

Case Management and Supportive Services

Where Do I Begin?

An important part of a case manager's job is to make linkages between participants and resources within their communities. Here are three tips to help new case managers plan to welcome YouthBuild participants as early as possible:

- 1. Be proactive**—What are the most common needs in the community you serve? Help yourself down the line by establishing referrals, relationships, and partnerships to meet common participant needs before they arise. A proactive case manager can work both thoroughly and efficiently because they invest time in preparation.
- 2. Do your research**—Many useful and accessible resources are local or regional. Local services are designed for your community, and they are frequently led or staffed by members of that community. Find and document a list of contact information for nearby resources and services like clinics, legal aid nonprofits, and emergency housing providers.
- 3. Know when and how grant funds can help**—It can be hard to create a partnership or secure a donation for every need, especially when those needs are unique, sudden, or unfamiliar to a case manager. Thankfully, many supportive services are allowable uses of grant funds¹:
 - A. Linkages to community services (e.g. weekly grief group, citywide meals for kids program) 
 - B. Assistance with transportation (e.g. bus passes, fuel station gift card) 
 - C. Assistance with childcare and dependent care (e.g. daycare fees) 
 - D. Assistance with housing (e.g. security deposit for an apartment) 
 - E. Needs-related payments (e.g. medical emergency, essential car part repair, grocery store gift card) 
 - F. Assistance with educational testing (e.g. fees for GRE, SAT) 
 - G. Reasonable accommodations for youth with disabilities (e.g. screen magnification software, large print textbook) 
 - H. Legal aid services (e.g. citation fees, lawyer) 
 - I. Referrals to health care (e.g. endocrinologist for diabetes management, licensed art therapist, dental clinic) 
 - J. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear (e.g. PPE, formal professional clothing, uniforms) 
 - K. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes (e.g. textbooks for an advanced technical school class, college application fee) 
 - L. Payments and fees for employment and training-related applications, tests, and certifications (e.g. State CNA examination fee, licensing fee for barbers, re-issued birth certificates) 

Note: Driver's education is an allowable cost as a supportive service to YouthBuild participants in those instances where grantees:

1. document that a driver's license is a requirement for a specific job application;
2. have a written policy that ensures access to driver's ed for any participant who has a job prospect contingent on having a driver's license; and
3. verify that the job requiring a driver's license is aligned with the training that participants receive through the YouthBuild grant program.

Where Do I Go?

Your area may have unique and/or limited services, but if you are unsure where to begin, check out some of these frequently accessed resources!

- **Birth certificate:** [Where to Write for Vital Records \(cdc.gov\)](#), [State Laws on Vital Records](#)
- **Cash:** [Temporary Assistance for Needy Families \(TANF\)](#) (national)
- **Suicide attempt, suicidal ideation, suicidal thoughts:** [Call, text, or chat 988](#) (national) to reach a regional help center for suicidal crisis; call 911 if a suicide attempt is imminent or in progress and request specialized mental health or mental health crisis-trained first responders when available
- **Emergency housing:** Federally funded [Transitional Living Program for Homeless Youth](#) offered at 191 community-based centers across the country, local or regional short-term shelters, municipal programs in some areas
- **Interpersonal or domestic violence:** Local or regional shelters for women and girls as well as victims of all genders, nonprofit interpersonal violence survivors counseling
- **Mental health and substance use services in my area:** [FindTreatment.gov](#)
- **Non-driver identification or driver's permit/license:** Closest regional Department of Motor Vehicles remote office, some states and territories have transitioned select DMV services online
- **Overdose prevention and reversal:** [SAMHSA's National Helpline](#), the opioid overdose reversal medication *naloxone* may be available to stock your first aid kit at local health departments; firefighting, EMS, or police stations; local medical providers, nonprofits and charities, vending machines, by standing order, or over-the-counter at some pharmacies, contact state health departments for locations of government issued or funded naloxone; call 911 for suspected overdose
- **Pregnant or Parenting:** Federally funded and state, jurisdiction, or tribally administered social service [Maternal, Infant, and Early Childhood Home Visiting \(MIECHV\) Programs](#), 18 federally funded [Maternity Group Home \(hhs.gov\)](#) projects across the country, local gynecologist or obstetrician on a sliding scale for pre-natal and post-natal checkups
- **Food:** USDA [SUN Meals \(Summer Food Service Program\)](#) for youth under 18, or older with eligible disability; National [Supplemental Nutrition Assistance Program \(SNAP\)](#); create on-site food pantry for those with food insecurity that is stocked with staple items from donations or grant funding for food as a supportive service.ⁱ

Example



Barbara is a case manager for YouthBuild Elsewhere in Boise, Idaho. After being hired during her grant's planning period, she brainstorms common needs in Boise. She then researches and saves links to potential partners to meet those needs, as well as local sliding scale and no-cost services. Barbara lives down the street from a local, family-owned uniform retailer, so she reaches out to seek donations for steel-toed boots. Her YouthBuild program and the retailer sign an MOU for this agreement. Barbara is now prepared for many scenarios before she welcomes her first cohort.

Here is a section of her resource list:ⁱⁱ

Legal Aid: [Idaho Legal Aid Services, Inc.](#), [Idaho Law Foundation](#)

Workplace Clothing: [Easter Seals Goodwill of the Northern Rocky Mountains](#), [Dress for Success Boise Valley](#)

Dental: [Carrington College Dental Clinic](#)

Domestic Violence Housing: [Idaho Coalition Against Sexual & Domestic Violence](#)

Childcare: [Giraffe Laugh Earlier Learning Center 501\(c\)\(3\)](#)

ⁱ [20 CFR 681.570](#)

ⁱ [TEGL 09-22 | U.S. Department of Labor \(dol.gov\)](#)

ⁱⁱ Examples are for learning purposes and are not endorsements