

 **SETA Sacramento Works**

WIOA Youth Program Supportive Services/incentives Training



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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 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 education/career service.
3. Obtain proper documentation, such as signed receipts.
4. Open the designated **activity code**, enter a case note and scan **appropriate receipts into CalJOBS.**

Keep Track of Your Budget

Keep track of your supportive services 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 education/career service

- Determine how much the youth will need in supportive services.

***Remember the supportive service must be tied with a education/career service.**

Examples:

- a. Bus passes/Gas cards-linked to attending work readiness workshops, attending job interviews, getting to school or WEX site etc.
- a. Tools/clothing-linked to WEX uniform.
- a. Post Secondary Education Materials-School books or supplies linked to post secondary education enrollment.

RECEIPTS AND DOCUMENTATION

1. When assisting a youth with a supportive service, a signed and dated receipt must be collected from the youth.
2. Original receipts are given to your fiscal department and a copy must be scanned into CalJOBS and put into the youth's hard file.
- 3. Proper receipts depend on the type of supportive service.**



SCENARIO #1
WEX CLOTHING

Youth is enrolled in the WIOA Youth Program and expressed interest in becoming a Medical Assistant when enrolled. You have been working with the youth in building work readiness skills and found a Work Experience Site that would allow the youth to complete hours that relate to assisting in a medical office. The Worksite Agreement has been signed and the youth already has a start date of 9/16/2024. The WEX site requires all staff to wear scrubs as their uniform. They have given the youth 2 weeks after their start date to transition into wearing scrubs or they will not be able to complete their WEX hrs. The youth does not have extra funds, since they have not received their first paycheck, to be able to purchase the work uniform. They has discussed with you the need for supportive services.

The following slides are the steps you should take to be able to support this youth:

Open Activity Code 425-Paid WEX

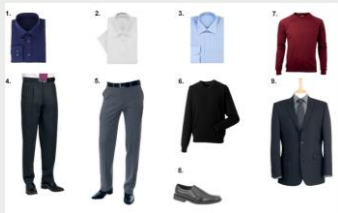
1. **Open activity code 425**-Work Experience Paid on 9/16/2024 (youth's first paid day of WEX)
2. After entering the projected end date of WEX, you **leave the Activity code open** (no closure date), and click save.

Click these links for additional resources if needed,

[CalJOBS Activity Code Training](#)

[WIOA Youth WEX Training](#)

Example of work tools/clothing assistance




Work-related clothes:

Youth needs scrubs to be able to work at their WEX job placement. The scrubs they need cost \$34.26, and youth needs assistance to purchase the scrubs.

- The case manager must provide a receipt showing \$34.26 was used to purchase work related scrubs.
- The copy of the receipt must be signed by the youth and dated, uploaded into CalJOBS, and kept in the hard file.
- Correct activity code and case note but be entered into CalJOBS.

See back of receipt for your chance
to win \$1000 ID #: 7H4C0JYH7CC

Walmart 

916-427-9719 Mgr: BRYAN BOOTH

6051 FLORIN RD

SACRAMENTO CA 95823

ST# 02735	OP# 005060	TR# 13	TR# 05217
SCRUBS	072484100029		12.96 X
SCRUBS	072484151799		18.84 X
	SUBTOTAL		31.80
TAX 1	7.750 %		2.46
	TOTAL		34.26
	CASH TEND		40.00
	CHANGE DUE		5.74

ITEMS SOLD 2

TC# 2276 5599 9656 0479 7982



Low Prices You Can Trust. Every Day.
14:40:36
Use Walmart Pay to save your receipts.



Sign X: 

Date: 



1. Receipt showing Purchase of clothes (scrubs) for WEX with youth signature and date showing \$34.26 was spent.

Open Activity Code 487-Supportive Service: Tools/Clothing

- 1. Open activity code 487-Supportive Service: Tools/Clothing**, dated the day the clothing was purchased matching your receipt.

Example: scrubs were purchased on 9/18/2024, therefore, the activity code must match the date of 9/18/2024.

Enter Case Note to correlate with Activity Code 487-Supportive Service: Tools/Clothing

- 1. Input case note** dated 9/18/2024 to correlate with the supportive service activity code entered.

Example:

Subject: AC 487-Supportive Service Clothing for WEX

Youth started WEX and needs assistance with purchasing work related clothing. Youth was assisted with the purchase of scrubs in the amount of \$34.26 from Walmart to continue their WEX.

SCENARIO #2
TRANSPORTATION ASSISTANCE
BUS PASSES

Youth has started WEX and expressed their need for transportation assistance due to their car being in an auto shop for repairs. Youth will be taking the RT to and from their Work Experience site for the next 2.5 weeks. Youth needs assistance with purchasing bus passes to make it to and from their WEX site and to pick up their paycheck.

After checking the RT Fares you determine daily passes cost \$7.00 which will allow a youth to be able to use RT for the day. After discussing with the youth, you agree that 15 daily passes are needed therefore they will need \$105.00 for bus passes.

The following slides are the steps you should take to be able to support this youth:



CONNECT
TM

Device ID: [REDACTED]
Operator ID: Regional 2004137
[REDACTED] 09:43AM 39111

Receipt for Cash Value Load

Reload Amount **\$ 105.00**
Payment Type Cash
New Cash Value: **\$ 105.00**

Save time by using Autoload.
Protect your card!
Register it at connecttransitcard.com

[REDACTED]
[REDACTED]



1. Receipt showing Purchased RT bus passes/connect card with youth signature and date.

Open Activity Code 481-Supportive Service: Transportation Assistance

- 1. Open activity code 481-Supportive Service: Transportation Assistance** dated the day you purchased the bus passes for the youth.

Note: Assumed AC 425 is already opened in CalJOBS since they are in WEX.

Enter Case Note to correlate with Activity Code 481-Supportive Service: Transportation

- 1. Input case note** dated to correlate with the supportive service activity code entered.

Example:

Subject: AC 481-Transportation Assistance (Bus Passes)

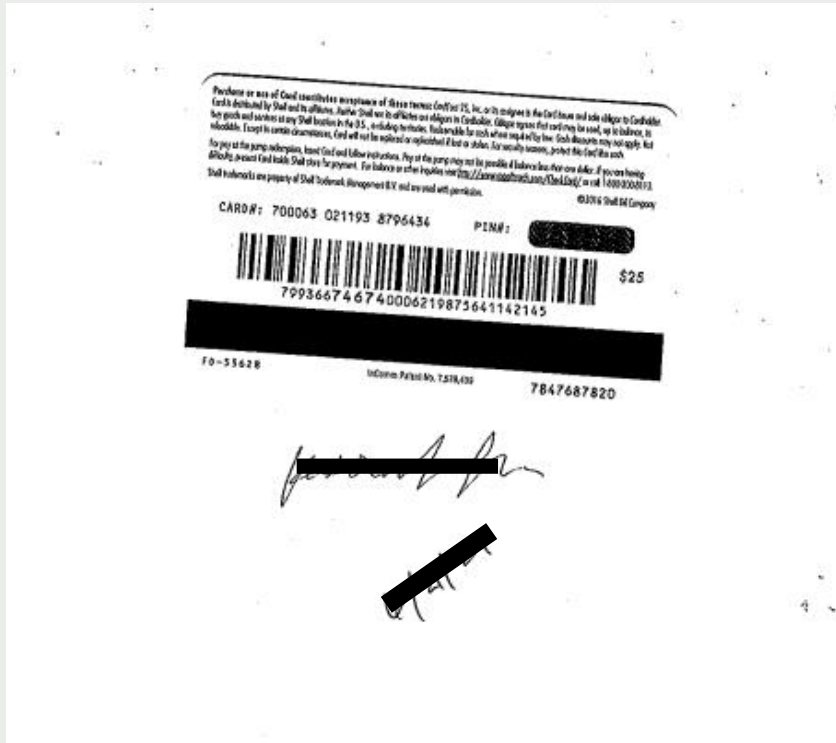
Youth expressed having car issues that will affect their transportation to their WEX site for the next 2.5 weeks. Youth was provided with 15 (\$7) daily bus passes costing \$105.00. Case manager will check in with youth next week if additional assistance is needed.

SCENARIO #3
TRANSPORTATION ASSISTANCE
GAS CARDS



Youth expressed they needed assistance with gas to be able to attend work readiness workshops and leadership development opportunities. You determine \$25.00 will be given to the youth in a pre purchased gas card to assist with transportation.

The following slides are the steps you should take to be able to support this youth (note: gas cards need an extra step in comparison to buss passes):



1. Gas Card purchase with youth signature and date that they received the \$25.00 card.

Welcome to Shell
**WELCOME TO
SACRAMENTO SHELL**

57443476502
SHELL
SACRAMENTO CA 95820

PRE-AUTHORIZED RECEIPT

<CUSTOMER COPY>

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

Credit USD\$25.00
XXXXXXXXXXXXXXXXXXXX001, SHELL GIFT
Swiped
APPROVED
AUTH # 571052 INV # 152926
CARD BALANCE \$25.00

Customer Copy
Please come again

THANKS, COME AGAIN
ST# AB123 TILL XXXX DR# 1 TRAN# 101474B
CSH: 3 1:18:13 PM



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

~~XXXXXXXXXXXXXXXXXXXX~~

~~4/12/12~~

Open Activity Code 435 (Career Service)

- 1. Open activity code 435**-Career Planning pertaining to work readiness workshop they attended. **(Leave the activity code open until you input the supportive service code for the gas card, do it the same day, as this code will system close if left open)**

Note: Assumed no other education or training code is open.

Enter Case Note to correlate with Activity Code 435-Career Planning

1. Input case note dated to correlate with the career service activity code.

Example:

Subject: AC 435-Resume & Interview Workshop

Youth attended the resume and interview workshop today at the career center. They learned skills when it comes to what employers look for in a resume and were able to create their own resume. They were also given tips on professional attire, most common questions asked at interviews, and a mock interview. Case manager will continue to work with the youth to practice their interviewing skills and job search.

Open Activity Code 481-Transportation Assistance

1. Open activity code 481-Transportation assistance (gas card)

Note: Assumed no other education or training code is open.

Close Activity Code 435 (Career Service)

- 1. Close (career service) activity code 435**-Career Planning pertaining to work readiness workshop they attended.

Note: Only leave this code open to be able to input the supportive service.

Enter Case Note to correlate with Activity Code 481-Transportation Assistance

1. Input case note dated to correlate with the supportive service activity code.

Example:

Subject: AC 481-Transportation Assistance (Gas Card)

Youth needs transportation assistance to be able to attend work readiness workshop and interviews. Youth was assisted with a \$25 Shell Gas card to be able to participate in the WIOA Youth Program workshops this week.

TRANSPORTATION ASSISTANCE
UBER/LYFT

Youth let's you know their ride will not be able to take them to your agency to attend a work readiness workshop this week. After discussing the need for transportation only for this week you determine bus passes may not be necessary. You decide to assist the youth with a \$30 Uber Gift Card to be able to attend the workshops.

\$15-\$200
(Choose amount)

This card has no value until activated by cashier.

Uber

To redeem this gift card:

1. Go to the Payment section in the Uber app
2. Tap Add Payment Method and select Gift Card
3. Scratch off the label below and enter Gift Code

Uber Eats

To redeem this gift card:

1. Tap the profile icon in the Uber Eats app and tap "Promotions"
2. Scratch off the label below
3. Enter Gift Code and tap "Apply"

By using this gift card, you accept the following terms and conditions: This card is redeemable via the Uber® or Uber Eats app within the U.S. in cities where Uber or Uber Eats is available. Funds do not expire. The card is non-refundable and, except where required by law, cannot be redeemed for cash, refunded, or replaced. You may be required to add a secondary payment method to use this gift card with the Uber or Uber Eats app. This card is not redeemable outside the U.S. Issuer is not responsible for lost or stolen cards, or unauthorized use. Depending on the state of purchase, this card is issued by Bancorp Card Services, Inc. or The Bancorp Bank. For full terms and conditions and customer service, visit uber.com/ugc/gift.

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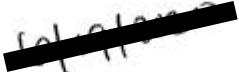


0111 3986
SCRATCH OFF HERE WITH YOUR KEY

In Coins: \$ U.S. Funds Pending



799366869666058120011975380316
48063497065643114243 11760371599

X 


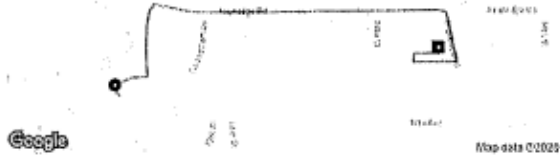


1. Uber Card purchase with youth signature and date that they received the \$30.00 card.

6/26/2020 7:15 PM \$9.86
Honda Civic [REDACTED] ★★★★★



6/23/2020 7:15 PM \$10.84
Nissan Altima [REDACTED] ★★★★★



6/20/2020 7:15 AM \$10.14
Jeep Compass [REDACTED] ★★★★★



[REDACTED]
[REDACTED]



1. Proof of Uber Card receipt/ride history with youth signature and date.

POST SECONDARY EDUCATION MATERIALS

Youth enrolled into post secondary education and needs assistance with school books. Youth lets you know the school books will cost \$150.74 when they order them online. Since they need the money ahead of time, you may need to assist in ordering the books online for them. If the youth needs to be reimbursed you would pay them back after they give you the receipt of the book purchase.

An education or training activity code must be opened concurrently to be able to use this supportive service.

Payee	ANGELICA ALEMAN	Account #:	34577
Vendor ID	ALEMAN		8/6/2021
Invoice	Description	Discount	Amount
[REDACTED]	TEXTBOOK - SUP SRVS	\$0.00	\$150.74
<i>X: [REDACTED]</i> <i>date: [REDACTED]</i>			
Total :		\$0.00	\$150.74



1. Check made out to the youth for reimbursement of school books.
2. You must obtain a receipt showing the youth paid for the school books!(not pictured here)

Bank of America. 34577
 11-35/1210 34577
 (916) 452-3601
 ***One Hundred Fifty and 74/100 Dollars
 DATE: [REDACTED] AMOUNT: \$150.74
 PAY TO THE ORDER OF: [REDACTED]
 AUTHORIZED SIGNATURE: [REDACTED]

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

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 4 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.

Incentive Process

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

**GAS CARDS OR UBER/LYFT AS
INCENTIVES**

Since incentives are given as a gift/reward, the youth can use it as they wish

If a youth is given a gas card or Uber/Lyft card AS AN INCENTIVE, **you do not need to obtain receipt verifying they used the card solemnly for gas, or transportation.**

Purchase or use of Card constitutes acceptance of these terms. Shell Oil, Inc. or its assignee is the Card issuer and sole obligor to Cardholder. Card is distributed by Shell and its affiliates. Shell Oil is not liable for obligations to Cardholder. Cardholder agrees that card may be used, up to balance, at any Shell location in the U.S., including terminals, but is not valid for cash when required by law. Cash discounts may not apply. Not redeemable. Except in certain circumstances, Card will not be returned or replaced if lost or stolen. For security reasons, protect the Card like cash. For pay at the pump, authorize, insert Card and follow instructions. Pay at the pump may not be possible if balance has been overdrawn. If you are having difficulty, please call Shell Card Care for payment. For balance or other inquiries, visit www.shell.com/shellcard or call 1-800-368-6113. Shell trademarks are property of Shell International Management B.V. and are used with permission. ©2016 Shell Oil Company

CARD#: 700063 021193 8796434 PIN#: [REDACTED] \$25

799366746740006219875641142143

10-25628 10/01/16 7847687820



1. Gas card purchase with youth signature and date showing they received the incentive.

[REDACTED SIGNATURE]

Welcome to Shell
WELCOME TO SACRAMENTO SHELL
[REDACTED] BLVD.
57443479502
SHELL
[REDACTED] R KING
SACRAMENTO CA 95820

PRE-AUTHORIZED RECEIPT

Customer Copy
Please come again

PREP	25.00
TAX	0.00
TOTAL	25.00
CARD BALANCE	25.00

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

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

Uber

- To redeem this gift card:
1. Go to the Payment section in the Uber app
 2. Tap Add Payment Method and select Gift Card
 3. Scratch off the label below and enter Gift Code

Uber Eats

- To redeem this gift card:
1. Tap the profile icon in the Uber Eats app and tap "Promotions"
 2. Scratch off the label below
 3. Enter Gift Code and tap "Apply"

By using this gift card, you accept the following terms and conditions: This card is redeemable via the Uber® or Uber Eats app within the U.S. in cities where Uber or Uber Eats is available. Funds do not expire. This card is non-refundable and, except where required by law, cannot be redeemed for cash, refunded, or replaced. You may be required to add a secondary payment method to use this gift card with the Uber or Uber Eats app. This card is not redeemable outside the U.S. Uber is not responsible for lost or stolen cards, or unauthorized use. Depending on the state of purchase, this card is issued by Bancorp Card Services, Inc. or The Reserve Bank. For full terms and conditions and customer service, visit uber.com/legal/gift.

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UBER GIFT CARD

UBER® U.S. Prepaid Funding



799366869666058120011975380316
48063497065643114243 11760371599

X [Redacted Signature]

[Redacted Signature]

6/26 [Redacted] PM \$9.86
Honda Civic [Redacted] ★★★★★



6/23 [Redacted] AM \$4.04
Nissan A [Redacted] ★★



6/2 [Redacted] AM \$ [Redacted]
Jeep Compass [Redacted] ★★★★★



[Redacted Signature]



1. Uber card purchase with youth signature and date showing they received the incentive.

DO NOT NEED RECEIPT OR RIDE HISTORY, IF GIVEN AS AN INCENTIVE!!!!!!

INCENTIVE ACTIVITY CODE

Activity Code 419-Incentive Payment must be opened and closed concurrently with another education/training or career service. **(The process is the same as entering a supportive service)**

All receipts/copy of gift card must be signed and dated by the youth, put in the hard file and scanned into CalJOBS.

Case note Incentive Example

Subject: AC 419-Incentive Payment Gift Card

Youth successfully completed their 4th work readiness workshop on 9/14/2024, making them eligible to receive an incentive. An incentive of \$20 in a gift card of their choice was given for meeting the first work readiness attendance benchmark.

THANK YOU

