

YES Duluth Program Supportive Services

December 2022



TEGL 21-16; Program Element 7: Supportive Services

20 CFR § 681.570 describes supportive 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:

- a) Linkages to community services;
- b) Assistance with transportation;
- c) Assistance with child care and dependent care;
- d) Assistance with housing;
- e) Needs related payments;
- f) Assistance with educational testing;
- g) Reasonable accommodations for youth with disabilities;
- h) Legal aid services;
- i) Referrals to health care;
- j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- l) Payments and fees for employment and training-related applications, tests, and certifications



Support Service Policy



ATTACHMENT E
YES Duluth
Duluth Workforce Development
402 West 1st Street
Duluth, Minnesota 55802
Main: 218-302-8400
Fax: 218-730-5952

YES Duluth

Support Services Policy

(Updated and Approved 9/28/2021)

City of Duluth Workforce Development
Youth Employment Service (YES Duluth)

For participants enrolled in the WIOA Youth, Minnesota Youth Program, Youth at Work, and Youth Support Services programs

Supportive 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:

- a) Linkages to community services;
- b) Assistance with transportation;
- c) Assistance with child care and dependent care;
- d) Assistance with housing;
- e) Needs-related payments;
- f) Assistance with educational testing;
- g) Reasonable accommodations for youth with disabilities;
- h) Referrals to health care; and
- i) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear.

Support Service Approval Process:

Participant provides required supporting documentation.

\$50 and less: Only issuing staff signature required;

\$50.01 to <\$100: Approval second staff signature;

\$100-\$200: Workforce Director, Operations Manager, Information Tech., or designated signator;

\$200.01+: Approval Workforce Director, Operations Manager, or designated signator.

In the event a participant does not complete their training program, large ticket items (cost/value over \$100; ie. tools, books, and computers) purchased through youth program funding must be returned to YES Duluth.

- Staff will make three (3) attempts to acquire item.
- If the item is not returned, further support and other financial services for participant are suspended.



Supportive Services

ATTACHMENT E

Work-Related Verification Documents: Maximum of \$100 per year for obtaining official Birth Certificate, Driver's License, State Identification, Social Security Card, etc. as required for employment eligibility. Payment made directly to issuing agency or as reimbursement to participant with receipt.

Education Related Fees (non-ITA): Up to \$200/participant. Payment to cover application fees, testing fees, transcripts, non ITA tuition fees, etc. Payment made directly to vendor.

Car Repair: Up to \$300/participant. Participant needs to be listed on vehicle title and have insurance coverage. Staff may refer participant to Duluth Automotive at the high school or Lake Superior College automotive class for repair and Community Action Duluth for repair assistance. Payment made directly to vendor or as a reimbursement to participant.

Driver's Education Training: Up to \$450/participant. Payment made directly to Driving School Vendor. Participants eligible for this supportive service have career/employment goals which require a driving license.

Transportation: Maximum of \$500 per year. While enrolled in the program and during follow-up (WIOA), participants are allowed up to \$40 per month for transportation assistance to attend employment, school, appointments, and to obtain necessities. Monthly bus passes, gas cards, and personal checks are available.

Clothing and Tools: Maximum of \$500 per year. Clothing/tool store charge voucher issued for TJ Maxx, JC Penney, Scrubs Direct, Northwest Outlet, or Minnesota Surplus for getting clothes needed for work or job search/interviews or tools for training program/work. Participant may also bring in a receipt for reimbursement if needed clothing or work tools are not available at above vendors. Target eGift cards and online purchases using a DWD Pcard are also available.

*Tools required for training program: if participant drops out or does not complete the program, tools must be returned to DWD.

Child Care: Maximum of \$500 per year. Participant must not be able to receive duplicate services elsewhere (i.e. Child Care Assistance). Payment made directly to child care provider.

Housing or Rental Assistance: Maximum of \$500 per year. Participant must bring in receipt or statement of application fee or monthly rent or a copy of signed lease. Payment made directly to housing authority/landlord.

Cell Phone Bill Reimbursement: Maximum of \$50 per month during participant's enrollment/follow up (WIOA.) Requirements: Participant engaged in education, employment, or job search may bring in a cell phone minutes receipt, or screenshot of paid bill receipt to receive the reimbursement.

Internet Reimbursement (In lieu of cell phone bill reimbursement) Maximum of \$50 per month during enrollment/follow up (WIOA). Participants must submit an internet bill or paid receipt. Participant must be enrolled in an online/hybrid training program or have employment which requires an internet connection. Payment made directly to vendor via check or DWD Pcard; or as a reimbursement to participant.



Support Service Approval Process

Participant provides required supporting documentation.

\$50 and less: Only issuing staff signature required;

\$50.01 to <\$100: Approval by second staff;

\$100-\$200: Approval by Workforce Director, Operations Manager, Information Tech., or designated signator

\$200.01+: Approval by Workforce Director, Operations Manager, or designated signator



Initial Assessment Period

Strengths Assessment

Objective Assessment

Referrals and connections made as needed

www.weareresourceful.org

- a) **Linkages to community services;**
- b) Assistance with transportation;
- c) Assistance with child care and dependent care;
- d) Assistance with housing;
- e) Needs related payments;
- f) Assistance with educational testing;
- g) **Reasonable accommodations for youth with disabilities;**
- h) **Legal aid services;**
- i) **Referrals to health care;**
- j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- l) Payments and fees for employment and training-related applications, tests, and certifications



Transportation Assistance

Monthly

Gas Card OR 31 Day Bus Pass OR Check

\$40 value (cost of the 31 day bus pass)

Car Repair Assistance

Up to \$300 per participant

Participant name on vehicle title, insurance coverage

Does not cover routine maintenance costs

Referrals to other community assistance programs and lower cost repair programs (High School/College program)

Driver's Education

Up to \$450 per participant

Participant has education/career goals which require a driver's license

- a) Linkages to community services;
- b) Assistance with transportation;
- c) Assistance with child care and dependent care;
- d) Assistance with housing;
- e) Needs related payments;
- f) Assistance with educational testing;
- g) Reasonable accommodations for youth with disabilities;
- h) Legal aid services;
- i) Referrals to health care;
- j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- l) Payments and fees for employment and training-related applications, tests, and certifications



Child Care Assistance

Maximum of \$500 per year per participant

Participant may request payment for application, deposit,
or daily/weekly tuition fees

Participant may not receive duplicate services elsewhere

Not utilized/provided very often



- a) Linkages to community services;
- b) Assistance with transportation;
- c) Assistance with child care and dependent care;
- d) Assistance with housing;
- e) Needs related payments;
- f) Assistance with educational testing;
- g) Reasonable accommodations for youth with disabilities;
- h) Legal aid services;
- i) Referrals to health care;
- j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- l) Payments and fees for employment and training-related applications, tests, and certifications

Housing Assistance

Up to \$500 per year

Participant must provide documentation (lease, letter from landlord, application fee)

Payment made directly to housing authority/landlord

- a) Linkages to community services;
- b) Assistance with transportation;
- c) Assistance with child care and dependent care;
- d) Assistance with housing;
- e) Needs related payments;
- f) Assistance with educational testing;
- g) Reasonable accommodations for youth with disabilities;
- h) Legal aid services;
- i) Referrals to health care;
- j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- l) Payments and fees for employment and training-related applications, tests, and certifications



Needs Related Payments

Work Related Verification Documents

Up to \$100 per year to obtain documentation required for employment such as Driver's License, official Birth Certificate, State ID, etc.

Cell Phone Bill Reimbursement

Up to \$50 per month

During enrollment and follow up (WIOA)

Participant engaged in education, employment, or job search

Internet Bill Reimbursement/Payment

Offered in lieu of cell phone bill reimbursement

Up to \$50 per month

Participant enrolled in online/hybrid training program or have employment requiring internet connection.

Other Needs Related Payments

Up to \$200 per participant

Participant enrolled in a training/education program and experienced a loss of income from employment

- a) Linkages to community services;
- b) Assistance with transportation;
- c) Assistance with child care and dependent care;
- d) Assistance with housing;
- e) Needs related payments;
- f) Assistance with educational testing;
- g) Reasonable accommodations for youth with disabilities;
- h) Legal aid services;
- i) Referrals to health care;
- j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- l) Payments and fees for employment and training-related applications, tests, and certifications



Educational Related Fees

Non-ITA Training

Up to \$200/participant

Payment to cover application fees, testing fees, transcripts, non ITA tuition fees, certification fees, etc.

Laptop/Computer*

Up to \$500 per participant

Participant enrolled in a training program requiring a personal computer or laptop

Covers the device cost and/or any required programs or upgrades

ITA Training Support (under ITA Policy)

Covers tuition, books, fees, and supplies*

- a) Linkages to community services;
- b) Assistance with transportation;
- c) Assistance with child care and dependent care;
- d) Assistance with housing;
- e) Needs related payments;
- f) Assistance with educational testing;
- g) Reasonable accommodations for youth with disabilities;
- h) Legal aid services;
- i) Referrals to health care;
- j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- l) Payments and fees for employment and training-related applications, tests, and certifications



Clothing/Tools*

Up to \$500 per year

Store Charge Accounts available at JC Penney, Minnesota Surplus, Northwest Outlet, Scrubs Direct, and TJ Maxx

Reimbursement with submitted receipt

DWD P-card for online purchases

Typical transaction limit of \$100-\$200 for general work/interview clothes

- a) Linkages to community services;
- b) Assistance with transportation;
- c) Assistance with child care and dependent care;
- d) Assistance with housing;
- e) Needs related payments;
- f) Assistance with educational testing;
- g) Reasonable accommodations for youth with disabilities;
- h) Legal aid services;
- i) Referrals to health care;
- j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- l) Payments and fees for employment and training-related applications, tests, and certifications



*Big Ticket Item Purchases

In the event a participant does not complete their training program, large ticket items (cost/value over \$100; including books, tools, computers) purchased through youth program funding must be returned to YES Duluth.

- Staff will make three attempts to acquire the item(s)
- If the item is not returned, further support and other financial services for participant are suspended

Questions?



YES Duluth
218-302-8400
yesduluth@duluthmn.gov

