



## Policy: Local Youth Support Services

Effective Date: 5/08/2024

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### Summary

The Workforce Innovation and Opportunity Act (WIOA) allows eligible program participants of WIOA Title I-B Youth to access supportive services that ensures resource and service coordination in the local area. Supportive services may only be provided to individuals who are participating in career or training services as defined in WIOA secs. 134(c)(2) and (3), are unable to obtain supportive services through other programs providing such services and may only be provided when they are necessary to enable individuals to participate in career services or training activities.

### Relevant Laws, Rules, or Policies

Workforce Innovation and Opportunity Act (WIOA), §3(59) and 134(d)(2) and (3) 20 CFR 680 Subpart G 20 CFR 681 Subpart C §681.570

TEGL 19-16

DEED's Financial Assistance for Computer Hardware and Similar Technology Policy

TEGL 09-22

TEN No. 12 - 21

### Purpose

This policy outlines the allowable Support Services and funding limits for the WIOA Youth and Minnesota Youth programs. Individuals who are eligible for and are enrolled in the WIOA Youth programs may be eligible to receive Support Services so long as they meet the criteria outlined in DEED's policies pertaining to [allowable activities](#). Below are additional criteria that has been established by the Hennepin-Carver Workforce Development Area (WDA).

This policy serves as guidance to govern the use of support service and/or training service dollars to fund purchases of computer hardware or similar technology (i.e. software purchases, repairs, etc.) for the Hennepin-Carver Workforce Area per the requirement in DEED's Financial Assistance for Computer Hardware and Similar Technology policy.

This policy also serves as guidance to govern the use of support service dollars to provide food for program participants for the Hennepin-Carver Workforce Area per the requirement in [DEED's WIOA Youth Policy Chapter 11: Program Elements](#) and in accordance with [Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards \(2 CFR 200.40\)](#).

This policy replaces the prior policy issued by Hennepin-Carver WDA, titled "Policy: Local Support Services" effective 11/09/2020.

### Policy

An employment counselor must determine eligibility for support services when it is identified that a program participant requires additional assistance outside of career and training services in taking the necessary steps towards self-sufficiency. Eligibility and the need for support services must be documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) and signed by



both the program participant & employment counselor prior to obligating support services.

Support Services are subject to the following conditions and must be documented in the participant record:

- A. Employment counselors must coordinate with community resources to provide linkage to community services in the local area to ensure that any services that are available, are used before program funds. Program resources may not be used unless no other available resources can be secured and attempts to secure other available resources are documented in the case notes of the participant’s file.
- B. If unable to obtain support services through other community resources providing such services, support services may only be provided when necessary to enable the enrolled individual to actively participate in career or training activities;
- C. Delivery of support services must be documented in the participant case file/Workforce One record. Copies of receipts or expenditure back-up documentation must also be maintained in the participant file.
  - i. Support service transactions must also be included in the case note (the support service type, amount, participant needs identified, and expenditure rationale described) in Workforce One.
- D. Support services cannot be incurred, obligated or distributed until after the participant is enrolled and the participant and employment counselor have signed and dated the IEP (past due bills cannot be paid upon program enrollment);
- E. Support services may be included in WIOA Youth follow-up services and must be coded as follow-up services post exit in Workforce One when provided as such.
- F. Support service payments should be made directly to the vendor (i.e. car repair shop, property owner, utility company, bookstore, clothing store, etc.). On rare occasions, participants may be reimbursed if the expense is clearly tied back to the participant and valid documentation (i.e. receipt) is provided. It is best practice to encourage support service expenses to be pre-approved by service provider.
- G. If there is uncertainty about whether a purchase can be made using support services funds, contact the WIOA Youth/MYP Program Manager with the Hennepin County Office of Workforce Development.
- H. Support services are not an entitlement and may be offered at the discretion of the employment counselor and funding is subject to availability of funds and limited **up to** the following maximums per program year or to the discretion of the service provider(s) of the Hennepin-Carver WDA:

<b>Participants receiving Training and/or Work Experience services:</b>	\$2,000.00
<b>Participants NOT receiving Training and/or Work Experience services:</b>	\$1,500.00

Exceptions to these limits may be at the discretion of the service provider(s) of the Hennepin-Carver WDA on a case-by-case basis for participants who are most in need. To consider exceeding the limits, the participant’s specific exceptional needs and/or barriers must be identified in the IEP and case notes. Requests for exceptions must be submitted in writing by the employment counselor and are subject to review and approval by the supervisor of that agency. If, after supervisory review, there is any question about the provision of a particular request, the service provider will consult with the appropriate program staff at Hennepin County Workforce Development. If an exception to these limits is approved, it must be documented in the participant’s case notes.



TEGL 21- 16 stated that “supportive services are a separate program element and cannot be counted toward the work experience expenditure requirement even if supportive services assist the youth in participating in the work experience.” However, ETA’s policy on this issue has evolved. ETA recently determined that supportive services that enable WIOA participants to participate in training can count toward training expenditures. Therefore, to be consistent with this policy, **supportive services that enable WIOA participants to participate in work experience can now count toward the work experience expenditure requirement.**

Allowable Support Services	*Can be covered in training costs?	**Can be covered in Work Experience costs?	Funding limit per participant
1. Books, Fees and Supplies for Post-Secondary Students	Y	N	<p>Funding limits are to the discretion of the service provider(s) of the Hennepin-Carver WDA based on availability of funding and determined on a case-by-case basis and must supply an internal policy that references funding limits for each category. The total funding limits by Program Year cannot exceed the amounts set forth this policy- the only exception is the case-by-case determination of a participant’s exceptional need that has been clearly documented in the participant’s WorkforceOne record, as described above.</p> <p>Hennepin County maintains the right to require service providers to pay back funds that are determined unallowable per the law and policies referenced above and/or due to the lack of justification for an amount that exceeds the established funding limits set in this policy or the service providers’ internal policies.</p> <p>Bulk purchases of gift cards, cash cards, and/or gas cards (as support services) cannot be submitted for reimbursement requests at the time of purchase. Reimbursement requests must be made after the service (gift, cash or gas card) is provided to the individual participant.</p>
2. Child & Dependent Care	N	Y	
3. Transportation	N	Y	
4. Counseling – Personal, Financial & Legal	N	N	
5. Dental	N	N	
6. Drug & Alcohol Counseling	N	N	
7. Educational Testing	Y	N	
8. Employment and Training-Related Fees	Y	Y	
9. Emergency Financial Assistance	N	N	
10. Emergency Health Insurance	N	N	
11. Health Care	N	N	
12. Housing or Rental Assistance	N	N	
13. Out-of-area job search	N	N	
14. Professional Membership	Y	N	
15. Reasonable accommodations for individuals with disabilities	N	Y	
16. Relocation	N	N	
17. Tools & Clothing	Y	Y	



18. Financial assistance for computer hardware and related technology	Y	Y	<p>To qualify for financial assistance for computer hardware and related technology, a participant must meet the following requirements and the file must contain supporting documentation for the need:</p> <ol style="list-style-type: none"><li>1) The participant must be enrolled in a training program that requires specific use of a computer/technology</li><li>2) The computer/technology should be required to complete training or successfully participate in the participant's Work Experience.</li><li>3) There must be specific supporting documentation that the use of particular technology is needed to complete the training or Work Experience Activity.</li><li>4) Documentation should be from the school/training vendor or Employer/Site Supervisor evidencing the technology is required and how the student will use the technology</li><li>5) There must be documentation that the participant does not own or have reasonable access to the technology required<ul style="list-style-type: none"><li>• This can be documented in writing by the participant stating that they do not have access to the technology required to meet training or Work Experience requirements. <b>Not owning a computer is not sufficient basis alone as schools generally provide access to technology as well as libraries, CareerForce centers, etc.</b></li></ul></li><li>6) Documentation should support evidence that the cost is the lowest, reasonable price that still meets the needs of the technology required (accessing refurbished technology is preferred if available)</li><li>7) All documentation should be submitted to designated service</li></ol>
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			<p>provider and stored in the participant file</p> <p>8) All computer/technology purchases must be submitted for agency supervisor review and approval prior to purchasing or obligation to purchase technology for the participant</p> <p>9) All computer/technology purchases as support service expenses must meet the conditions outlined in this policy as well as requirements 5-8 above</p> <p><b>Funding limit for computer hardware and related technology up to: \$750.00 per participant</b></p>
19. Food as a Support Service	N	N	<p>Training and Employment Guidance Letter 09-22 (TEGL 09-22) states that on a limited basis and in certain situations, food, at a reasonable cost, may be provided to WIOA Youth program participants as a supportive service. Food may be provided to WIOA youth participants when it will assist or enable the participant to participate in youth program activities and to reach their employment and training goals, thereby achieving the program's overall performance goals. To qualify as a support services, the following requirements must be met and documented in the participant case file:</p> <ol style="list-style-type: none"><li>1) Program should provide food directly to youth during a program activity. Sign-in attendance sheets, agendas, timecards should document that the food was provided during a program activity.</li><li>2) Support Service funds may not be used to purchase grocery or food gift cards or to provide food for any one other than the enrolled individual.</li><li>3) Original receipts or invoices for the food purchase must be included in the participant file.</li><li>4) Food may NOT be provided for celebrations, graduation ceremonies, or events. Food should only be provided to WIOA Youth participants</li></ol>



			<p>to enable program participation.</p> <p>5) There must be documentation that the participant does not have reasonable access to the food necessary to participate in program activities. This may be self-attested by the participant.</p> <p>6) All documentation should be submitted to designated service provider and included in the participant's case file/Workforce One.</p> <p><b>Food may be provided as a supportive service when program services occur over a mealtime or when program services are of a duration greater than three (3) hours. Organizations should adhere to the following limits on expenditures per meal per participant:</b></p> <ul style="list-style-type: none"> <li>• <b>Breakfast \$10.00</b></li> <li>• <b>Lunch \$13.00</b></li> <li>• <b>Dinner \$19.00</b></li> </ul>
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\* To establish whether a service can be covered by training funds, the file must contain documentation that indicates the equipment, materials, tools, additional fees and/or exams are a necessity and are required in order for an individual to successfully complete the training correlated with said items.

\*\* To establish whether a service can be covered by Work Experience funds, the file must contain documentation that indicates the equipment, materials, tools, transportation or childcare costs are a necessity and are required in order for an individual to successfully attend and complete their Work Experience.

**Contact:**

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