

## WIOA YOUTH POLICY

**DATE ISSUED:** February 13, 2018

**REVISED:** March 8, 2021

**TO:** Workforce Solutions Youth Vendor Staff

**FROM:** Workforce Solutions Director

**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:** Staff 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 staff and have shown positive progress at achieving their program goals.



Each community-based organization must develop and report their process for purchasing, storing and managing any support service gift cards, as they shall be treated as cash. Program dollars cannot be used to purchase gift cards, but rather should be requested reimbursement once cards have been distributed to youth participants.

**Workforce One (WF1) Coding:**

The transfer of the Support Service between the staff 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:** March 8, 2021

**CONTACT PERSON:** Your Assigned Planner