

**WIOA Region 5 (South Central and Southwest)**  
**Youth Support Service Policy**

**Effective Date:** September 11, 2024

**Purpose:** To establish a policy for the provision of support services for Youth.

**Background:** The Workforce Innovation and Opportunity Act requires local workforce development boards to develop policies and procedures addressing the provision of support services, including coordination, any limits on the amount, and duration of support services.

**Policy/Procedure:** The local workforce development boards of WIOA Region 5 will permit the provision of support services for persons actively engaged in WIOA Youth/MYP and other state/federal youth funded programs as appropriate based on individual needs. Participants must have work authorization to be eligible for support services with a monetary value. For WIOA Youth Program only, it is allowable to provide support services as part of follow-up services once youth have exited the program for up to 12 months after exit.

The following conditions will apply to the provision of support services:

- Program staff will make every effort to utilize existing community resources and will coordinate the provision of support services with other programs the participant is enrolled in.
- The support service is necessary to enable the individual to participate in WIOA Youth, MYP activities and other state/federal funded youth programs as appropriate.
- All recipients of support services will be based on the individual needs of the participant and must have their support service needs clearly documented in the case file/employment plan. This includes an explanation for how the supportive service is required for the participants to complete their employment and training plan.
- The support service must clearly support the participant's employment plan and be for a limited period of time. The amount of time will be determined by Program staff based on the needs of the participant.
- Whenever practical, payments will be made directly to the vendor. Payments will be made directly to the participant only in situations where vendor billing is not practical (for example, when reimbursing a participant for an approved expense that has been paid by the participant).
- Support services may not be used to pay fines and penalties.

- The cost of the support service must be reasonable and appropriate documentation must be provided (vendor invoices, receipts, etc.) based on the fiscal procedures of each local workforce development area.
- Support services may include:
  - Transportation expenses such as: mass transit fares, mileage for personal automobile (up to .21 per mile), oil, tires, repairs, maintenance, license fees and insurance.
  - Child Care expenses to assist the individual to participate in program activities.
  - Health Care including preventive and clinical medical treatment.
  - Housing or Rental Assistance to assist participant in maintaining or obtaining adequate shelter while they are active in program services.
  - Counseling including personal, financial, legal and drug/alcohol counseling during program participation.
  - Educational testing.
  - Emergency Financial Assistance for subsistence such as food, or other expenses necessary for program participation.
  - Emergency Health Insurance for the purchase of health insurance (including Cobra).
  - Tools and Clothing to improve job search and interview potential or as needed for employment.
  - Relocation assistance and out-of-area job search for employment.
  - Books, fees, tools, clothing and supplies for post-secondary students that are not directly required for training (such as study materials). Books, fees, tools, clothing and supplies directly required for training is a training expense.
  - **WIOA YOUTH ONLY:** Food Support on a limited basis, see additional guidance under food provision section in this policy. Examples of allowed food support include but are not limited to group program activities over the mealtime or individual food support with an immediate need.
- Food Provision: The Training and Employment Guidance Letter 09-22 (TEGL 09-22) states that, food, at a reasonable cost, may be provided to **WIOA Youth Program participants** on a limited basis and in certain situations 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 reach their employment and training goals, thereby achieving the program's overall performance goals.
  - Youth staff should coordinate with other programs to ensure that participants who are eligible for the Supplemental Nutrition

Assistance Program (SNAP) or other food services are enrolled in such programs.

- Document the need and justification via case notes. Supporting documentation must be retained and may be but is not limited to original receipts, sign in attendance sheets, agendas, and invoices.
- Reasonable amount for the duration of the program services
- Approval for food will be on a case by case basis and requires the manager's approval.

Any local workforce development board policy guidelines or procedures unique to their local workforce development area are attached as an addendum.

Local Workforce Development Area #7 (South Central)  
Support Service Policy #1-2017 Addendum

**Policy/Procedure:** In addition to the regional policy for support services, the South Central Workforce Development Area also requires:

In general, the guideline for the provision of support services is that the cost must be reasonable and may not exceed \$500 without manager approval. The provision of support services may exceed this guideline if the need is documented in the case file and the expenditure has manager approval.