

First Step: A Youth Practitioner's Resource Guide to Supportive Services

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The U.S. Department of Labor's (DOL) youth programs are designed to improve the long-term job prospects of young people by providing basic skills, work readiness skills, occupational skills training, and citizenship skills. A major, nationally-funded youth workforce program is the Workforce Investment Act (WIA) Youth program. WIA Youth program funds are provided to states and local workforce areas through formula funding to deliver a comprehensive array of youth workforce development services to low-income youth to prepare them for post-secondary educational and employment opportunities, attain educational and/or skills training credentials, and secure employment.

The WIA Youth program, as well as other DOL-funded youth programs, offer services such as tutoring, alternative secondary school offerings, summer employment opportunities directly linked to academic and occupational learning, paid and unpaid work experiences, occupational skills training, leadership development, adult mentoring, counseling, and follow-up services. In addition to those services, grantees are encouraged or required, as in the case of the WIA Youth program, to make available additional supportive services, like child care, housing assistance, and health and mental health services, when they are necessary to enable an individual to participate in authorized activities.

There are often a number of public and private sector organizations in a state or local area that offer supportive services to assist youth as they work to attain education, employment, housing and self-sufficiency, yet these organizations and resources can take time to identify. **First Step: A Youth Practitioner's Resource Guide to Supportive Services** provides youth practitioners with the information needed to connect young adults to those supportive services their employing organizations may not offer. The Guide provides quick and easy access to programs and services at the state or local level. Youth workforce development practitioners typically are aware of and have access to numerous education and employment resources, such as those related to GED attainment, financial aid, summer employment, and educational and occupational skills training. As such, this Guide does not include those types of resources, and focuses on the supportive services listed here.

This Guide is a living document and will be updated periodically on <https://youth.workforce3one.org/> to reflect changes to existing resources as well as new resources that become available. If you are aware of nationally available supportive services that are not included in this Guide and that you think would benefit other youth practitioners, please let us know by sending information to youth.services@dol.gov.

Below is the list of supportive services included in this Guide.

[CASH ASSISTANCE](#)

[CHILD CARE](#)

[CHILD SUPPORT](#)

[DISABILITIES](#)

[FINANCIAL LITERACY](#)

[FOOD/NUTRITION](#)

[FOSTER CARE](#)

[GENERAL ASSISTANCE](#)

[HEALTH, MENTAL HEALTH, AND SUBSTANCE ABUSE](#)

[HOMELESSNESS](#)

[JUVENILE JUSTICE](#)

[LEGAL AID](#)

[MENTORING](#)

[TRANSPORTATION](#)

[VIOLENCE AND ABUSE](#)

[VOLUNTEER OPPORTUNITIES](#)

CASH ASSISTANCE

Temporary Assistance for Needy Families (TANF) Program – The TANF program, which is time limited, assists families with children when the parents or other responsible relatives cannot provide for the family's basic needs. The Federal government provides grants to states to run the TANF program. State TANF programs are designed to accomplish four goals: (1) to provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives; (2) to end the dependency of needy parents on government benefits by promoting job preparation, work, and marriage; (3) to prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies; and, (4) to encourage the formation and maintenance of two-parent families.

States have broad flexibility to carry out their programs. The states, not the Federal government, decide on the design of the program, the type and amount of assistance payments, the range of other services to be provided, and the rules for determining who is eligible for benefits. To learn more about TANF, go to <http://www.acf.hhs.gov/programs/ofa/programs/tanf>. To find out if a youth is eligible for assistance through this program, contact a state or local welfare office. To get the state TANF contact phone number, go to <http://www.acf.hhs.gov/programs/ofa/help>.

CHILD CARE

Child Care and Development Fund (CCDF) – State child care assistance programs are funded through the CCDF. CCDF is a Federal program that assists low-income families, families receiving Temporary Assistance for Needy Families (TANF), and those transitioning from TANF in getting child care so they can work or attend training/education. Each state has its own eligibility guidelines. One may apply for child care assistance (sometimes called a “subsidy” or “voucher”) at a state or local agency. For more information on CCDF, visit the U.S. Department of Health and Human Services’ Office of Child Care Web page at <http://www.acf.hhs.gov/programs/ccbf/>. To learn more about the child care assistance program, contact the state child care agency. For a list of all state and territory CCDF contacts, visit <http://www.acf.hhs.gov/programs/occ/resource/ccdf-grantee-state-and-territory-contacts>.

Early Head Start (EHS) – EHS is a Federally-funded, community-based program for low-income families with infants, toddlers, and pregnant women. It offers children and families comprehensive child development services through center-based programs, home-visiting programs, and a combination of program options. EHS hours of operation vary from program to program. To find out how to contact a local EHS program, call 866-763-6481 or visit the EHS Program Locator Web site at <http://eclkc.ohs.acf.hhs.gov/hslc/HeadStartOffices>.

Head Start – Head Start is a Federally-funded, community-based child development program for children 3 to 5 years old and their families. It is a child-focused program and has the overall goal of increasing the school readiness of young children from low-income families. Head Start serves children whose family income is at or below the Federal Poverty Income Guidelines. Like EHS, Head Start programs may serve a limited number of children from families who earn more than this income limit. Programs can provide care through the traditional half-day and part-year hours, the full-day and full-year hours, or the half-day and school-year hours. To find a local Head Start program, call 866-763-6481 or use the online national Head Start Locator Tool at <http://eclkc.ohs.acf.hhs.gov/hslc/HeadStartOffices>. Click on “En Español” to use the Head Start Locator Tool in Spanish.

CHILD SUPPORT

The Child Support Enforcement (CSE) Program – CSE is a federal/state/local partnership to establish and enforce child support orders. It is sometimes called the IV-D Program because it was established under Title IV-D of the Social Security Act in 1975. Anyone who has custody of a child who needs child support from a nonresident parent can apply for CSE services. People who are on an assistance program - Temporary Assistance for Needy Families (TANF), foster care, or Medicaid - are referred to the CSE Program and get the services free. People who do not receive federal/state assistance can apply for services. States can charge an application fee of up to \$25 and they can charge for the cost of providing CSE services. State CSE agencies run the program and can help to locate a parent to establish paternity or a support order and they can help to enforce the order. The CSE agency can be in the state’s human

services agency, attorney generals office, or revenue department. The addresses and telephone numbers for the state CSE agencies are at (English)

<http://www.acf.hhs.gov/programs/css/resource/state-and-tribal-child-support-agency-contacts>.

For more information, go to the Child Support Enforcement Office's Web site at

<http://www.acf.hhs.gov/programs/css>.

DISABILITIES

Center for Independent Living – Centers for independent living are consumer-controlled, community-based, cross-disability, nonresidential private nonprofit agencies that are designed and operated within a local community by individuals with disabilities and provide an array of independent living services. To find a center for independent living nearby, visit the Directory of Independent Living Centers & Related Organizations at <http://www.ilru.org/html/publications/directory/index.html>

Job Accommodation Network (JAN) – AskJAN.org, funded by the U.S Department of Labor's Office of Disability Employment Policy, is an online resource center designed to provide employers, people with disabilities, their family members, service providers, educators, and others with technical assistance on job accommodations and the Americans with Disabilities Act. JAN offers a free consulting service and can be accessed at <http://askjan.org/>.

Learning Disabilities – LD OnLine, available at <http://www.ldonline.org/index.php>, is a website that provides information on learning disabilities, learning disorders and differences. Parents and teachers of learning disabled children will find authoritative guidance on attention deficit disorder, ADD / ADHD, dyslexia, dysgraphia, dyscalculia, dysnomia, reading difficulties, speech, and related disorders.

National Collaborative on Workforce and Disability for Youth (NCWD/Youth) – NCWD/Youth, a technical assistance center funded by the U.S Department of Labor's Office of Disability Employment Policy, is a source for information about employment and youth with disabilities. Its partners — experts in disability, education, employment, and workforce development — strive to ensure users will be provided with the highest quality, most relevant information available at <http://www.ncwd-youth.info/>.

PACER Center's Project SWIFT – A key to serving youth with disabilities is to enhance staff capacity to appropriately assess for and develop strategies to better serve youth with disabilities. *The Building Program Capacity to Serve Youth with Disabilities* from PACER Center's Project SWIFT is an easy to implement tool for increasing an organization's capacity to serve youth with disabilities and to work in partnership with their families. This curriculum has been designed to give professionals working with youth with disabilities in employment and training programs practical information, and managers of such programs a valuable training resource. Each session focuses on a separate disability related topic,

and highlights practical strategies using real world examples. Access it at <http://www.pacer.org/c3/curriculum/>.

Social Security Administration – The Social Security and Supplemental Security Income disability programs are the largest of several Federal programs that provide assistance to people with disabilities. The Ticket to Work and Work Incentives Improvement Act of 1999 authorized Social Security to award grants to community-based organizations throughout the U.S. and the U.S. territories. This grant program, called **Work Incentives Planning and Assistance (WIPA)**, provides Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) disability beneficiaries (including transition-to-work aged youth) with free access to information about work incentives, benefits planning, job placement and career development. For more information about WIPA and to find a service provider in a local area, go to <https://secure.ssa.gov/apps10/oesp/providers.nsf/bystate>.

FINANCIAL LITERACY

FDIC's Money Smart for Young Adults Program – FDIC's Money Smart for Young Adults curriculum helps youth ages 12-20 learn the basics of handling their money and finances, including how to create positive relationships with financial institutions. Equipping young people in their formative years with the basics of financial education can give them the knowledge, skills, and confidence they need to manage their finances once they enter the real world.

Money Smart for Young Adults consists of eight instructor-led modules. Each module includes a fully scripted instructor guide, participant guide, and overhead slides. The materials also include an optional computer-based scenario that allows students to complete realistic exercises based on each module. The curriculum is distributed on CD and can be ordered at <https://vcart.velocitypayment.com/fdic/>. For more information on Money Smart for Young Adults, go to <http://www.fdic.gov/consumers/consumer/moneysmart/young.html>.

National Council on Economic Education (NCEE) – Designed to promote economic literacy for students and teachers, this organization offers a wealth of educational tools that encourages young people to be financially responsible. It also provides links to other financial educational tools and programs. See it at www.ncee.net.

National Endowment for Financial Education – Created to provide Americans (largely youth) with practical money-management skills and an introduction to financial planning through course work that covers the fundamentals of money management. It utilizes the *NEFE High School Financial Planning Program (HSFPP)*, a curriculum designed to teach personal finance to youth. The site is sponsored by the U.S. Department of Cooperative State Research, Education, and Extensive Service, Land-grant University Cooperative Extension Services (CES), Credit Union National Association, Inc., and America's

Credit Union, and includes a Web-based training program for people who work with youth. Check it out at www.nefe.org.

The Road to Self-Sufficiency – The Road to Self Sufficiency, an income growth strategy for out-of school youth is a “toolkit” produced by the New York Association of Training and Employment Professionals and developed by front-line practitioners. This resource located at <http://www.nyatep.org/files/public/IncomeGrowthStrat.pdf> provides new approaches to the goal of helping youth become economically self-sufficient. It incorporates how to design an effective program, discusses how such an approach fits into a WIA program, offers considerations for business customers, and includes appropriate exercises and resources.

The Youth Guide to Budgeting – The Guide, developed by The Finance Project, provides step-by-step instructions, tips and strategies that youth leaders can use to develop a budget. The Guide is organized into three parts: Section 1 provides an understanding of budgeting; Section 2 describes elements of a budget; and Section 3 provides directions to create a budget. To access the guide, go to <http://www.financeproject.org/publications/YouthGuide-Budgeting.pdf>.

FOOD/NUTRITION

Food Banks – Feeding America is an organization that aims to feed America's hungry through a nationwide network of member food banks and engage our country in the fight to end hunger. To learn more about Feeding America, go to <http://feedingamerica.org/>. The Web site provides a searchable list of food banks in a local area. The list can be accessed at <http://feedingamerica.org/Home/foodbank-results.aspx>.

Supplemental Nutrition Assistance Program (SNAP) – Through the U.S. Department of Agriculture, SNAP serves as the foundation of America’s national nutrition safety net. SNAP benefits, provided monthly via an electronic debit card to be used to purchase food and nutrition, are available to most households with gross income less than 130 percent of the Federal poverty guidelines. To find out if a youth may be eligible for SNAP benefits and how much he/she could receive, use its pre-screening tool at <http://www.snap-step1.usda.gov/fns/>. To apply for benefits, or for information about SNAP, contact the local SNAP office. Find local offices and each state's application on the SNAP Web site’s national map at <http://www.fns.usda.gov/snap/outreach/map.htm>. Local offices are also listed in the state or local government pages of the telephone book. The office should be listed under "Food Stamps," "Social Services," "Human Services," "Public Assistance," or a similar title. Or call the state's SNAP hotline number at http://www.fns.usda.gov/snap/contact_info/hotlines.htm. To see if a state offers on-line applications, see the list at http://www.fns.usda.gov/snap/applicant_recipients/apply.htm. If a person is unable to apply online, he/she can download and print a paper application and can bring or mail the application to the local office.

Women, Infants, and Children Program (WIC) – The Special Supplemental Nutrition Program for Women, Infants, and Children - better known as the WIC Program - serves to safeguard the health of low-income pregnant, postpartum, and breastfeeding women, infants, and children up to age 5 who are at nutritional risk by providing nutritious foods to supplement diets, information on healthy eating including breastfeeding promotion and support, and referrals to health care. The Food and Nutrition Service (FNS), a Federal agency of the U.S. Department of Agriculture, is responsible for administering the WIC Program at the national and regional levels. To be eligible for WIC, applicants must have income at or below an income level or standard set by the state agency or be determined automatically income-eligible based on participation in certain programs. To find out if a youth is eligible for WIC benefits, the WIC Prescreening Tool is accessible at <http://wic.fns.usda.gov/wps/pages/start.jsf>.

To apply for WIC, contact the state or local agency to set up an appointment. A list of WIC State Agencies organized alphabetically by state agency name is available at: <http://www.fns.usda.gov/wic/Contacts/statealpha.HTM> or for a listing of Toll-Free numbers for WIC State Agencies, go to <http://www.fns.usda.gov/wic/Contacts/tollfreenumbers.htm>. For additional information about the WIC program, review the WIC fact sheet at: <http://www.fns.usda.gov/wic/WIC-Fact-Sheet.pdf>.

FOSTER CARE

John H. Chafee Foster Care Independence Program – The John H. Chafee Foster Care Independence Program (CFCIP) offers assistance to help current and former foster care youths achieve self-sufficiency. Grants are offered to States and Tribes who submit a plan to assist youth in a wide variety of areas designed to support a successful transition to adulthood. Activities and programs include, but are not limited to, help with education, employment, financial management, housing, emotional support and assured connections to caring adults for older youth in foster care. The program is intended to serve youth who are likely to remain in foster care until age 18, youth who, after attaining 16 years of age, have left foster care for kinship guardianship or adoption, and young adults ages 18-21 who have "aged out" of the foster care system. Included in the CFCIP is **the Educational and Training Vouchers Program (ETV) for Youths Aging out of Foster Care**. ETV provides resources specifically to meet the education and training needs of youth aging out of foster care. The law authorizes payments to States and Tribes for post secondary educational and training vouchers for youth likely to experience difficulty as they transition to adulthood after the age of 18. This program makes available vouchers of up to \$5,000 per year per youth for post secondary education and training for eligible youth. To find out the specific eligibility requirements and services available in your state, see the National Child Welfare Resource Center for Youth Development website at <http://www.nrcyd.ou.edu/state-pages>.

GENERAL ASSISTANCE

FindYouthInfo.gov – This Web site was created by the Interagency Working Group on Youth Programs (IWGYP), which is composed of representatives from 17 Federal agencies that support programs and services focusing on youth. Click on the “Map My Community” tab at <http://findyouthinfo.gov/maps/map-my-community> for an interactive mapping tool to locate federally supported youth programs and services in a community. Search by full address or ZIP code and click “Find Programs.” If programs are found, the location is marked on the map. Click on the marker to see the program title, department, funding agency, recipient name, and full address. Results can be filtered by topic and sponsoring federal department.

United Way 2-1-1 – United Way’s 2-1-1 is an information and referral search. Dial 2-1-1 to speak with a trained referral specialist who will help locate programs and services in an area. The service is free, and provides confidential information 24 hours a day, 7 days a week. Specialists are equipped to serve the hearing impaired and can accommodate most languages. Also, locate an office in an area at <http://www.211.org/>.

HEALTH, MENTAL HEALTH, AND SUBSTANCE ABUSE

Family Planning Services – Enter a zip code and find a local family planning clinic funded by the Office of Population Affairs in the area. Visit <http://www.hhs.gov/opa>.

Health Centers – Within the U.S. Department of Health and Human Services, the Health Resources Services Administration (HRSA) supports health centers that provide comprehensive, culturally competent, quality primary health care services to medically underserved communities and vulnerable populations. Health centers are community-based and patient-directed organizations that serve populations with limited access to health care.

Health Centers provide services available to all with fees adjusted based on the ability to pay. They are located in or serve a high need community, which is a designated Medically Underserved Area or Population (Find MUAs and MUPs at <http://muafind.hrsa.gov/>). Health Centers provide comprehensive primary health care services as well as supportive services (education, translation, and transportation, etc.) that promote access to health care, such as checkups when someone’s well; treatment when sick; complete care when pregnant; immunizations and checkups for children; dental care and prescription drugs for families; and mental health and substance abuse care if needed. Health Centers are in most cities and many rural areas. Type in an address at http://findahealthcenter.hrsa.gov/Search_HCC.aspx and click the 'Find Health Centers' button to find health centers.

HIV and Sexually Transmitted Diseases (STDs) Testing – Locate a clinic nearby that offers low cost testing and prevention counseling for HIV and other STDs at <http://www.hivtest.org>. To search for HIV testing, STD testing, and STD Vaccines call 1-800-CDC-INFO.

Searchable Database on National and State Adolescent Health Facts – This database can be searched to find out a state’s reproductive health facts, mental health facts, physical health and nutrition facts, substance abuse facts, and healthy relationships facts. This database can also be searched for national adolescent health facts. <http://www.hhs.gov/ash/oah/resources-and-publications/facts/>.

Substance Abuse and Mental Health Services Administration (SAMHSA) – SAMHSA works to promote emotional health and reduce the likelihood of mental illness, substance abuse including tobacco, and suicide. To learn more about SAMHSA’s programs and initiatives, see <http://www.samhsa.gov/> . For a list of mental health or substance abuse treatment facilities in the area, see SAMHSA’s Behavioral Health Service Locator at <http://findtreatment.samhsa.gov/> .

HOMELESSNESS

Family and Youth Services Bureau – The Family and Youth Services Bureau (FYSB) within the U.S. Department of Health and Human Services’ Administration of Children and Families promotes safety, stability, and well-being for people who have experienced or been exposed to violence, neglect or trauma. FYSB supports programs that provide shelter, community services and prevention education for youth, adults and families.

Through the **Runaway and Homeless Youth Program**, FYSB funds street outreach, short-term shelter, and longer-term transitional living, and maternity group home programs that serve and protect these young people. The short-term shelter programs meet the immediate needs of runaway and homeless youth and their families. Youth receive emergency shelter, food, clothing, counseling, and referrals for health care. To locate a program, go to <http://www2.ncfy.com/locate/index.htm>.

National Runaway Switchboard – The mission of the National Runaway Switchboard (NRS) is to help keep America’s runaway, homeless, and at-risk youth safe and off the streets. Its goal is to help youth help themselves while developing a detailed plan of action that is appropriate for the individual. Assistance can be provided by phone 24 hours a day at **1-800-RUNAWAY**. Youth can also visit the Web site for help and additional resources and services at http://www.1800runaway.org/youth/nrs_can_help/. The organization serves as the federally-designated national communication system for runaway and homeless youth.

U.S. Department of Housing and Urban Development (HUD) – HUD offers help to those who are homeless, at risk of becoming homeless, or know someone that is homeless. Local homeless assistance agencies provide a range of services and assistance, including emergency shelter, food, housing counseling, and job training and placement assistance. For information about housing, start by contacting a homeless assistance (<http://portal.hud.gov/hudportal/HUD?src=/topics/homelessness/localassist>) or a housing counseling agency (http://portal.hud.gov/hudportal/HUD?src=/i_want_to/talk_to_a_housing_counselor).

For general information on available resources, visit the Resources for Homeless Persons page at <http://www.hudhre.info/index.cfm?do=viewHomelessResources>.

JUVENILE JUSTICE

Office of Juvenile Justice and Delinquency Prevention (OJJDP) – The Office of Juvenile Justice and Delinquency Prevention (OJJDP) provides national leadership, coordination, and resources to prevent and respond to juvenile delinquency and victimization. OJJDP supports states and communities in their efforts to develop and implement effective and coordinated prevention and intervention programs and to improve the juvenile justice system so that it protects public safety, holds offenders accountable, and provides treatment and rehabilitative services tailored to the needs of juveniles and their families. To learn more about OJJDP go to <http://www.ojjdp.gov/index.html>.

For a list of OJJDP sponsored programs in a state and to find contact information for the state representatives and organizations that administer many OJJDP programs in an area, go to <http://www.ojjdp.gov/statecontacts/resourcelist.asp>.

OJJDP's programs cover the field from youth courts to delinquency prevention to tribal programs to mental health initiatives. Examples of some of the programs include: Gang Reduction; Girls Study Group; Disproportionate Minority Contact; Internet Crimes against Children Task Force; Juvenile Accountability Block Grants; and many more. To see a complete list and learn more about these programs, please go to <http://www.ojjdp.gov/programs/ProgResults.asp>.

The National Reentry Resource Center – The National Reentry Resource Center (NRRC) provides education, training, and technical assistance to states, tribes, territories, local governments, service providers, non-profit organizations, and corrections institutions working on prisoner reentry. The NRRC's mission is to advance the reentry field through knowledge transfer and dissemination and to promote evidence-based best practices. For more information, go to <http://nationalreentryresourcecenter.org/topics/juveniles>.

The NRRC developed the National Criminal Justice Initiatives map to highlight national reentry and other criminal justice initiatives implemented throughout the United States and its territories. The map, though not exhaustive, seeks to provide a place-based catalog of national initiatives and programs designed to reduce the recidivism rates of people returning from prison, jail, and juvenile facilities. The map will be updated periodically as new initiatives are announced. To utilize the map to find programs and resources, go to <http://nationalreentryresourcecenter.org/national-criminal-justice-initiatives-map>.

The National Institute of Corrections (NIC) – NIC, an agency within the U.S. Department of Justice, Federal Bureau of Prisons, provides training, technical assistance, information services, and policy/program development assistance to federal, state, and local corrections agencies. NIC hosts a library that provides access to over 18,000 corrections-related resources including training plans,

research reports, program evaluations and more. To learn more about NIC and to utilize its online catalog, go to <http://nicic.gov/>.

LEGAL AID

ABA Directory of Children’s Law Programs – The American Bar Association Directory of Children’s Law Programs is a compilation of children’s law programs across the country. It includes a full list of all children’s law centers, all children’s legal clinics (associated with a law school) and all children’s resource centers (that provide litigation support to children’s lawyers) To access program listings by state as well as download a pdf of the complete Directory at <http://apps.americanbar.org/litigation/committees/childrights/directory.html>.

Legal Service Corporation (LSC) – Established by Congress in 1974 as an independent 501(c)(3) nonprofit corporation, LSC is the single largest funder of civil legal aid for low-income Americans. Its 134 grantees provide free legal assistance through more than 900 offices across the country and in U.S. territories. Many LSC grantees offer assistance with legal issues that affect youth, such as special education services, students facing school discipline hearings, family members obtaining guardianship for children without parents, families at risk of homelessness, successful transition from incarceration back to the community, and access to health care and disability services. Find nonprofit legal aid programs in a state or county at <http://www.lsc.gov/local-programs/program-profiles>. For more information on LSC, go to <http://www.lsc.gov/>.

MENTORING

MENTOR - The National Mentoring Partnership – MENTOR helps children by providing a public voice, developing and delivering resources to mentoring programs nationwide and promoting quality for mentoring through standards, cutting-edge research, and state of the art tools. The MENTOR Web site at <http://www.mentoring.org/> provides information on how to connect to mentoring opportunities in local area as well as to locate tools to support programs.

To find mentor programs for youth in a local area, go to **FindYouthInfo.gov** Web site, click on the “Map My Community” tab at <http://findyouthinfo.gov/maps/map-my-community>, type in a zip code, and select “mentoring.” In addition, the Office of Juvenile Justice and Delinquency Prevention at the U.S. Department of Justice provides a list of mentoring resources, such as links to national mentoring programs, on its Web page at <http://www.ojjdp.gov/programs/mentoring.html>.

TRANSPORTATION

Publictransportation.org – Publictransportation.org is a one-stop shop for all things public transportation. The Web site at <http://www.publictransportation.org/Pages/default.aspx> is an online resource for information on the benefits and importance of transit. To find public transportation in a community, go to <http://www.publictransportation.org/tools/local/Pages/default.aspx>.

The Job Access and Reverse Commute (JARC) program – JARC was established by the U.S. Department of Transportation’s Federal Transit Authority to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. The Job Access Grant Program provides funds for projects that transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment. There are also gas vouchers and gas cards provided to parents who need to travel in order to visit with their children in protective custody or to fulfill other court-ordered service agreements. Learn more about JARC at http://www.fta.dot.gov/grants/13093_3550.html.

VIOLENCE AND ABUSE

Bullying – StopBullying.gov is a Federal government Web site managed by the U.S. Department of Health and Human Services that provides information from various government agencies on what bullying is, what cyberbullying is, who is at risk, and how one can prevent and respond to bullying. However, if a youth is in a crisis right now, he/she can call 1-800-273-TALK or can have a live chat with someone by going to <http://www.suicidepreventionlifeline.org/GetHelp/LifelineChat.aspx>. Also, one can find a counselor now by visiting <http://store.samhsa.gov/mhlocator>.

Dating Violence – loveisrespect.org is a collaborative effort between the National Dating Abuse Helpline and Break the Cycle. The Web site provides real time help for those who are in an abusive relationship as well as help and resources for those who want to help friends and family members escape an abusive relationship. For a live chat, go to <http://www.loveisrespect.org/get-help/get-help>, or text “loveis” to 77054, or call 1-866-331- 9474 (1-866-331-8453 TTY).

Preventing Violence – VetoViolence has been developed by the Centers for Disease Control and Prevention (CDC). It provides access to training and tools that focus on the primary prevention of multiple forms of violence, including child maltreatment, dating violence, sexual violence, suicide, and youth violence. VetoViolence found at <http://www.vetoviolence.org/> – offers free accredited courses and other resources to help practitioners use evidence-based strategies and programs to stop violence before it happens.

Sexual Violence: Rape, Abuse, and Incest – RAINN (Rape, Abuse & Incest National Network) is the nation's largest anti-sexual violence organization in partnership with more than 1,100 local rape crisis centers across the country and operates the DoD Safe Helpline for the Department of Defense. RAINN also carries out programs to prevent sexual violence, help victims, and ensure that rapists are brought to justice. Among its programs, RAINN created and operates the **National Sexual Assault Hotline at 1.800.656.HOPE**. This nationwide partnership of local rape treatment hotlines provides victims of sexual assault with free, confidential services around the clock.

RAINN also has an Online Hotline. The **National Sexual Assault Online Hotline** is a free, confidential, secure service that provides live help over the RAINN Web site. To access the Online Hotline, go to <https://ohl.rainn.org/online/>.

Victim's Rights – The Online Directory of Crime Victim Services is a resource from the Office for Victims of Crime (OVC). OVC is one of seven components within the Office of Justice Programs, U.S. Department of Justice. Since its launch in 2003, the Directory has helped thousands of crime victims and service providers find nonemergency crime victim service agencies in the United States and abroad. OVC has two tools that a person can use to find victim services. The first is a U.S. Resource Map that allows access to state-specific organizations that provide services to crime victims; contact information for crime victims' assistance and compensation programs; conference and events; victims' rights statutes, tribal laws, constitutional amendments, court rules, administrative code provisions, and case summaries of related court decisions; Victim Information and Notification Everyday (VINE) resources and; and, contact information to report crime victim' rights violations (<http://www.ojp.usdoj.gov/ovc/map.html>). The second tool enables a person to search for services according to the crime that was committed against them (<http://ovc.ncjrs.gov/findvictimservices/search.asp>).

Youth Violence – STRYVE Online at <http://www.vetoviolence.org/stryve/home.html> is provided by the Centers for Disease Control and Prevention (CDC) to help community practitioners and leaders stop all forms of youth violence, including fighting, bullying, threats with weapons, gang-related violence, and homicide. STRYVE Online provides free access to the latest information about what works to prevent youth violence as well as training and tools to use this information.

VOLUNTEER OPPORTUNITIES

Serve.gov – Managed by the Corporation for National and Community Service, Serve.gov is an online resource for volunteering. The Web site at <http://www.serve.gov/> helps locate volunteer opportunities in a local area, provides tool kits to create volunteer opportunities, and allows people to invite others to help with their own service project.

United Way Worldwide – United Way Worldwide is the leadership and support organization for the network of nearly 1,800 community-based United Ways across the globe. United Way offers access to

finding volunteer opportunities in reading, tutoring or mentoring opportunities directly from its Web site. Just enter a zip code and expand or reduce the search area depending on how far one is able to travel. For information on United Ways' opportunities to volunteer, go to <http://www.unitedway.org/take-action/volunteer/>.

MY CONTACTS

Identify resources and contacts for the youth served, keep track of them in a log, such as the one shown below, to refer to for future use.

Resource	Name	E-Mail	Phone	Address