

## WIOA YOUTH SUPPORTIVE SERVICES POLICY/RESOURCE

The WIOA Youth Supportive Services Policy/Resource is a referral resource for utilization of local community resources for supportive services 1-6. Also, it introduces Program or **RWI** Navigator(s) supportive services 7-10 funded and provided on a case-by-case basis as needed for eligible WIOA enrolled out-of-school youth (OSY) as reflected on the youth's Individual Service Strategy (ISS) and/or dually signed Objectives and Services History/ISS by youth and by Navigator once a quarter.

Transportation assistance and needs-related payments for youth applying for an Individual Training Account (ITA) are covered in separate policies, respectively. Under WIOA § 681.570, youth supportive services are defined as listed below including, but not limited to the following:

### **Part 1 – Referral Resource: Supportive services 1-6: Utilization of Local Community Resources: (pgs. 2- 3)**

- 1. Linkages to community services;**
- 2. Assistance with child care and dependent care;**
- 3. Assistance with housing;**
- 4. Reasonable accommodations for youth with disabilities;**
- 5. Legal aid services;**
- 6. Referrals to health care;**

### **Part 2- Navigator provided: Supportive Services 7-10 *only* for eligible WIOA enrolled OSY on a limited basis. (pg. 4)**

- 7. Assistance with uniforms or other appropriate work attire including appropriate clothing (i.e. intimate apparel: female/male underwear) or shoes to attend program activities or interviews and work-related tools, including such items as eye glasses and protective eye gear; (Claim voucher/RWI Navigator)**
- 8. Assistance with educational testing; (Claim voucher/RWI Navigator)**
- 9. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; (Claim voucher/RWI Navigator) and**
- 10. Payments and fees for employment and training related applications, tests and certifications.” (Claim voucher/RWI Navigator): Pg. 4: Covered payments and fees**

### **Part 3- Process for Supportive Services 7-10 *only* for eligible WIOA enrolled OSY with Program or RWI Navigator(s): (pgs. 5-8)**

## Part 1 – Referral Resource: Supportive services 1-6: Utilization of Local Community Resources: (pgs. 2- 3)

### 1. Linkages to community services

### 2. Assistance with child care and dependent care

- 2-1-1: 24 hours a day, 7 days a week: Need help? Where do you turn?
  - Call 2-1-1 or 1-877-356-9211
  - [www.211fingerlakes.org](http://www.211fingerlakes.org)
- Ibero American Action League, Inc. (Services: English/Spanish)
  - 256-8900
  - [iaal.org/](http://iaal.org/)
- Monroe County
  - [exploremonroeny.com/guide-to-youth-services](http://exploremonroeny.com/guide-to-youth-services)
  - [www2.monroecounty.gov/files/youth/Youth\\_Guide%202011.pdf](http://www2.monroecounty.gov/files/youth/Youth_Guide%202011.pdf)
- The Child Care Council
  - 654-4720
  - [www.childcarecouncil.com](http://www.childcarecouncil.com)
- The Rochester-Monroe Anti-Poverty Initiative at United Way (RMAPI)
  - [www.uwrochester.org/RochesterAnti-PovertyInitiative.aspx](http://www.uwrochester.org/RochesterAnti-PovertyInitiative.aspx)
- United Way of Greater Rochester
  - 242-6400
  - [www.uwrochester.org](http://www.uwrochester.org)
    - Click on “Our Work & Results”
    - Click on “United Way’s Community Fund”
    - Under “Want to learn more about the Community Fund?”
      - Click on link “See which programs are supported by the Community Fund.”
        - United Way of Greater Rochester 2016-17  
COMMUNITY FUND PROGRAM PARTNERS
          - Comprehensive list of program partners/services provided.

### 3. Assistance with housing

- The Housing Council at PathStone, 75 College Avenue, 4<sup>th</sup> Floor, Rochester, NY 14607 [www.TheHousingCouncil.org](http://www.TheHousingCouncil.org)
  - Housing Hotline (p) 546-3700, M-F 1pm-4pm for questions

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#### 4. Reasonable accommodations for youth with disabilities

- ACCES-VR (Adult Career and Continuing Education Services Vocational Rehabilitation) Youth Employment Services (YES)
  - [www.access.nysed.gov/vr/](http://www.access.nysed.gov/vr/)
  - Rochester ACCESS-VR: (800) 462-0178
- Monroe County
  - [exploremonroeny.com/guide-to-youth-services](http://exploremonroeny.com/guide-to-youth-services)
- OPWDD/DDRO (Office for People With Developmental Disabilities Developmental Disability Services Office)
  - [www.opwdd.ny.gov](http://www.opwdd.ny.gov)
  - Finger Lakes DDSO: 1-855-679-3335
- Starbridge
  - [www.startbridgeinc.org/](http://www.startbridgeinc.org/) Complete information request.
  - Educational Services Contact: Katie Canaan 224-7211
  - Project ESTEEM Contact: Barbara Maryniak 224-7255

#### 5. Legal aid services

- The Legal Aid Society (family, housing, immigration, youth)
  - [www.lasroc.org/](http://www.lasroc.org/)
- The Volunteer Legal Services Project (non-criminal issues: family issues)
  - [www.vlsprochester.org/](http://www.vlsprochester.org/)
- Empire Justice Center (mortgages & contracts)
  - [www.empirejustice.org](http://www.empirejustice.org)

#### 6. Referrals to Health Care

- Monroe County
  - [exploremonroeny.com/guide-to-youth-services](http://exploremonroeny.com/guide-to-youth-services)
- Coralis Dominguez - FIDELIS Care Representative
  - 353-7760
  - [cdomingu@fideliscare.org](mailto:cdomingu@fideliscare.org)
- Alicia Ostolaza- MVP HEALTH CARE Representative
  - 258-8014 office
  - 927-3782 mobile
  - [aostolaza@mvphealthcare.com](mailto:aostolaza@mvphealthcare.com)

**Part 2- Navigator provided: Supportive Services 7-10 only for eligible WIOA enrolled OSY on a limited basis. (pg. 4)**

Program or **RWI** Navigator(s) funded supportive services 7-10 are provided on a limited needs case-by-case basis for allowable, reasonable and necessary costs, as reflected in the youth's ISS and/or dually signed Objectives and Services History/ISS for eligible WIOA enrolled out-of-school youth (OSY). Youth must be in good standing with the program, on track to meeting youth performance indicators with **Supportive Services 7-10 Request** and OSOS data entry completion.

- 7. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear including appropriate clothing (i.e. intimate apparel: female/male underwear) or shoes to attend program activities or interviews. (Claim voucher/RWI Navigator)**
  - Eyeglasses
    - [www.new-eyes.org/source-of-free-eye-exams](http://www.new-eyes.org/source-of-free-eye-exams)
- 8. Assistance with educational testing. (Claim voucher/RWI Navigator)**
- 9. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes. (Claim voucher/RWI Navigator)**
- 10. Payments and fees for employment and training related applications, tests and certifications. (Claim voucher/RWI Navigator)**
  - Covered payments/fees:
    - Tuition and required fees, books, supplies
    - Exam fees for licensure or credentialing
    - CPR certification
    - Birth Certificate fee
    - Police background checks for youth
    - Driver's permit fee
    - NYS approved Driver Education Course/Pre-licensing "the 5-hour course"
    - Traffic tickets

## **Part 3- Process for Supportive Services 7-10 *only* for eligible WIOA enrolled OSY with Program or RWI Navigator(s): (pgs. 5-8)**

**Program Navigator(s)** can provide supportive services 7-10 on limited basis from the organization's budget dollars. **RWI Navigator(s)** can provide supportive services 7-10 on limited basis (suspended if allotted funding has been exhausted with little or no notice) *based on funding is available for youth who are not already receiving services through other programs like Unemployment, ACCESS-VR, Department of Human Services, Trade Act, and Veteran's Benefits.* **RWI** reserves option to make exceptions to the supportive services 7-10 based on justified documented need.

**Three-hundred dollars (\$300) is suggested maximum total per youth enrollment for supportive services 7-10 disbursement for both Program Navigator(s) and RWI Navigator(s) based on funding availability.**

**RWI** reserves option based on youth's need as reflected in their Individual Service Strategy (ISS) and/or dually signed once a quarter Objectives and Services History/ISS, **for RWI Navigator(s) to submit Supportive Service Request for supportive services 7-10 for amounts over \$300 limit for review approval by Mr. Antwan Williams, Director of Youth System Services.**

### **Program Navigator(s) Process:**

- Complete in full ***Request for Supportive Services 7-10*** for eligible WIOA enrolled OSY for specific supportive service utilized including specifying item/fee requested, reason and amount.
- Complete ***Verification and Approval:***
  - Prepared by section completed by Navigator.
  - Administrator approves request for processing in house.
- Program fiscal staff complete supportive services budget line when submitting monthly claim voucher.

### **RWI Navigator (s) Process:**

Prior to using any of supportive services 7-10:

- Allow for **at least 5 business days' lead time for completing and submitting request form for OSOS data entry review and for approval PRIOR to the 15<sup>th</sup> and/or 30<sup>th</sup>** of the month to Bibiana Silvera-Portacio, Youth Program Specialist at [bsportacio@rochesterworks.org](mailto:bsportacio@rochesterworks.org)
- Request forms are processed on the 15<sup>th</sup> and the 30<sup>th</sup> of each month by RW Fiscal Staff.

## OSOS: Guidance on use of various Youth – Supportive Services

### **Active Status Youth: Use active services, only.**

If referring active status youth for Supportive services 1-6 then utilize as appropriate one (1) of the following four (4) active supportive service options that makes sense:

- Youth - Supportive Services, Childcare *New!*
- Youth - Supportive Services, Housing *New!*
- Youth - Supportive Services, Other *New!*
- Youth - Supportive Services, Dependents *New!*

If utilizing Supportive services 7-10 only for eligible WIOA enrolled active status OSY with Program or RWI Navigator(s) then utilize as appropriate one (1) of the following two (2) active supportive service options that makes sense:

- Youth - Supportive Services, Other *New!*
- Youth - Supportive Services, Transportation *New!*

**Comment following SENSE Model must clearly state the specific supportive service utilized and reason for request with details.**

“Supportive Service # 7 assistance provided for purchasing uniform consisting of pair of black pants, one white top, and intimate apparel for CNA training.”

“Supportive Service # 10 assistance provided for application fee for Welding training program.”

### **Follow Up Status Youth: Use follow up services, only.**

If utilizing Supportive services 1-10 for eligible WIOA enrolled OSY who are in follow up status youth with Program or RWI Navigator(s) then utilize follow up supportive service:

- Youth – Follow-up Supportive Service *New!*

**Comment following SENSE Model must clearly state the specific supportive service utilized and reason for request with details.**

“Supportive Service # 10 for exam fees for licensure or credentialing assistance provided for LPN program.”

(Revised 12-10-19)

**Request for Supportive Services 7-10: Only for eligible WIOA enrolled OSY  
(Keep in youth hard file.)**

**Program Navigator(s): (Claim voucher):** Complete request in full and document on OSOS with specific supportive service and comment (SENSE Model).

**Suggested maximum total per youth enrollment for the WIOA supportive services 7-10 disbursement: Three-hundred dollars (\$300) based on budget dollars availability.**

**Date:** \_\_\_\_\_ **Youth Name and OSOS ID NY#:** \_\_\_\_\_

**Eligibility Review for WIOA enrolled OSY:**

Please check off/circle and complete applicable sections below:

- Active Status Youth *or* Youth in Follow Up Status
- Good standing in program: Engaged
- On track to meeting youth performance indicator (s)

Supportive Services 7-10	Item/Fee	Document Reason	Amount
7: Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear including appropriate clothing (i.e. intimate apparel: female/male underwear) or shoes to attend program activities or interviews.		Training, job search/interview, employment, or, other _____	
8: Assistance with educational testing		Training, job search/interview, employment, or, other _____	
9: Assistance with Books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes		Training, job search/interview, employment, or, other _____	
10: Payments and fees for employment and training related applications, tests, and certifications (see page 4: covered payments/fees)		Training, job search/interview, employment, or, other _____	

**Check:**

- o Payable to: \_\_\_\_\_ Amount: \_\_\_\_\_
- o Memo line: Youth Name \_\_\_\_\_

**Credit card: Business:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Amount:** \_\_\_\_\_ (receipt: file)

**Verification and Approval:**

Prepared by: (signature and date): \_\_\_\_\_

Administrator approved (signature and date): \_\_\_\_\_

(Revised 12-10-19)

**Request for Supportive Services 7-10: Only for eligible WIOA enrolled OSY  
(Keep in youth hard file.)**

**RWI Navigator(s):** Complete request in full and document on OSOS with specific supportive service and comment (SENSE Model). Submit Request at least 5 business days prior to the 15<sup>th</sup> or 30<sup>th</sup> of the month to Bibiana Silvera-Portacio., Youth Program Specialist [bsportacio@rochesterworks.org](mailto:bsportacio@rochesterworks.org)

**Three-hundred dollars (\$300) is the maximum total WIOA supportive services 7-10 disbursement per youth enrollment based on funding availability.**

**Date:** \_\_\_\_\_ **RWI Navigator Name:** \_\_\_\_\_

**Youth Name and OSOS ID NY#:** \_\_\_\_\_

**Eligibility Review for WIOA enrolled OSY:**

Please check off/circle and complete applicable sections below:

- Active Status Youth *or* Youth in Follow Up Status
- Good standing in program: Engaged
- On track to meeting youth performance indicator (s)

Supportive Services 7-10	Item/Fee	Document Reason	Amount
7: Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear including appropriate clothing (i.e. intimate apparel: female/male underwear) or shoes to attend program activities or interviews.		Training, job search/interview, employment, or, other _____	
8: Assistance with educational testing		Training, job search/interview, employment, or, other _____	
9: Assistance with Books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes		Training, job search/interview, employment, or, other _____	
10: Payments and fees for employment and training related applications, tests, and certifications (see page 4: covered payments/fees)		Training, job search/interview, employment, or, other _____	

**Check:**

- o Payable to: \_\_\_\_\_ Amount: \_\_\_\_\_
- o Memo line: Youth Name \_\_\_\_\_

**Credit card: Business:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Amount:** \_\_\_\_\_

*Bibianna Silvera-Portacio: Verified for completeness (signature and date):* \_\_\_\_\_

*Approved by (signature and date):* \_\_\_\_\_





(Revised 12-10-19)

**WIOA RWI SUPPORTIVE SERVICES RECEIPT**

*Original receipt returned within 5 business days to RochesterWorks!*

*Cassilda Campbell, Youth System Assistant*

Copy in youth's hard file, (Maximum total supportive services disbursement per youth is \$300):

**Date:** \_\_\_\_\_

**NY# (must be WIOA enrolled youth in OSOS):** \_\_\_\_\_

**Today I, (Youth -Print Name)** \_\_\_\_\_ **received check**  
**number #** \_\_\_\_\_ **for total amount of \$** \_\_\_\_\_.

**By signing below, I take full responsibility for safeguarding the check(s) issued to me today.  
Lost or stolen check(s) disbursement will not be replaced.**

**Youth Signature:** \_\_\_\_\_

**Request completed by RWI Navigator:** (Print Name) \_\_\_\_\_

**Navigator Signature:**  
\_\_\_\_\_

**ROCHESTERWORKS USE ONLY BELOW:**

*Original Receipt Received:* \_\_\_\_\_