


MARICOPA COUNTY  HUMAN SERVICES DEPARTMENT Workforce Development Division	SECTION/REFERENCE Federal Register/Vol.65, No.156 - §664.440 PL 110(46); 129(c)(G)	PAGE 1 OF 2
	ORIGINAL ISSUE DATE June 2008	REVISION DATE February 2010
	AUTHORIZED BY: Patrick Burkhart, Assistant Director	
SUBJECT: Support Services Policy		ADDENDA:

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 Maricopa Workforce Connection’s 10 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 be provided to the youth participant during active program participation and/or during the twelve month follow up period after exit. Support services may include but not limited to transportation, childcare, dependent care, housing, and needs-related payments. Youth program service providers must coordinate and leverage support services with Child Support, Food Stamps, Medicaid, Children’s Health Insurance Program and other partner agencies when possible. Appropriateness and need for support services will be determined on an individual basis taking into account many factors.

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 necessary to remove barriers to participation in MWC 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.

Needs Related Payments (NRP) is also part of the MWC 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.
- Justification is clearly noted in case notes.

Note: NRP will not apply to participants in follow up activities or during summer program participation

All support service requests must be documented in the VOS case notes that include a justification statement validating why the support service will benefit the customer’s ability to continue with their education or

employment related activities. The support service request must be followed with an approval status of the service, indicating the reason / justification for the approval or denial of the request.

Approved support services request must be entered in VOS using the appropriate activity code. The start date of the support service activity will reflect the first day that the youth received the service and the end date for the activity will reflect the last day that the service was provided. Some services may remain open in VOS, if the service is foreseen to be in need throughout the participant's time with the program. VOS activities and case notes must be consistent in documenting support services and coincide with the Individual Service Strategy Plan (ISS).

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

Contract Provisions:

Support service funding will be determined annually and reflected in contract/ amendment.