SECTION 16. PROVIDING TARGETED SERVICES

Some young people may not choose to participate in coaching, but still want to receive assistance with specific services (e.g., applying for a job, renewing financial aid, participating in an onsite internship program, etc.).

If this is the case, the young person can be referred to the relevant Specialist. The Specialist will follow up with the young person to schedule a meeting and assist the young person with the service he/she requested.

When possible, staff should first help the young person fully understand how they could benefit from coaching instead of just receiving a specific service. For example, a young person may request assistance with applying to a job or college and say they do not need or want a Coach. However, it is likely that young person will need support to persist and succeed in that job or in college, and to plan for the next step.

The Outreach Coordinator (or relevant staff) should outline how receiving longer-term coaching would help them, using very specific examples:

- **In the case of a young person who wants a job**, the Outreach Coordinator can tell them that a Coach will help them keep that job and prepare for a higher-paid position in the future.
- **In the case of a young person who needs assistance applying to college**, the Outreach Coordinator can tell them that a Coach will also help them during the semester if/when college feels overwhelming and provide assistance every year with reapplying to financial aid and ensure they are getting the most funding possible.

Targeted services can be tracked on the Online Platform in the Youth Profile.

The staff providing the service can check off “Specific service (not coaching)” and there will be a dropdown list: Academic, Career Development, Housing/Independent Living, or Other. The staff can select the service category, which will lead to another drop-down list of specific services. Some services will open up to a Worksheet that has a series of steps that serve as a guide to the Specialist on how to assist with that service. Notes can be added next to any service.

**EXAMPLES OF TARGETED ACADEMIC SERVICES**

**HIGH SCHOOL/HSE**
- Help student obtain tutor
- Provide educational advocacy service
- Help disconnected youth enroll in a high school/HSE program
- Help youth transfer to a better-fit high school
- Other

**POST-SECONDARY EXPLORATION**
- College exposure/exploration
- Vocational or other post-secondary exploration

**COLLEGE**
- College application assistance
- College enrollment assistance
- College financial aid/funding assistance
- Assistance enrolling in CUNY Start or Math Start
- College persistence support
- Assist with transferring college
- Other

See Fair Futures Program Manual Section 22 for information about applying to other post-secondary programs.

**EXAMPLES OF TARGETED CAREER DEVELOPMENT SERVICES**

**EXPLORATION/JOB-READINESS**
- Assist youth with career exploration/exposure
- Have a conversation around career aspirations and what type of career development experience(s) could be a good fit this year, based on interests, academic situation, etc.
- Assist youth with obtaining working papers
- Assist with creating/updating resume
- Provide other job-readiness support (e.g., cover letter, interview preparation, etc.)
INTERNSHIPS, EMPLOYMENT, AND ENROLLMENT IN PROGRAMS

- Assist youth with enrolling in:
  - On-site, agency-based program.
  - Summer internship program (e.g., Summer Youth Employment Program)
  - An external internship (school-year or year-round)
  - An extracurricular, community service, or youth development program
  - An external workforce development program (e.g., The Door)
  - Co-Op Tech
  - ACCES-VR
  - An accredited vocational, sector-based training, or apprenticeship program
- Assist youth with taking a civil service exam
- Assist youth with obtaining a part-time/seasonal job, full-time job, or living wage job.
- Provide persistence support (e.g., help youth persist in program/job)

HOUSING/INDEPENDENT LIVING SERVICES

APPLYING TO HOUSING

- Assistance with applying to NYCHA
- Assistance with applying to supportive housing (NY/NY 3, NYC 15)
- Assistance with applying to other supportive housing residence program (e.g., Harlem Dowling, McLaughlin East Harlem Residence, etc.)
- Assistance with applying to Section 8 Housing while in foster care
- Assistance with applying to ACS Housing Subsidy
- Assistance with exploring other stable living arrangement
- Assistance with applying to the NYC Affordable Housing Market

OBTAINING HOUSING (AFTER APPLYING)

- Assistance with obtaining NYCHA housing
- Assistance with obtaining supportive housing (NY/NY 3, NYC 15)
- Assistance with obtaining other supportive housing residence program (e.g., Harlem Dowling, McLaughlin East Harlem Residence, etc.)
- Assistance obtaining Section 8 Housing
- Assistance with using a portable Section 8 voucher to transition from temporary to permanent housing
- Assistance with obtaining the NYC Affordable Housing Market
- Assistance with transitioning into market-rate housing
- Other

MAINTAINING HOUSING & INDEPENDENT LIVING SKILLS

- Assistance with maintaining housing
- Assistance with gaining Independent Living skills
- Other