

WIOA YOUTH POLICY

DATE ISSUED: February 13, 2018

TO: Workforce Solutions U LEAD Staff

FROM: WIOA Employment Services Division Manager

SUBJECT: Support Services for Youth Programming

PURPOSE: Support services are those services which enable a participant to continue to participate in youth programming activities.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) 20 CFR § 681.570 describes support services for youth as defined in WIOA Sec. 3(59), are services that enable an individual to participate in WIOA activities. These services include, but are not limited to, the following:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for youth 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

PROCEDURES: U LEAD will utilize support services to encourage and help youth to stay on track with their program activities in order to reach their specific goals and obtain positive outcomes. Support Services will be provided to youth who are in compliance with their Employment Guidance Counselor (EGC), and have shown positive progress at achieving their program goals.

Youth may receive support services if all eligibility documents are in their file, the EGC approves, and the EGC obtains the approval of the program supervisor. Support Services are **not to exceed \$1,000.00 per calendar year**.

All Support Service cards are to be kept and tracked, according to the program funding stream in which they were purchased, and according to which type/business they are attached to. For example, all WIOA In School Youth cards are to be kept in an individual folder, and it shall have sections for bus cards, gas cards, Target cards, Sears cards, etc. WIOA Out of School Youth should have their own separate folder with the same sections specifically marked. By using this method all staff will be able to determine how many cards are left in each program, and for which businesses or services they can be used.

The Process for EGC:

Once a youth has made known the need for a Support Service, the EGC is to request the appropriate Support Service from the program supervisor. After the program supervisor approves the request, the EGC can pick up the Support Service from the supervisor, and sign off on the support service log.

When the EGC gives the support service to the youth participant, the participant will sign a paper receipt, which shall then be put in the participant's file. That paper receipt shall be checked as either a Support Service or an Incentive, and the reason for either shall be indicated on the space provided on the receipt.

The Process for Supervisor & Finance Staff:

Purchases:

- Cards are bought in build from local vendors (Target, etc.)
- Requests under \$5,000 are signed by Program Managers and Accountant 4
- Requests over \$5,000 up to \$25,000 are signed by Program Managers, Accountant 4 & Director
- Purchases are processed by Accounting Team
- Purchases from multiple cost codes can occur simultaneously- if the inventory is checked and deemed necessary to support the purchase requests

Storage:

- Cards are treated as cash and stored in locked safes in supervisor office
- Safe access is limited to Supervisors and supervisor backups only when pre-approved (i.e. vacation coverage)
- Cards are stored in their original boxes in numerical order
- Cards are distributed to staff following the Incentive and/or Support card policies and procedures

Workforce One (WF1) Coding:

The transfer of the Support Service between the EGC and participant shall be case noted using the Subject Line “**Support Service.**” The amount, type of support service, and the need/reason for the support service, shall all be included in the case note.

The Support Service shall also be recorded under the **Support Service** tab in WF1, including the Service, Date the transaction took place, and the total amount.

Incentives vs. Support Services:

Incentives and Support Services are tracked through different criteria and therefore must be specified when distributed to each participant. This policy highlightst the specifics of what a Support Service is, and how to document those transactions. For definitions and procedures related to Support Services, please read the Incentives Policy.

EFFECTIVE DATE: February 13, 2018

CONTACT PERSON: WIOA Manager, Supervisor, and/or Planner