***City of Minneapolis***

***WIOA Youth Program/Minneapolis Works***

***Supportive Services Policy***

# Effective Date: 11/01/2023

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| **Procedure Title**: | Minneapolis WIOA Youth Support Services Policy |
| **Purpose:** | Support Services are those services which enable a participant to continue to participate in youth programming activities. |
| **Context/Statutory Requirements:** | [WIOA Young Adult Program / Minnesota Department of Employment and](https://mn.gov/deed/programs-services/office-youth-development/youth-programs/wioa-youth.jsp) [Economic Development (mn.gov)](https://mn.gov/deed/programs-services/office-youth-development/youth-programs/wioa-youth.jsp) |
| **Procedure Statement:** | City of Minneapolis’ WIOA youth program partners will use support services to encourage and help youth to stay on track with their program activities to reach their specific goals and obtain positive outcomes. Support Services will be provided to youth who are in compliance with their Employment Counselor (EC) and have shown positive progress at achieving their program goals. |
| **Definitions:** | **Employment Plan (ISS)** - An employment plan identifies a participant's employment goals, appropriate achievement objectives (i.e., action steps) and combination of services that will help the individual achieve their employment goals, which include supportive services.  **Support Services** – Supportive services are one of the three types of services provided to WIOA Youth program participants. They provide participants with the resources they need to overcome barriers to successful participation in the two other types of services – career and training services. Services may include referrals to local resources such as a local food pantry or program-funded support. |
| **Action Required** | Support services are provided to participants on a case-by-case basis and are documented within each individual’s Employment Plan. Funding amounts are based on budget and client need and budgetary guidelines are communicated to staff by management. |

**Action Required** Workforce One (WF1) Coding:

The transfer of the Support Service between the EC 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 in WF1.

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.

A few examples of community partner referral and program- funded support services are included below.

Referrals to community programs/services

* food pantries and soup kitchens
* homeless shelters
* counseling
* domestic violence intervention
* parenting resources
* clothing assistance
* free and low-cost medical clinics
* legal aid providers
* state and federal assistance programs (i.e., SNAP, MFIP, TANF)

Transportation assistance

* mileage reimbursement
* access to public transportation (i.e., bus cards)
* parking passes or reimbursement
* vehicle registration fees
* driver license fees
* payment towards vehicle repairs

Housing assistance

* mortgage/rent reimbursement

Child-care and dependent care assistance

* help with identifying care options
* payment towards the costs of care

Educational testing assistance

* payment of test-related fees
* test preparation workbooks and other study aids
* tutoring

**Action Required** Uniforms, work attire, and work-related equipment

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| * Eyeglasses * protective eye gear, steel toed boots, and other safety equipment * uniforms or other clothing suitable for work or interview   Books, fees, and school supplies   * textbooks (hard copy or electronic) or other required material   Reasonable accommodations   * funding of assistive technology/equipment   Payments/fees for employment and training related applications, tests, and certifications.   * fees for medical exams, fingerprinting, vision exams etc. required by employers or training providers * license and certification exam fees * license issuance and renewal fees * professional membership fees |
| Employment Counselors complete the following steps below for supportive services:  **Step 1:** Document Supportive Services on the Individual Service Strategy (ISS)  Employment Counselors work with each individual at the time of their enrollment to identify whether the participant has any barriers or challenges that may inhibit their ability to complete training and/or a successful job search. The Individual Employment Plan (ISS) must document the supportive services needed (information/referral and program-funded) as well as summarize how the needs will be addressed.  **Step 2:** Enter a Case Note into Workforce One  Employment Counselor enters a Case Note into Workforce One to document each information/referral as well as program funded supportive services provided. The case note should include the need as well as how the need was addressed.  **Step 3:** Enter a “Support Service” for each Program-Funded Supportive Service into Workforce One  All program-funded supportive services must be entered into Workforce One under “Support.” Enter the type of service, date of service, amount, and funding stream.  **The Process for EC:**  When the EC 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 and/or scanned into WF1 electronic document storage. That receipt shall be checked as either a Support Service or an Incentive, and the reason for either should be documented. |

**Action Required** The Process for Supervisor and EC:

Purchases:

* Cards are bought in bulk from local vendors (Target, etc.)
* Cards will be purchased when inventory is low

Storage:

* Cards are treated as cash and stored in locked safes.
* Cards are stored in their original boxes in numerical order
* Cards are distributed to staff following the Support card policies and procedures.

The manager will verify:

* A Case Note has been entered into WF1
* A Support Service has been entered into WF1