

<b>SERVICE DELIVERY/FISCAL</b>	<b>Local Area Support Services: Youth</b>
<b>Classification:</b>	Title I Youth
<b>Date Adopted:</b>	11/18/16 <b>Modification 1:</b> 05/10/17 <b>Modification #2:</b> 01/25/18
<b>Background:</b>	<p>I. Purpose:</p> <ul style="list-style-type: none"> <li>A) To provide essential supportive services to keep a youth or young adult in a WIOA activity;</li> <li>B) To coordinate support services with other partners, agencies and businesses to ensure that there is no duplication of service;</li> <li>C) Procedures include documentation requirement to show that the supportive service is allowable, reasonable and not otherwise available to the participant. <ul style="list-style-type: none"> <li>• Supportive services are based on financial need and participants are not automatically entitled to supportive services.</li> <li>• Supportive services must be necessary for the CareerFirst participant to participate in CareerFirst program activities and not available through other programs.</li> <li>• WIOA supportive services are limited and must be coordinated with other community resources.</li> </ul> </li> </ul> <p>In every instance of providing supportive services, Career Specialists and Service Provider Representatives, must ensure that no other resource exists or that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant.</p> <p>II. Supportive services may be provided to eligible WIOA CareerFirst participants who:</p> <ul style="list-style-type: none"> <li>A) Are enrolled in WIOA career or training services; or,</li> <li>B) Have exited and need post-program supportive services as follow-up services (for 12 months after exit); and</li> <li>C) Are unable to obtain the supportive service through any other resource or program providing such services.</li> </ul> <p>III. Allowable Supportive Services</p> <p>The following list provides examples of supportive services and is not intended to be an exhaustive or exclusive list of allowable services:</p> <ul style="list-style-type: none"> <li>A) testing and accommodations;</li> <li>B) Legal aid services;</li> <li>C) Referrals Assistance with community resources;</li> <li>D) Assistance with local transportation costs;</li> <li>E) Assistance with child care and dependent care costs;</li> <li>F) Assistance with housing;</li> <li>G) Assistance with medical and prescription services;</li> <li>H) Assistance with uniforms or other appropriate work attire and work related tools including eyeglasses and protective eye gear, work or training related material costs and personal hygiene items including haircuts;</li> <li>I) Assistance with translations</li> <li>J) Assistance with work and training related licenses and permits;</li> <li>K) Assistance with disabilities including learning disabilities;</li> <li>L) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education</li> </ul>

	<p>M) Assistance with educational to health care;  N) Payments and fees for employment and training-related applications, tests, and certifications</p> <p><b>**Supportive Service Assistance does not always involve monetary payment.</b></p>
<p><b>Policy:</b></p>	<ol style="list-style-type: none"> <li>I. Transportation support will be provided, if noted as a barrier to training on the Individual Service Strategy (ISS) and depending on availability of funds, to all eligible youth and young adults, at a maximum \$280 per month for training and job search activities.</li> <li>II. Supportive services for transportation, if noted as a barrier to employment on the Individual Service Strategy (ISS) and depending on the availability of funds, may be paid to participants enrolled in a work experience until participant receives first paycheck.</li> <li>III. Child care support will be provided, if noted as a barrier to training on the Individual Service Strategy and depending on availability of funds, to all eligible parenting youth and young adults, up to a maximum of \$90 per week (for one child) or \$135 per week (for two children) or \$180 (three plus maximum) with a time limit consistent with training.</li> <li>IV. Other allowable support services may be provided on an as-needed individual basis only when a barrier is established which no other agency will meet. Such support services will have a maximum of \$1,500 for any one participant. Any amount over \$1,500 must be approved by the Dean of the Center for Workforce Development upon recommendation by the Assistant Director of CareerFirst. Exceptions will be reported to the Youth Services Committee and a \$2,000 cap will be in place.</li> <li>V. Supportive services for uniform/work-related attire (\$100 per worksite, two worksites Maximum), if noted as a barrier to training/employment on the Individual Service Strategy (ISS) and depending on the availability of funds, paid anytime to participant during any of the activities to include subsidized employment.</li> <li>VI. A maximum of \$350 may be provided to exited participants for post-placement supportive services, based on individual need.</li> </ol>
<p><b>Procedures:</b></p>	<ol style="list-style-type: none"> <li>I. Career Specialists will determine a participant's need for supportive services as a part of the initial and on-going assessment.</li> <li>II. Career Specialists will determine whether other community resources are available to cover necessary expenses and show evidence of referrals to other sources, including, when feasible, outcomes of the referral.</li> <li>III. Service provider representatives will submit a written supportive services request to the service provider program manager for approval. The request must include the participant's name, state ID, date of service, vendor's name, justification for service, evidence that other non-WIOA sources were explored and signatures of the service provider representative and program manager.</li> <li>IV. Career Specialists must maintain a supportive service tracking log located in the participant's VOS file that tracks the date of service, type of service. Amount of the service disbursed to the participant and a current total of supportive services spent-to-date.</li> <li>V. Career Specialists will enter into the Virtual One Stop (VOS) all supportive services on the date the service was provided. <ol style="list-style-type: none"> <li>A) Participant File and VOS</li> </ol> </li> </ol>

	<p>Career Specialist are required to maintain documentation sufficient to satisfy the requirement of this policy. At a minimum, this includes:</p> <ol style="list-style-type: none"> <li>1) Case notes documenting non-WIOA resources explored prior to the provision of each supportive service, justification for the supportive service, date of the service, cost of the service and outcomes of the service, if applicable;</li> <li>2) A written supportive services request with the participant's name, state ID, date of the service, vendor's name, justification for the service, evidence that other non-WIOA resources were explored, and the Career Specialists and management signatures;</li> <li>3) A cumulative and up-to-date supportive service tracking log that tracks the date of service, type of service, and amount of the service disbursed to the participant.</li> </ol> <p>B) Fiscal Documentation</p> <ol style="list-style-type: none"> <li>1) A written supportive services request with the participant's name, state ID, date of service, vendor's name, justification for the service, evidence that other non-WIOA sources were explored, and the participant and agency authorized signatures.</li> <li>2) For agency transportation (i.e., van, bus, taxi) or gas cards, a copy of the front and back of the gas card, or receipt/voucher, and both the participant and service provider representative signatures.</li> <li>3) For housing assistance, a copy of the current rental or lease agreement in the participant's name, with signatures.</li> <li>4) For assistance with car repair, a gas card or mileage reimbursement, a copy of the vehicle registration, registered in the participant's or family member's name; a copy of the participant's current vehicle insurance card; a copy of the participant's valid driver's license; and a copy of the estimate for repairs from the vendor. Need should be based on: <ul style="list-style-type: none"> <li>▪ Other available transportation, bus, car pool, etc.;</li> <li>▪ Distance from work or training to residence; and</li> <li>▪ Current participant supportive services budget</li> </ul> </li> <li>5) Supportive services payments must have a receipt from the vendor that clearly shows the amount that was paid. If the participant loses the receipt from the vendor, the participant and the service provider representative must sign a statement saying the participant received the supportive service.</li> </ol>
<p><b>References:</b></p>	<p>WIOA Section 129(c)(2)(G) 20 CFR 681.570</p>