

Phoenix Workforce Connection Youth Program

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BACKGROUND

Support services for youth are necessary to engage WIA eligible youth, who cannot afford to pay for such services, to participate in authorized WIA activities outlined in the Phoenix Workforce Connection’s 11 program elements. **Support Services may only be provided to youth who are unable to obtain services through other programs available or made available to the participant.**

POLICY

Support services may include but not limited to transportation, childcare, dependent care, housing, and needs-related payments. Youth program service providers must coordinate support services with Child Support, Food Stamps, Medicaid, Children’s Health Insurance Program and other partner agencies when possible.

All support services must be reasonable and necessary to remove a barrier to completing an educational training program, work experience, leadership development and/or retaining/accepting employment. For example, rent should not be paid if a partner service can be obtained, such as the City of Phoenix Family Services Center Rental Assistance Program. The table below illustrates the item and maximum cost for each participant per participant year.

Support Services	Amount	Description
Uniform/Tools	\$250	Based upon need – Not to Exceed
School Clothing	\$200	Based upon need – Not to Exceed
Clothing for Interview	\$150	Based upon need – Not to Exceed
Occupations Needs	\$300	Based upon need – Not to Exceed
Health Related Services	\$500	Based upon need – Not to Exceed
Child Care Related Services Licensed by the State of Arizona (<i>Coordinate with DES, DES Certified</i>)	\$\$\$\$	Based upon need. Must coordinate with DES for eligibility to receive free or low-cost child care services. Child care support services should not be an on-going service paid through WIA funds.
Education Material (Text Books)	\$400	Based upon need – Not to Exceed
Food (During work-experience, leadership development, and/or training ONLY)	\$10 a day or \$500 a year	Based upon need – Not to Exceed
Rent	\$750	Based upon need – Not to Exceed
Utility	\$300	Based upon need – Not to Exceed
Transportation (General)		Based upon need – Not to Exceed
Car Repair	\$750	Per Year
Gasoline Cards (During Training Education/ Employment Only)	\$100	Per Month
Bus Passes	\$\$\$\$	Per Year
		<ul style="list-style-type: none"> • No more than \$270 for youth 18 years and younger (22.50 per month) • No more than \$540 for youth 19- 21 (45.00 per month)
		Per Occurrence
		<ul style="list-style-type: none"> • No more than \$17 for youth 18 years and younger (\$1.25 per day) • No more than \$34 for adults (\$2.50 per day).
Bus Passes	\$\$\$\$	

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Miscellaneous	\$\$\$\$	Base upon need - Prior Approval
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To qualify for support services, the youth must:

- Demonstrate a need that will prevent him/her from successfully accessing services, training or accepting/retaining employment; and
- Be unable to afford the cost associated with addressing the need; and
- Be unable to secure the need services elsewhere.

Examples of support services that are necessary to remove barriers to participation in PWC Youth Program activities include referrals to medical, behavioral health and dental services; assistance with professional and other required work attire and work-related tool costs, including such items as eyeglasses and protective gear; assistance with childcare and dependent care costs; assistance with transportation costs; and assistance with housing costs. All support services activities must be justified in case notes.

Incentives may also be given to WIA participants when certain goals and/or activities are completed. Incentives must be reasonable. Youth provider staff must follow internal procedures to dispersing incentive payments. Incentives must also be documented in the case file and VOS case notes.

Needs Related Payments (NRP) is also part of the PWC Youth Program supportive services that may be provided to participants who are in training if there is:

- Justification that is consistent with the ISS of a need(s) to remove economic hardship barriers to ensure successful participation/completion in a current training activity.
- Determination that payments in the form of NRP/stipends will promote positive performance outcomes by motivating continued program participation and achievement of goals.
- Justification is clearly noted in case notes.

The NRP shall not exceed two weeks per occurrence, and each participant can not have more than two occurrences per participant year. Participant may receive a NRP of \$10.00 for each day of participation in a specific training activity. The NRP shall not exceed \$50.00 per calendar week, provided the following criteria are met:

- The WIA participant is low income, and he/she is not receiving in their name any type of wage, income, and/or cash subsistence payment, i.e. Temporary Assistance for Needy Families (TANF), Social Security, Unemployment Insurance (UI), PELL Grants used for subsistence, etc.

All support services must be clearly documented in the case file and case notes/program activity. The case file must include all documentation that substantiates the need for support services. The financial documentation must include copies of vouchers, checks, itemized receipts (training receipts are not acceptable), gift cards, etc. Cash assistance

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(i.e. incentives) and needs-related payments are not allowable follow-up services after exiting the program.