or occupational/entrepreneurial skills training that integrate education and training.

Career Preparation Supports occur before and after training. Prior to training, participants can identify their interests, work values, explore careers, and develop goals. Post-training, participants can use their knowledge and acquired skills to secure employment. Qualifying activities would include occupational assessments, resume building, interview preparation, labor market research, work-based learning experiences, and job or career fairs.

III. Targeting Supportive Services for Youth

Supportive Services and the 14 Program Elements

Supportive services are designed to aid priority populations, including out-of-school youth, the underemployed, unemployed, and socio-economic disadvantaged (low-income) individuals who are eligible to receive these supports. Youth programs, specifically, offer a comprehensive array of services through WIOA's 14 program elements and the development of Individualized Service Strategies (ISSs).⁶

14 Youth Program Elements

- Tutoring, study skills training, and instruction
- Alternative secondary school services
- Paid and unpaid work experiences
- Occupational skill training
- Education offered concurrently with and in the same context as workforce preparation
- Leadership development opportunities
- Supportive services
- Adult mentoring
- Follow-up services
- Comprehensive guidance and counseling
- Financial literacy education
- Entrepreneurial skills training
- Services that provide LMI
- Post-secondary preparation

⁶https://www.nj.gov/labor/wioa/documents/youth/WIOA_Youth_Program_Elements_Technical_Assistance_Guide.pdf

The design of the WIOA Youth program is unique, in that these program elements, make explicit many specific supportive services such as financial literacy, comprehensive guidance and counseling, and adult mentoring. WIOA also emphasizes the importance of a case management approach in working with youth to ensure that the full range of a youth's interests, assets, and needs are identified and addressed.

With the specific "supportive services" program element, an enrolled youth has the opportunity to receive additional supports at any stage of engagement – including supporting training-related expenses, as well as other needs that serve as barriers to youth success. Youth often have the greatest unmet needs and can be the hardest to recruit and retain in services – supportive services can help remove barriers to successful engagement.

Targeted Supports for Special Youth Groups

In addition to provision of the 14 program elements, many partner programs (see Appendix A for an overview of Required One-Stop Partnerships) offer specific opportunities for supporting the unique needs of specific youth populations – the Reentry Employment Opportunity (REO) and Migrant and Seasonal Farmworker (MSFW) programs are two examples.

Reentry Employment Opportunity (REO) is a federal funded bonding program under WIOA that is designed to support justice-involved youth, young adults and adults that range in age from 18 to 24 years old, who are at risk or have been involved in the juvenile or adult criminal justice system. Participants in young adult programs range in age from 18 to 24 years old.⁷

The program focuses on the following post-release services:

- Apprenticeship
- Case management
- Credit retrieval
- Diversion from adjudication
- Expungement of juvenile records
- Follow-up
- High school diploma equivalency preparation
- Job placement
- Mentoring
- Occupational skills training
- Staff and leadership development activities
- Restorative justice opportunities
- Tutoring
- Work experience
- Other supportive services

Local Area staff can learn techniques to improve case management, employment services, recruitment, and retention practices for this group.

Migrant Seasonal Farmworker (MSFW) is a WIOA program that is designed to support the needs of farmworkers. An eligible⁸ MSFW youth means an eligible MSFW aged 14-24 who is

⁷https://www.dol.gov/sites/dolgov/files/ETA/reentry/pdf/REO_Fact_Sheet_7.29.21.pdf

⁸ See TEGL 18-16.

individually eligible or a dependent of an eligible MSFW. Youth who may be individually eligible means their own income and farm work meets the low-income and farm work requirements.

MSFWs must receive the full range of career services (Basic, Individualized, Follow-Up), as defined in WIOA sec. 134 (c) (2), including supportive services, appropriate language assistance services for English Language Learners (ELL), benefits and protections, and job and training referral services, as are provided to non-MSFWs. One-Stop Career Centers must provide MSFWs a list of available career and supportive services in their native language. Services include the provision of:

- Workforce and labor market employment statistics information. Labor exchange services, including job search and placement assistance.
- Career counseling and individual counseling.
- Information on in-demand industry sectors and occupations.
- Referrals to and coordination of activities with other programs and services.

IV. Supportive Service Provision Strategies

Supportive Services Across Engagement

Local Area staff must consider and address barriers to employment and supportive services needs at each stage of a participant's service engagement. The following provides an overview of the ways in which supportive services must be integrated as part of employment and service plans.

1. **Assessment:** What are a participant's barriers to employment and immediate needs that may affect their success in training or employment?

At a minimum, this includes an assessment of transportation, childcare, dependent care, housing, technology, and accommodations needs. The Comp Assess tab in AOSOS provides an overview of these assessments. More details can be found in the AOSOS Title I Service Delivery Guide.

2. **Planning:** Do service plans, Individual Employment Plans (IEPs) and Individualized Service Strategies (ISSs), include supportive services that address barriers to employment and support the success of the individual in training and employment? From what sources will they obtain these services?

This includes development of a plan to address and target special supports regarding any financial, personal, academic, or career preparation cost.

3. Coordinated Care: How are services from various partners integrated and coordinated to ensure that the needs and barriers of the participant are addressed, and that the long-term success of the individual is supported?

This includes formal relationships and partnerships with community-based organizations, business sectors, legal aid services, and medical services.

Supportive Services Mechanisms

In integrating supportive services, local areas can draw on different mechanisms for providing these services as: (1) needs-related payments, (2) payment for materials or resources that an individual needs, (3) a funded WIOA service through a required One-Stop partner, or (4) a referral to another agency or optional partner.

Needs-related payments: Local WDBs have the authority to determine the appropriate payment level for adults and dislocated workers (see CFR 663.840).⁹ These payments are designed to provide an eligible participant with financial assistance for the purpose of enabling them to participate in training services.¹⁰ These payments can go beyond covering work-related needs and cover expenses that are immediate barrier to the success of a training participant. This is especially important for participants who don't qualify for other supplemental programs like SNAP or TANF and have exhausted their UI benefits.

Payment for materials or resources that an individual needs: While WIOA Title I funds should not be the first resort, many individuals may not have access to resources through other programs due to program qualifications and/or urgency of the need. Payment for materials or resources can go beyond training-specific needs. Support may include paying directly for hygiene products, health screenings, infant care items, clothing, eyeglasses, transportation, utility or rental fees, expungement, licenses and identifications, grooming, car maintenance, and/or mental health services. These resources should be provided in ways that empower the individuals receiving aid.

Funded services with required One-Stop partner: It is essential that these services have a jointly committed level of coordination among one-stop required partners. These required partners must enter into an agreement through a memoranda of understanding (MOU), which outlines the detail of what services each partner will provide, how referrals are made between partners and how costs are shared.¹¹ Required one-stop partners must provide applicable career services (i.e. basic, individualized, training and follow-up) and an active engagement of a participant's service plan. Having these formal relationships allow for supportive services to

⁹ CFR 680.930, 680.960, and 680.940.

¹⁰ TEGL 19-16.

¹¹ NJ WIN 13-16(A).

work alongside career and training activities, as needed, and should be leveraged to be an integral part of a participant's employment plan or service strategy. Local Area staff are to ensure there's ongoing engagement of services until they are no longer needed.

Referral to another agency or optional partner: WIOA allows and encourages local areas to identify optional partners outside of their required one-stop partners to address gaps of service in their particular community.¹¹ At times, there are individual needs that require emergency supports that can only be addressed through a referral to another agency or partner (e.g. family violence, medical emergency). Due to the urgency of the need, a referral may be appropriate prior to the employment plan or service strategy in order for one to successfully participate in Title I activities. However, it is important that these circumstances are captured as an element of their service plan to ensure needs are continuously met and addressed in some capacity through an agency or partner with expertise outside of the required partners. It is vital there are relationships in place to allow for a seamless connection for participants.

Supporting Referral Engagement and Outcomes

It is important for local areas to track how often referrals are being provided, the type of services participants are referred to, whether participants received or engaged in services, and if follow-up is necessary. This allows for an opportunity for staff to determine whether their referral system is working and whether participants are truly receiving the necessary care to access an array of services.

V. Building a System of Supportive Services

Federal, State, and Local Collaborations to Support Youth

Collaborations at the federal, state, and local levels are designed to support the success and address the unique barriers of specific populations. For example, the United States Department of Labor (USDOL) and United States Department of Education (USDOE) along with Title I WIOA Youth and Division of Vocational Rehabilitation Services (DVRS) have made a joint commitment to increase skills, productivity, and earnings for disadvantaged youth, including those with disabilities.¹² These federal level collaborations have implications for partnerships at the state and local levels that help to ensure that the unique needs and barriers of various populations will in fact be met.

¹² https://youth.workforcegps.org/-/media/Communities/youth/Files/WIOA_Youth-VR-Programs-508_20190509_CR.ashx

Many of these collaborations are also reflected in required One-Stop partnerships. One-Stop Career Centers are required to align and coordinate services with a variety of partners to both build career pipelines for customers and support varying needs of customers. Local WDBS have required partners on-site and at affiliated offices that have resources as a part of One-Stop operations that can be drawn upon and used to address community needs.

Conducting an Environmental Scan

An environmental scan is a process that identifies available resources and assets in one's local area to leverage WIOA Title I funds¹³. This is important because the information provided will allow local areas to strategically target external opportunities to provide holistic support for an individual. Scans should include a review of individual and community needs, available resources, and existing efforts that already exist in the community to link and align supportive services.

Scan Elements	Key Questions
Individual and Community Needs	<ul style="list-style-type: none"> ✓ What barriers to employment do individuals in my local area most commonly face? ✓ Is there a specific group or population that is the largest served?
Available Resources	<ul style="list-style-type: none"> ✓ What local partners or county agencies (education, workforce, and business) should be engaged in ongoing coordination efforts to develop and utilize career pathways? ✓ What are the partners' or county agencies' available funding sources? What is their future outlook for funding?
Existing Strategies	<ul style="list-style-type: none"> ✓ What ongoing efforts could be built upon or scaled to work? ✓ How can WIOA Title I dollars be used to fill service gaps between agencies and partners?

Identifying Specific Federal, State, and Local Resources

Federal Resources

The USDOL Employment and Training Administration (DOLETA) recently released a new Practitioners Guide to Supportive Services as a Training Employment Notice, TEN 12-21 ([Practitioners Guide to Supportive Services \(doleta.gov\)](https://doleta.gov/training/practitioners-guide-supportive-services)), that provides an overview of federal resources that can be leveraged to support participants in WIOA programs. This practitioners guide describes available resources, including pandemic-related emergency services, useful in helping workforce program customers gain economic stability.

¹³ <https://omes.ok.gov/sites/g/files/gmc316/f/WorkforcePlanningGuide.pdf>

State Resources

In addition, *Appendix B* provides a comprehensive summary and overview of New Jersey's statewide supportive services resources offered to career-seekers. Descriptions of many of these services and additional resources can be found in *New Jersey Resources*, a publication of the NJ Department of Human Services, Division of Disability Services. Updated annually, this comprehensive guide details supportive programs and services for New Jersey residents, caregivers, advocates, and persons with disabilities. It is available in English and Spanish and in both print and digital formats. The guide can be accessed at:
<https://nj.gov/humanservices/dds/home/> (under "Related Links").

In New Jersey, supportive services can be provided through public and private entities; some services are available statewide to all residents, while others have geographic, income, or other eligibility requirements.

Please note: A list of the acronyms used in the summary and their corresponding agencies is included at the end of the summary on page 19.

Local Resources

A number of resources exist for identifying local supportive services that address specific community needs, these include:

- County Offices on Aging / County Offices of Human Services: Many of these offices provide resource manuals with detailed information on local programs and can assist in identifying gaps in services.
- "Smart Books" are county resource guides for social service staff and returning citizens that are provided by the NJ Department of Corrections, Office of Transitional Services. Although they were developed to assist returning citizens, they are great resources for identifying local services for all residents:
<https://www.state.nj.us/corrections/pages/ots.html> (scroll to mid-page).
- United Way agencies pool resources to fund local community services and can provide information on local needs, as well as, local services:
<https://www.unitedway.org/local/united-states/new-jersey> (Links to local United Way agencies).
- NJ211 is a search engine that provides referrals to supportive services throughout New Jersey: <https://www.nj211.org/>.

VI. Conclusion

The pandemic has disrupted our economy and devasted the lives of many families. Local WDBs have an opportunity to take steps to establish specific local policies to guide the provision of supportive services and tailor it to the needs of the local community. In the workforce system, expertise across partners and agencies can provide supports beyond specific career service and training activities through funded services and referrals. The development of procedures and structures that enhance the accessibility of supportive services is crucial, and may be a lifeline for many individuals. By offering specific guidance and resources, we hope this guide helps local areas to consider the full range of supportive services available under WIOA.

**Please reach out with any additional needs or questions about this guide at
WIOApolicy@dol.nj.gov.**

Appendix A: Overview of Required and Optional WIOA One-Stop Partnership

Required WIOA Partner Descriptions

Partners	Partnership Description
Title I Adult, DW, and Youth Programs	Title I programs provide tailored career and training services to support the individual needs of job-seekers of the American Job Center network. Title I programs are responsible for combined planning, shared performance indicators, and aligned service delivery with other core and one-stop partner programs.
Title I Indian and Native American Programs	The Indian and Native American (INA) Employment and Training Program helps qualifying American Indians, Alaska Natives and Native Hawaiians (AI/AN/NH) obtain employment in occupations that provide a wage that leads to self-sufficiency and eventually into the middle class.
Title 1 NFJP (National Farmworker Job Program)/MSFW (Migrant and Seasonal Farmworker)	The National Farmworker Jobs Program (NFJP) is a nationally-directed, locally-administered program of services for migrant and seasonal farmworkers (MSFWs). The program partners with community organizations, state agencies, and State Monitor Advocates to provide appropriate career and training services, youth services, housing assistance services, and related assistance services, to eligible migrant and seasonal farmworkers, and their dependents. USDOL contracted with PathStone as the national grantee to provide MSFW program services in Atlantic County (Atlantic WDB) and Cumberland County (Cumberland/Salem/Cape May WDB). These WDBs must enter into MOUs with Pathstone for the MSFW program.
Title 1 Job Corps	Job Corps is a required partner where the services are provided. The objective of Job Corps is to support responsible citizenship and provide young people, ages 16-24, with the skills that lead to successful careers that will result in economic self-sufficiency and opportunities for advancement. In areas where the only activities are recruitment/intake, they are an additional partner, and the local WDB can include them in the IFA at its discretion.
Title 1 YouthBuild	YouthBuild is a discretionary grant program that serves 16-24 year old youth who are high school dropouts or those who have dropped out and subsequently re-enrolled. YouthBuild combines academics to support secondary diploma or equivalency receipt for participants with hands-on occupational skills training in construction and/or other in-demand industries, resulting in industry-recognized credentialing. The program also includes a strong emphasis on leadership development, community service, and soft-skills competencies.
Title III Unemployment Compensation	Individuals who have lost employment due to lack of suitable work and have earned sufficient wage credits may receive Unemployment Insurance (UI) benefits if they meet initial and continuing eligibility requirements. The American Job Center network must provide reemployment services to UI claimants for whom such services are required as a condition for receipt of UI benefits. Services must be appropriate to the needs of UI claimants who are referred to reemployment services under any Federal or State UI law.
Title III Wagner Peyser	The ES program provides “universal access” to job seekers seeking employment and career services, provides referrals to partner programs, and provides reemployment services to individuals receiving unemployment insurance.
SCSEP (Senior Community Service Employment)	The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. Authorized by the Older Americans Act, the program provides training for low-income, unemployed older Americans and supportive services that allow them to participate in the training. NJDOL is responsible for directly providing Senior Community Service Employment in most local workforce development areas. NJDOL does not directly provide SCSEP in Bergen, Burlington, Greater Raritan Essex and Passaic.

Appendix A: Overview of Required and Optional WIOA One-Stop Partnership

Partners	Partnership Description
TAA Program (Trade Adjustment Assistance)	Trade Adjustment Assistance Program (TAA Program) and provide assistance to workers who have been adversely affected by foreign trade. The TAA program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.
Jobs for Veteran State Grants	JVSG is a key partner in the workforce system providing Disabled Veterans' Outreach Program (DVOP) specialists who provide key services to veterans with significant barriers to employment, and Local Veterans Employment Representatives (LVERs), who provide outreach to employers to help veterans achieve employment.
REO (Reentry Employment Opportunities)	REO is authorized under the Workforce Innovation and Opportunity Act of 2014 (WIOA), and tests the effectiveness of service delivery models found in community, faith-based organizations, and government systems for their adoptability in assisting the reentry population enter the workforce. REO projects also promote collaboration and coordination between community-based organizations, foundations, state and local justice agencies, community colleges, and the workforce system.
Title II AEFLA (Adult Education and Family Literacy Act) program	Title II of WIOA reauthorizes the Adult Education and Family Literacy Act (AEFLA). AEFLA, administered by the U.S. Department of Education, is designed to create a partnership among the Federal Government, States, and localities to provide, on a voluntary basis, adult education and literacy activities. Each local board must enter into the MOU for Adult Education programs with the local entity who was awarded a Title II Adult Education and Family Literacy grant.
Title IV State VR (Vocational Rehabilitation) Service program	Vocational rehabilitation services are designed to improve and align core programs towards the goal of assisting individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society. Vocational rehabilitation services are provided by two entities in New Jersey; the Division of Vocational Rehabilitation Services and the Commission for the Blind and Visually Impaired.
CTE (Career technical education programs) at postsecondary level - Carl D. Perkins Act	The Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV) is a principal source of federal funding to states for the improvement of secondary and postsecondary career and technical education (CTE) programs across the nation. The purpose of the Act is to develop more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in CTE programs.
HUD Employment and Training programs	Recipients of certain HUD financial assistance should have access to the training, employment, contracting and other economic opportunities. This includes low- and very low-income persons, especially recipients of government assistance for housing, and to businesses that provide economic opportunities to low- and very low-income persons.
HHS Employment and training activities (Community Services Block Grant)	The CSBG provides assistance to States and local communities, working through a network of community action agencies and other neighborhood-based organizations, for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low- income families and individuals in rural and urban areas to become fully self-sufficient. CSBG-funded organizations are a resource for providing supportive services.
TANF (Temporary Assistance for Needy Families) programs	The local TANF program is a required partner in the American Job Center network. TANF serves individuals who also may be served by WIOA programs and, through appropriate linkages and referrals, these customers will have access to a broader range of services through the cooperation of the TANF program in the one-stop delivery system. TANF participants, who are determined to be WIOA eligible, and who need occupational skills training may be referred through the American Job Center network to receive WIOA training, when TANF grant and other grant funds are not available to the individual.

Appendix A: Overview of Required and Optional WIOA One-Stop Partnership

Optional WIOA Partner Descriptions

Partners	Partnership Description
Ticket-to-Work	TTW is a free and voluntary program that can help Social Security beneficiaries go to work, get a good job that may lead to a career, and become financially independent, while they keep their Medicare or Medicaid. As part of TTW, Employment Networks (ENs), with the Social Security Administration (SSA), provide employment support services to beneficiaries. Because there has been an increasing trend of the number of people applying for disability benefits, there is a significant role for American Job Centers to become ENs and help provide high quality services resulting in employment for Ticket holders. ENs receive payments from SSA when Ticket holders they serve work and achieve benchmark earnings levels.
SNAP	SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. SNAP is the largest program in the domestic hunger safety net. The Employment & Training (E&T) program and its components assist SNAP participants in gaining skills, training, work or experience that will increase their ability to obtain regular employment. The components of an E&T program are designed to help SNAP clients move promptly into employment.
Small Business Administration (SBA) Programs	ETA encourages Local WDBs and American Job Centers to partner with SBA programs to provide resources for aspiring entrepreneurs and self-employed individuals. Partnering with local entrepreneurial resources can help adults and dislocated workers see if starting a business is right for them. There are Small Business Development Centers (SBDCs) located in communities across the nation which provide assistance to small businesses and aspiring entrepreneurs.
Client Assistance Program (CAP)	The purpose of this program is to advise and inform clients, client applicants, and other individuals with disabilities of all the services and benefits available to them under the Americans with Disabilities Act (ADA). A CAP agency may provide assistance and advocacy with respect to services that are directly related to employment for the client or client applicant.
Public Libraries	WIOA explicitly identifies public libraries as potential partners of the American Job Center network, and acknowledges libraries' ability to provide an expansive array of job search services. It also recognizes libraries as important providers of Federally-supported training and employment for adult education and literacy.
National Dislocated Worker Grants (WIOA Title I)	National Dislocated Worker Grants (DWGs) provide employment and training services for dislocated workers and other eligible populations and disaster relief employment. Employment-recovery DWGs expand service capacity of the workforce system temporarily by providing time-limited funding assistance in response to major economic dislocations or other events that affect the U.S. workforce that cannot be accommodated with WIOA formula funds or other existing resources.
Human Service Transportation Coordination	Local WDBs have the opportunity to establish partnership activities between the American Job Center and local transportation agencies to address transportation barriers.
Mental Health Agencies	Local WDBs have the opportunity to establish partnership activities between the American Job center and local mental health agencies to address mental health barriers.

Appendix B – Statewide Supportive Services Resources

Topic	Service/Agency	Program Description	Website
Aging	NJ Division of Aging Services NJDHS	Resource guide to Federal and State-funded programs for seniors and adults with disabilities; Includes resources for caregivers;	https://www.state.nj.us/humanservices/doas/documents/DoAS%20Program%20Guide.pdf
Children	Advance Child Tax Credit Payments IRS	Monthly payments to eligible households based on previous tax returns (Usually generated automatically – see website for additional information)	https://www.irs.gov/credits-deductions/advance-child-tax-credit-payments-in-2021
	Child Care NJDHS	Links to licensed childcare centers & child-care subsidies for income-eligible households	https://www.childcarenj.gov/
	Diaper Network	Links to local diaper distribution programs Note: Some local food banks/soup kitchens also provide diapers	https://nationaldiaperbanknetwork.org/member-directory/
	Catastrophic Illness in Children Relief Fund NJDHS	Financial assistance to families with catastrophic medical expenses due to a child's illness	https://www.state.nj.us/humanservices/cicrf/home/index.html
	Kelly Anne Dolan Memorial Fund	Financial assistance for essential needs not covered by insurance for families in NJ, PA, & DE with seriously ill, injured, and disabled dependent children	https://dolanfund.org/
Clothing	Dress for Success (Women)	Professional clothing for women who are entering or returning to the job market	https://dressforsuccess.org/
	Jails to Jobs (Men & Women)	Links to local nonprofits that provide professional clothing for job-seekers	https://jailstojobs.org/free-interview-clothes/
Financial Literacy	211 Resources Directory	Links to statewide organizations that offer financial literacy education & resources	https://www.nj211.org/organizations-promoting-financial-literacy-and-resource-tools
	Individual Development Accounts (IDAs) NJDCA	NJDCA's IDA program provides financial counseling & matches participants' savings for higher education, home purchase, or small business start-up. Note: IDAs are also offered through local banks & non-profit organizations	https://www.nj.gov/dca/divisions/dhcr/offices/ida.html

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Topic	Service/Agency	Program Description	Website
	Workforce GPS	Resources for providing financial literacy education to youth	https://youth.workforcegps.org/resources/2017/01/27/12/40/Financial-Literacy-Education
Food	211 Resource Directory	Links to local food pantries & soup kitchens Note: Some sites also provide hygiene products, diapers, & pet food	https://www.nj211.org/dont-go-hungry-get-help
	SNAP NJDHS	Eligibility screening tool for monthly SNAP benefits (Supplemental Nutrition Assistance Program – Formerly Food Stamps)	https://www.njhelps.org/
	WIC NJDOH	Supplemental food for children up to the age of five & pregnant, breastfeeding, & postpartum women	https://www.state.nj.us/health/fhs/wic/
Healthcare	Dental	Dial a Smile NJDOH	https://www.state.nj.us/health/fhs/oral/documents/dental_directory.pdf
		Federally Qualified Health Centers (FQHC)	https://www.nj.gov/health/fhs/primarycare/fqhc/
	Eye Care	Project Best NJDHS	https://www.state.nj.us/humanservices/cbvi/services/prevention/index.html
		New Eyes for the Needy	https://new-eyes.org/application
	Insurance	Get Covered NJ NJDOBI	https://nj.gov/getcoverednj/
		NJ FamilyCare NJDHS	http://www.njfamilycare.org/
Mental	NJ Hopeline (Suicide Prevention)	Crisis intervention, counseling & referrals to behavioral health care services (24/7)	https://njhopeline.com/ Phone: 855-654-6735

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Topic		Service/Agency	Program Description	Website
		NJ Mental Health Cares	Screening, counseling & referrals to behavioral health care services (not an emergency service)	https://www.njmentalhealthcares.org/
Healthcare (cont'd)	Prescriptions	AIDS Drug Distribution Program NJDOH	Provides AIDS medications to low-income individuals who have no other source of payment for these drugs	https://www.nj.gov/health/hivstdtb/hiv-aids/medications.shtml
		Rx Assist	Database of pharmaceutical-sponsored programs that provide low-cost or free medications to eligible persons	https://www.rxassist.org/search
	Substance Use	Harm Reduction Centers NJDOH	Provides sterile syringes, needles, naloxone, health care & education to persons who inject drugs (PWIDs)	https://www.nj.gov/health/hivstdtb/sap.shtml
		NJ Reach NJDHS	Immediate assistance for persons with Substance Use Disorder (SUD) & their friends and family (24/7)	https://nj.gov/humanservices/reachnj/index.shtml Phone: 844-732-2465
	Uninsured	Family Planning NJDHS	Family planning services for income-qualified men & women who don't have other access	http://www.njfamilycare.org/plan_first.aspx
		Federally Qualified Health Centers (FQHC)	Links to local health centers (FQHC's) that provide healthcare to the uninsured & the insured	https://www.nj.gov/health/fhs/primarycare/fqhc/
		NJ Charity Care NJDOH	Free or reduced fees for inpatient and outpatient hospital services (must meet eligibility requirements)	https://www.nj.gov/health/charitycare/
Housing	Eviction/Foreclosure Prevention Programs	Homeless Prevention NJ DCA	Financial assistance to low- and moderate-income tenants in danger of eviction due to temporary financial issues	https://www.state.nj.us/dca/divisions/dhcr/offices.hpp.html
		Housing Counseling HUD	Links to Hud-certified agencies that provide counseling on mortgage default, delinquent rent, & credit issues	https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm
		Housing Counseling NJHMFA	Counseling & assistance for homeowners who are in danger of foreclosure	https://www.nj.gov/dca/hmfa/consumers/foreclosure
		Housing & Community Development Network	Connects NJ renters, landlords, & homeowners to eviction-prevention programs & services	https://www.housinghelpnj.org/ Phone: 888-691-3002

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Topic		Service/Agency	Program Description	Website
	Legal	Community Health Law Project	Legal assistance on housing issues for persons with disabilities and chronic health conditions	http://www.chlp.org/home Phone: 973-275-1175
		Legal Services	Links to local offices that provide legal representation to low-income persons on landlord/tenant matters	https://www.lsnj.org/LegalServicesOffices.aspx
Housing (cont'd)	Location	Housing Subsidies NJDCA	Information on rental subsidy programs (Section 8, Vouchers, etc.); Note: Waiting lists are long & not always open to new applications	https://www.state.nj.us/dca/divisions/dhcr/offices/section8hcv.html
		NJ Housing Resource Center NJHMFA	Searchable statewide registry of affordable housing units & links to housing resources	https://nj.gov/njhrc/
	Shelters	NJ Coalition to End Domestic Violence	Links to domestic violence shelters & services	https://njcedv.org/services/ Hotline: 800-572-7233
		NJ Homeless Hotline	Provides referrals to local shelters & services for the homeless	https://www.nj211.org/state-homeless-hotline Phone: 211 or 877-746-5211
	Utilities	NJ Board of Public Utilities NJBPU	Financial assistance programs for utilities, water & broadband (assistance with delinquent bills & subsidies for eligible low-income households)	https://www.state.nj.us/bpu/assistance/programs/
Legal Assistance (Other)	Legal Services of NJ	Self-help manuals on civil matters & legal assistance		https://www.lsnj.org/GetLegalHelp.aspx Phone: 888-576-5529
	Make the Road NJ	Pro Bono legal representation for immigration & employment issues		https://www.maketheroadnj.org/ Phone: 908-368-1196

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Topic	Service/Agency	Program Description	Website
Returning Citizens	Jails to Jobs (Tattoo Removal)	Links to programs that offer free tattoo removal for returning citizens	https://jailstojobs.org/tattoo-removal-programs/
	Office of Transitional Services NJDOC	Links to social service programs & resources that provide support to returning offenders	https://www.state.nj.us/corrections/pages/ots.html
	Volunteer Lawyers for Justice	Legal services for income-eligible persons including expungement & driver's license restoration (Service availability varies throughout NJ – call for information)	https://www.vljnj.org/get-help Phone: 973-645-1955
Specialized Supports	Hearing / Mobility / Vision	Assistive Technology Advocacy Center	Assists individuals to identify & obtain appropriate assistive technology through hands-on demonstrations, loans of devices for users to try before buying, referrals to funding sources & refurbished devices at significant savings
		Equipment Distribution Program NJDHS	Free communication/safety devices for income-eligible persons w/hearing loss including smoke, carbon monoxide & fire alarms, doorbells, telephones, & baby alert systems
		Goodwill	Sells refurbished medical equipment including mobility devices (power scooters, wheelchairs, etc.)
		Wireless Devices Demonstration Program NJDHS	Offers <i>limited supply</i> of wireless devices to income-eligible NJ residents w/hearing loss
	Services	NJ Commission for the Blind & Visually Impaired NJDHS	Education, advocacy, & direct services for persons with visual impairments;
		NJ Division of Deaf & Hard of Hearing NJDHS	Education, advocacy, & direct services for persons with hearing impairments;
		NJ Division of Aging Services NJDHS	Resource guide to Federal and State-funded programs for seniors and adults with disabilities; Includes resources for caregivers;

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Topic		Service/Agency	Program Description	Website
Technology Broadband / Computers / Phones	Broadband Assistance (Pandemic Relief) FCC	Temporary discount on monthly broadband bills & up to \$100 discount on home computer, tablet, or laptop for qualifying households		https://www.fcc.gov/broadbandbenefit
	Lifeline NJBPU	Discounted residential phone or broadband service or free wireless service for income-qualified persons		https://www.state.nj.us/bpu/assistance/programs/ (Scroll to “Lifeline” – bottom of the page)
	PC's for People	Low-cost refurbished computers & mobile internet for income-eligible households nationwide		https://www.pcsforpeople.org/get-technology/

Federal & State Agency Acronyms

Acronym	Department/Agency	Home Page
FCC	Federal Communications Commission	https://www.fcc.gov/
IRS	US Internal Revenue Service	https://www.irs.gov/
NJBPU	NJ Board of Public Utilities	https://www.state.nj.us/bpu/
NJDCA	NJ Department of Community Affairs	https://www.state.nj.us/dca/
NJDHS	NJ Department of Human Services	https://www.state.nj.us/humanservices/
NJDOBI	NJ Department of Banking & Insurance	https://www.state.nj.us/dobi/
NJDOC	NJ Department of Corrections	https://www.state.nj.us/corrections/
NJDOH	NJ Department of Health	https://www.nj.gov/health/
NJHMFA	NJ Housing & Mortgage Finance Agency	https://www.nj.gov/dca/hmfa/
HUD	US Department of Housing & Urban Development	https://www.hud.gov/