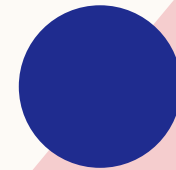


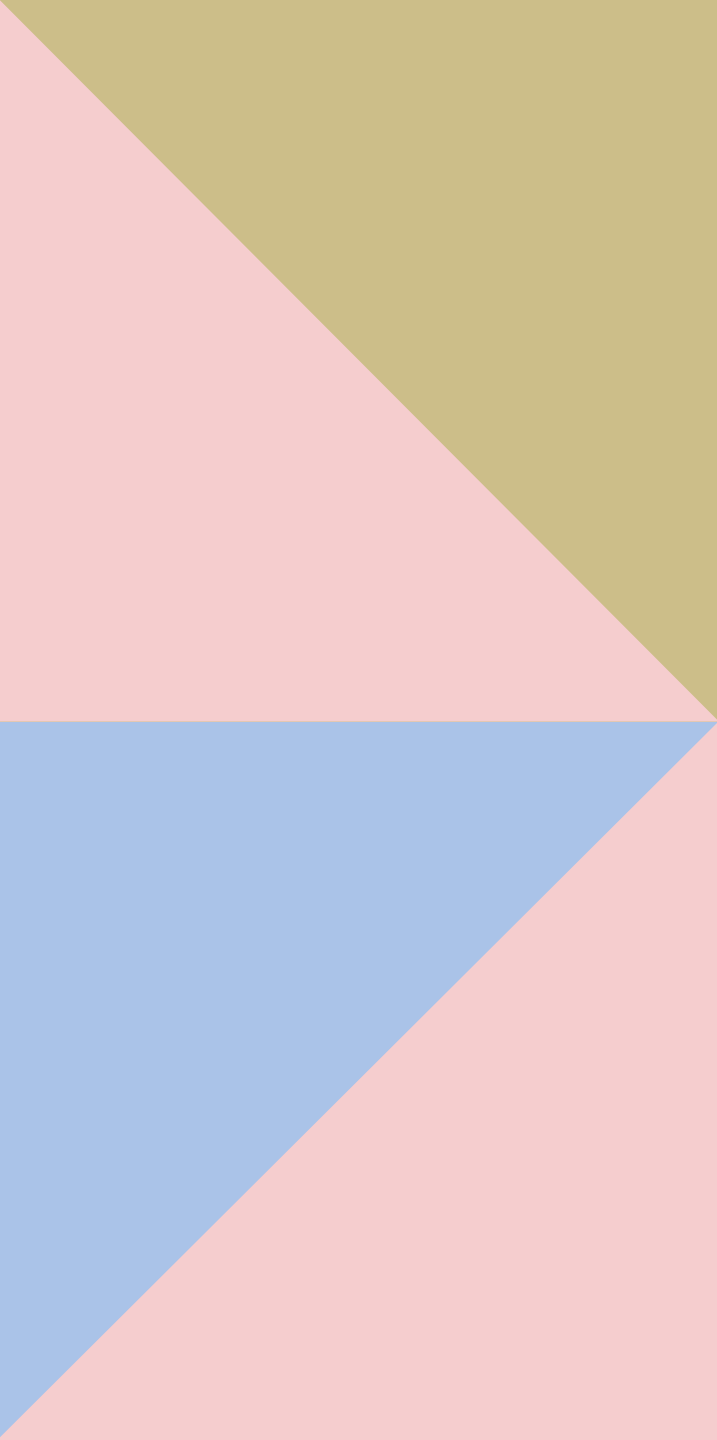
WIOA YOUTH PROGRAM SUPPORTIVE SERVICES/INCENTIVES TRAINING



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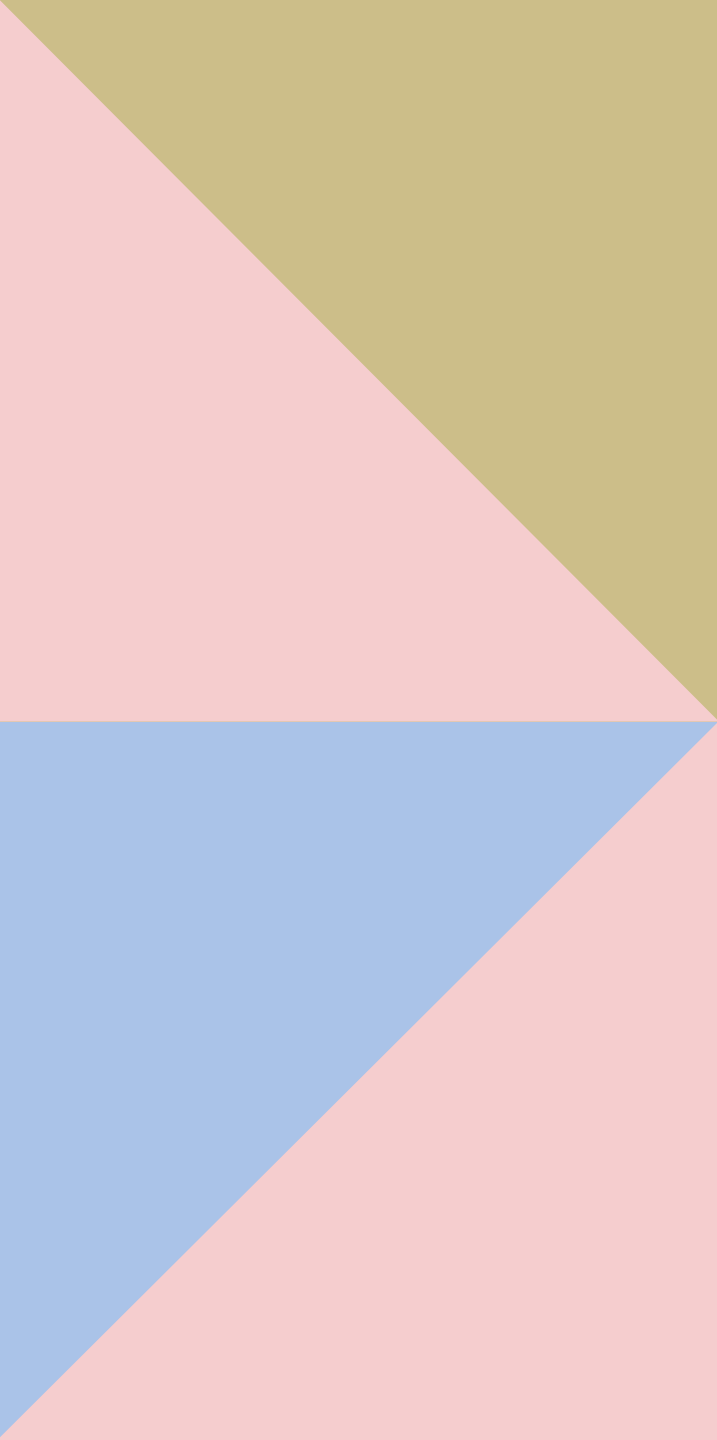
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- 
- ❖ Supportive services are one of the 14 elements for the WIOA Youth Program, and enable an individual to participate in WIOA activities.
 - ❖ **Assistance includes transportation, child care, educational testing, work-related tools, etc.**
 - ❖ Supportive services can be given to a youth while they are enrolled in the program and in follow up after exit.
 - ❖ All gift cards, bus passes, and cash must be locked in a safe and secure location.



**SUPPORTIVE
SERVICE PROCESS**

- 
1. Go over your supportive service budget with your manager and make sure you have the funds to support the youth financially.
 2. Determine what supportive service the youth needs assistance with and make sure it is tied to a specific service.
 3. Obtain proper documentation such as signed receipts.
 4. Make sure to open the proper Activity Code, enter a case note in CalJOBS, and scan appropriate receipts.

Keep Track of Your Budget

Keep track of your supportive service budget as you continue to assist youth financially. You should subtract supportive service funds used from your overall supportive service allocation to determine remaining funds you can continue to use for your participants.



Determine the Amount Needed and Other Tied Service

- Determine how much the youth will need in supportive services.
- The supportive service must be tied with a service.

Examples:

- a. Bus passes/Gas cards-linked to attending work readiness workshop, WEX, leadership development participation etc.
- b. Tools/Clothing-linked to WEX
- c. Post-Secondary Education Materials-School books or supplies linked to post secondary education.

RECEIPTS AND DOCUMENTATION!!!!



- ❖ When assisting a youth with a supportive service a signed and dated receipt must be collected from the youth.
- ❖ Original receipt is given to subgrantee's fiscal department and a copy must be scanned into CalJOBS and put into the youth's hard file.
- ❖ Proper receipts depend on the type of supportive service.

EXAMPLES OF DOCUMENTATION- WORK TOOLS/CLOTHING



- ❖ **Work related shoes:** Youth needs specific shoes to be able to work at their job placement. The shoes they need cost \$56.25, and youth needs assistance to purchase the shoes. Case manager must provide a receipt showing \$56.25 was used to purchase work related shoes. **The copy of the receipt must be signed by the youth/dated, uploaded into CalJOBS and kept in the hard file.**

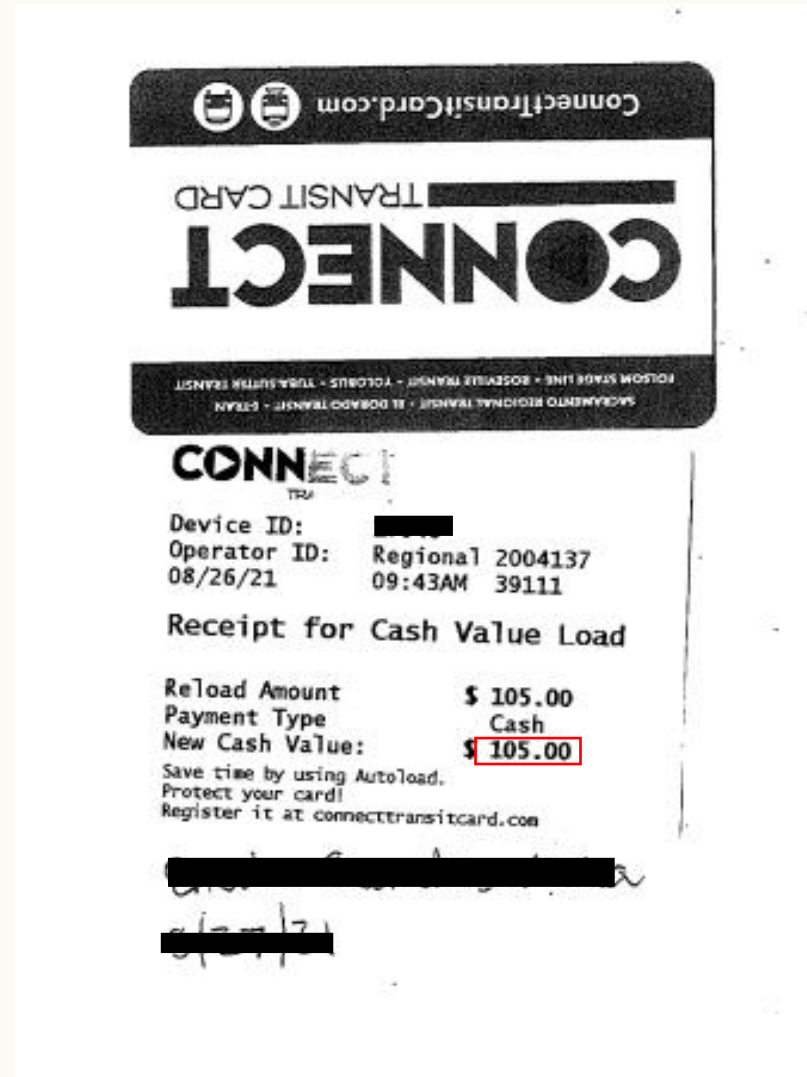


1. Purchase of clothes (scrubs) purchased for WEX with youth signature and date.

EXAMPLES OF DOCUMENTATION-BUS PASSES



- ❖ **Bus passes:** Youth will be taking the RT to and from their Work Experience site. Youth needs assistance with purchasing bus passes. **Copy of the bus passes given must be signed and dated by the youth and kept in the hard file.**



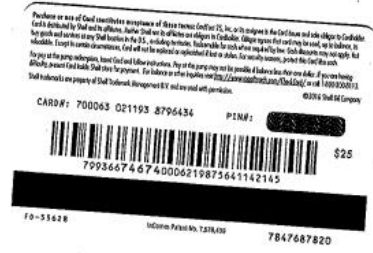
1. Purchase RT bus pass/connect card with youth signature and date.

EXAMPLES OF DOCUMENTATION- GAS CARDS



- ❖ **Gas Cards:** Youth needs assistance with gas to and from their WEX site until they receive their first paycheck. A copy of the receipt should be signed and dated by the youth, uploaded into CalJOBS, and kept in the hard file.

NOTE: Youth must return receipt after using gas card proving the gas card was used to purchase gas! You must upload signed/dated gas receipt.



1. Gas card purchase with youth signature and date.

Welcome to Shell
WELCOME TO SACRAMENTO SHELL
 57443478502
 SHELL
 SACRAMENTO CA 95820
 PRE-AUTHORIZED RECEIPT

<CUSTOMER COPY>

Description	Qty	Amount
PREPAV CA #04		25.00
Subtotal		25.00
Tax		0.00
TOTAL		25.00
PREAUTH \$		25.00

Credit USD\$25.00
 XXXXXXXXXXXXXXXX8801, SHELL GIFT
 Swiped
 APPROVED
 AUTH # 571052 INV # 152928
 CARD BALANCE \$25.00

Customer Copy
 Please come again
THANKS, COME AGAIN
 ST# AB123 TILL XXXX DR# 1 TRAN# 1014748
 CSH: 3 7/16/21 1:18:13 PM



2. Proof of gas purchase receipt from gas station with youth signature and date.

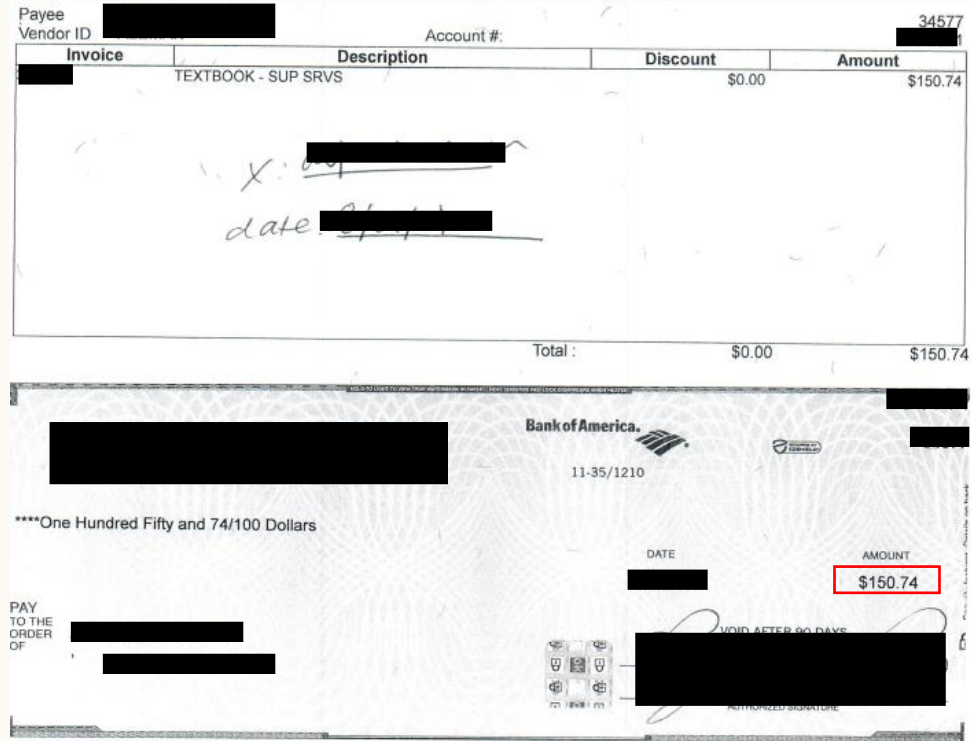


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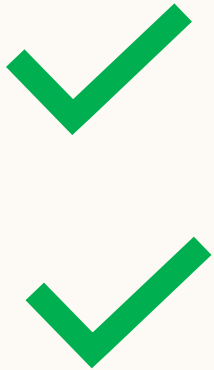
EXAMPLES OF DOCUMENTATION- POST SECONDARY EDUCATION MATERIALS


- ❖ **School Books:** Youth enrolled into post secondary education and needs assistance with school books. A copy of the receipt should be signed and dated by the youth, uploaded into CalJOBS, and kept in the hard file.





1. Copy of check made out to the youth for the purchase of books at school.
2. You must obtain a receipt showing the youth paid for the school books, after they use the check if you use this process.





**ENTERING A
SUPPORTIVE SERVICE
IN CALJOBS**

SUPPORTIVE SERVICES-AC 480+

- All supportive service activity codes must be opened concurrently with another service provided.
- Opened and closed on the same day.
- All receipts should be signed and dated by the youth.
- Copy in the hard file and uploaded into CalJOBS.

❖ **Bus passes do NOT need to be uploaded into CalJOBS**

OPEN A SUPPORTIVE SERVICE ACTIVITY CODE

- When documenting a supportive service in CalJOBS, you must open the proper AC code, supportive service activity codes go from AC 480-493.

- Activity Code Dictionary Below:

<file:///files.seta.net/Users/ERMartinez/Desktop/WIOA%20Youth%20reference%20documents/ACT%20Code%20Dictionary.pdf>

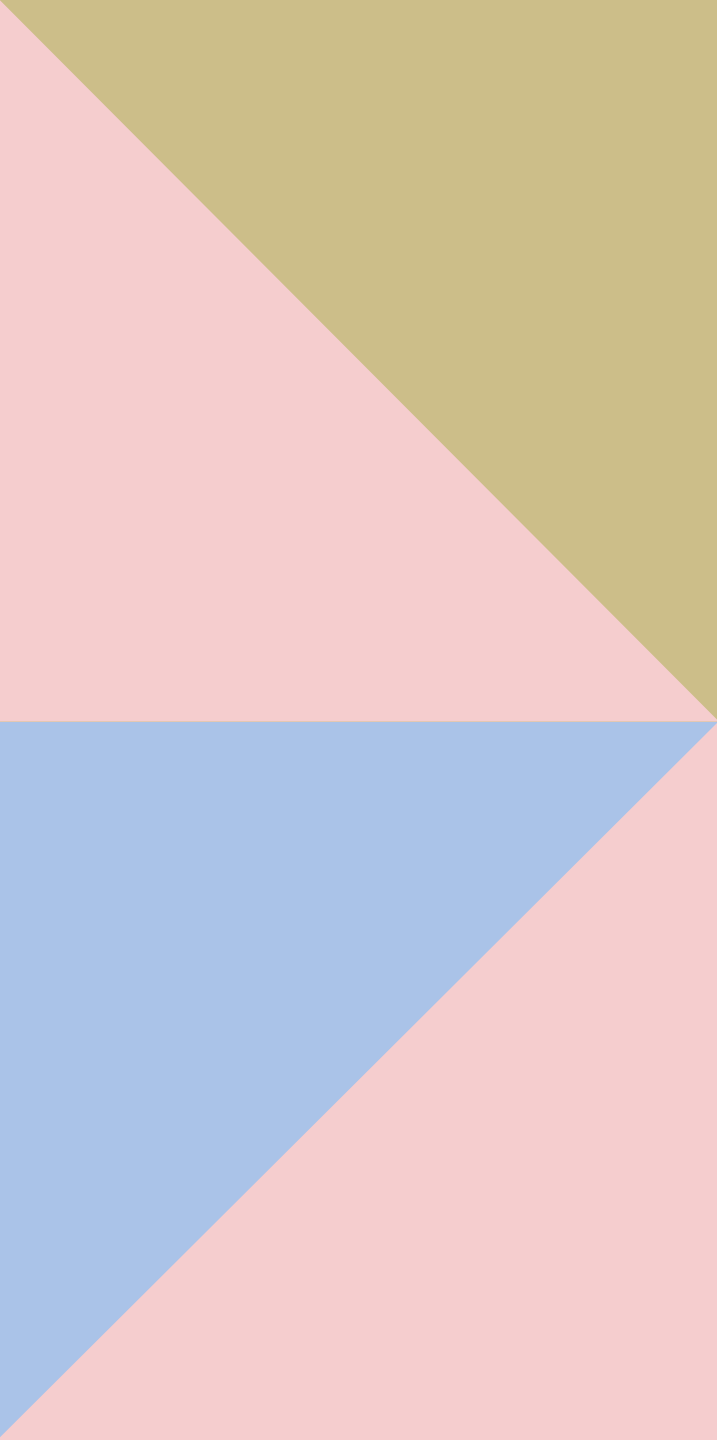
OPEN A SUPPORTIVE SERVICE ACTIVITY CODE

- A supportive service must be tied to another service.
- If there is no other Activity Code opened, you will not be able to input a supportive service activity code.



ENTER A CASE NOTE TO CORRELATE WITH THE OPENED ACTIVITY CODE

- Remember that every activity code needs a case note with the same date.
- The case note should detail the specific amount of the supportive service and why that youth needed support.
(who?, what?, where?, when?, why?)



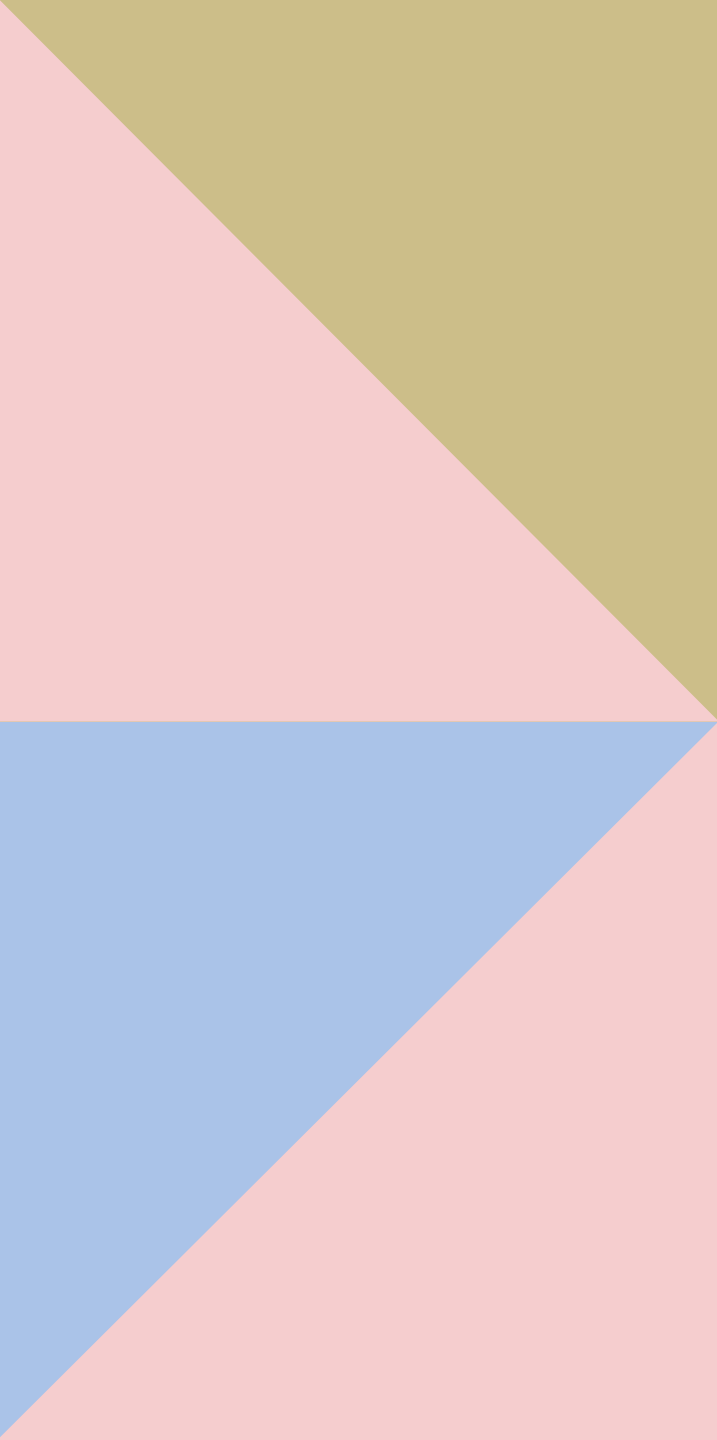
ACTIVITY CODE 481- TRANSPORTATION ASSISTANCE CASE NOTE EXAMPLE

**SUBJECT: AC 481-TRANSPORTATION ASSISTANCE
(GAS CARD)**

Youth needs transportation assistance to meet with the case manager, and travel to and from WEX worksite. Youth was given a \$50 shell gas card.



INCENTIVES

- 
- Incentives are given to a youth when they meet a specific benchmark, noted in the Objective Assessment case note.
 - Benchmark examples:
 - Youth is BSD and goes up 1 EFL
 - Youth graduated high school, passed HiSET/equivalency, or obtained GED
 - Youth participated/completed 5 work readiness workshops
- ❖ **Entertainment such as movies, sporting events or other venues whose sole purpose is entertainment, are not allowed to be used as an incentive.**

RECEIPTS AND DOCUMENTATION

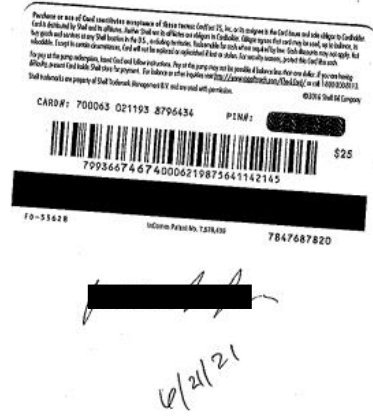
- ❖ When a youth is given an incentive, a signed and dated receipt must be collected from the youth to document the amount/what was given.
- ❖ Original receipt is given to subgrantee's fiscal department and a copy must be put into the youth's hard file.

GAS CARDS AS INCENTIVES

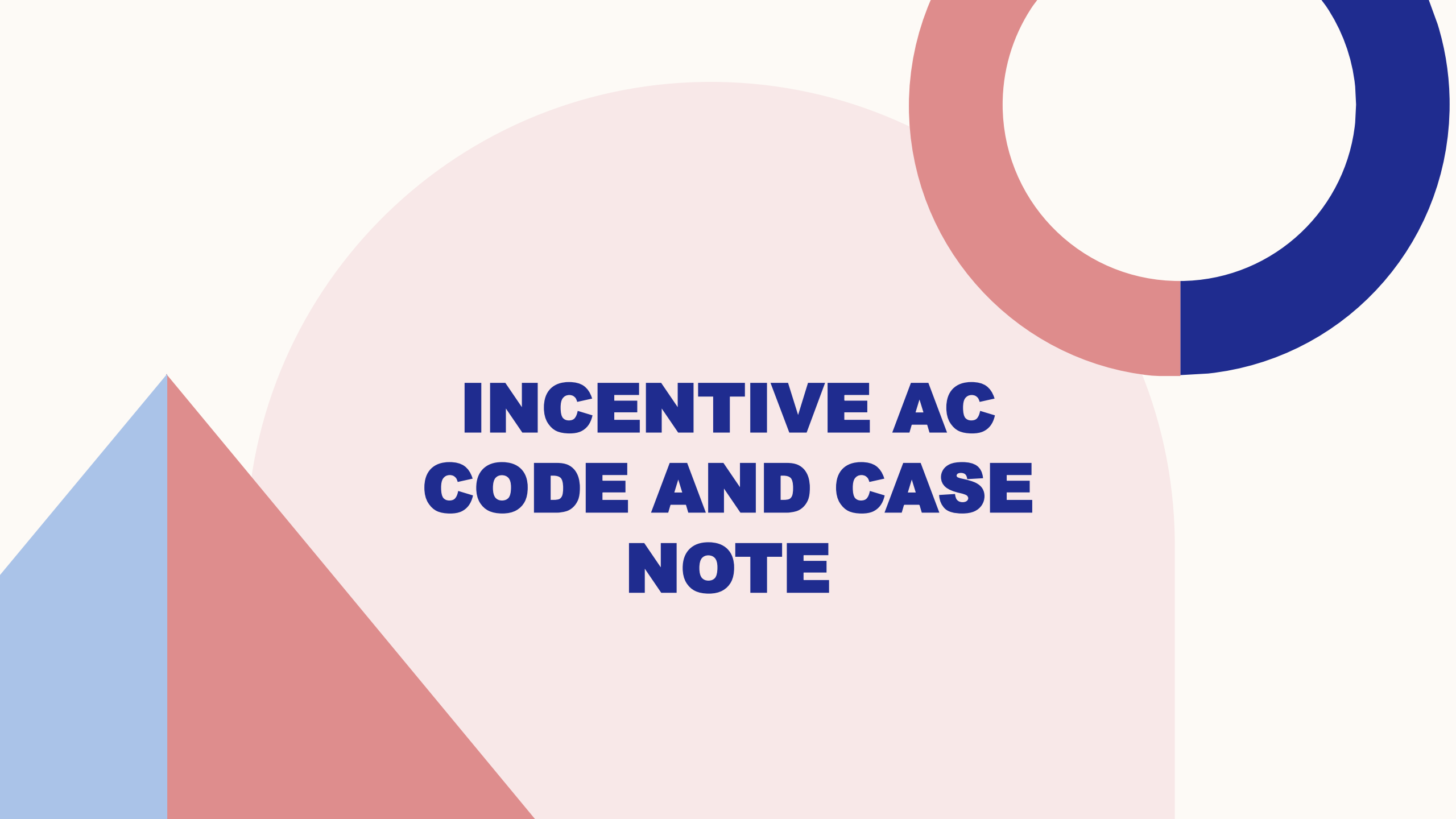
- Since incentives are given as a gift/reward the youth can use it as they wish.
- Therefore, if a youth is given a gas card as an incentive you do not need to obtain receipt verifying they used the card solemnly for gas.



1. Gas card purchase with youth signature and date.



2. DO NOT NEED GAS RECEIPT, IF GIVEN AS AN INCENTIVE!!!!



**INCENTIVE AC
CODE AND CASE
NOTE**

INCENTIVE PAYMENT-AC 419

- ❑ Activity code 419 must be opened concurrently with another service provided.
 - ❑ Opened and closed on the same day.
 - ❑ All receipts/copy of gift card should be signed and dated by the youth and put in the hard file.
- ❖ Incentives do NOT need to be uploaded into CalJOBS

ACTIVITY CODE 419-INCENTIVE PAYMENT CASE NOTE EXAMPLE

SUBJECT: AC 419-INCENTIVE GIFT CARD

Youth successfully completed their 5th work readiness workshop on 10/10/2023. An incentive of \$20 in a gift card of their choice was given for meeting the first work readiness attendance benchmark.

**REFER TO THE LINK
BELOW FOR TRAINING ON
ENTERING ACTIVITY
CODES AND CASE NOTES
INTO CALJOBS:**

[HTTPS://STAFF.SETA.NET/APP/UPLOADS/2023/08/](https://staff.seta.net/app/uploads/2023/08/)

[WIOA-YOUTH-CALJOBS-AC-CN-PY-23-24.PDF](#)